

Cybera Transforms Service Management with BMC Helix Remedyforce to win the Info Security 2019 Gold Award



“ I don't know where we'd be today if we weren't on the BMC Helix Remedyforce platform. ”

Brian Katsetos | Director of Support Services, L1 and L2 | Cybera

Cybera®



94%

same-day resolution



96%

first call resolution



29 seconds

average speed-to-answer

The Business Challenge

Cybera is in rapid-growth mode and expanding globally. Headquartered in Franklin, Tennessee, Cybera provides a cloud-based network services platform for distributed businesses, such as retail, food services, healthcare, and financial services. These businesses rely on Cybera to deploy, secure, manage, and optimize new cloud-based applications and services quickly.

To meet the challenges of its booming growth, Cybera needed to upgrade from manual, reactive, and inefficient service management processes that were holding the company back. Opening tickets was an arduous and time-consuming task. Moreover, the ITIL® best practices had not been fully integrated into the company's systems. Cybera was looking for a service management system that could scale and support its growth, and a path for digital transformation that had minimal disruption to their business.

Business Objective: Shift to a Proactive and Maturing Service Management Approach

Cybera's service management needed a proactive and structured approach to mature its service management program. With over 100,000 tickets per year, the process was reactive and manual, with sub-optimal reporting and insights. Cybera was looking for a system that automated everything out-of-the-box. Some requirements included eliminating manual work to save time, gaining smart insights for proactive decision making, and improving customer

satisfaction and ability to scale. The company needed a significant digital transformation, and its legacy system was no longer a viable option.

The Solution: BMC Helix Remedyforce

Cybera chose BMC Helix Remedyforce because of its ease of implementation and integration, and because it runs on Salesforce. Cybera is a heavy Salesforce house with multiple internal groups that rely on it. According to Brian Katsetos, Director of Support Services, L1 and L2 for Cybera, “It was a no-brainer decision when we looked at the capabilities of BMC Helix Remedyforce among the competition. It was a great fit for how we needed to implement a service management platform and toolset into operations—and a great fit for the interactions with the rest of our business.”

Business Impact and Outcomes

Cybera’s BMC Helix Remedyforce implementation was fast and easy, and it provided all the capabilities the organization required, straight out-of-the-box. The service desk team is now utilizing all BMC Helix Remedyforce components including incident, change, asset, knowledge, release, service request/service level management, self-service portal, surveys, dashboards, and reporting.

As a result of leveraging all the robust capabilities of BMC Helix Remedyforce, Cybera is now seeing tremendous business value:

- Successful shift from reactive to proactive service management
- Organizational transformation with adoption across multiple lines of business as well as customers
- Quick and easy to access information with dashboarding and reporting capabilities
- Improved communication through smarter and faster insights
- Increased customer satisfaction and greater reliability
- Minimal disruptions to the business or customers’ service
- Best practices built-in with ITIL capabilities

Cybera’s team has built out the configuration management database (CMDB) improving several key areas including change management. Now, if an internal core switch goes out in a data center, Cybera is able to more quickly and confidently understand the impact to its business and customers. The company is also able to address the issue and reduce the risk of downtime, ensuring a higher level of customer satisfaction.

Cybera and BMC Helix Remedyforce:

Cybera’s best practices approach and the implementation of BMC Helix Remedyforce is foundational to the organization’s ability to meet the next phase of growth. Cybera’s digital transformation has earned the company a gold ranking in the 2019 Info Security Product Guide’s Global Excellence Awards.

On the journey to transform service management at Cybera, Katsetos now reflects on the positive impact BMC Helix Remedyforce has had on the enterprise: “It’s like a night and day difference between what our organization looked like two years ago, and what it looks like now.”



When it comes to service management enabling growth for Cybera, with BMC Helix Remedyforce, the future has arrived.

“ *It [Remedyforce] is always up, it’s always online, always working.* ”

Danny Sorensen | Senior Operations Manager | Cybera

Learn More



Learn more about BMC Helix Remedyforce.



Listen to Cybera’s podcast interview about their success with Remedyforce.