

Buckeye Partners slashes audit preparation time by 95% with powerful cloud-based ITSM



“A SaaS solution like BMC Helix Remedyforce makes sense for us because we don’t have to spend staff time on implementation, ongoing administration, and upgrades.”

Service Desk Manager | Buckeye Partners



BUCKEYE PARTNERS, L.P.



95% faster

audit prep



80%

SLA compliance



Dramatic gains

in productivity

Business Challenge

Managing more than 6,200 miles of petroleum pipeline distribution and 100 truck loading terminals in the U.S., Buckeye Partners must comply with a range of industry standards and government regulations. IT plays a vital role in demonstrating that compliance by providing detailed data for the rigorous, twice-a-year audits. By automating its incident, problem, and change management, the IT team transformed its laborious, manual, 25-hour audit preparation into a simple auto-reporting process.

BMC Solution

Buckeye chose BMC Helix Remedyforce to revamp its IT service management (ITSM) processes and address the industry’s demanding audit requirements. BMC Helix Remedyforce delivers robust ITSM functionality through the Salesforce.com cloud platform. Automated incident, problem, and change management processes enable the staff to capture data related to these IT disciplines and generate detailed reports with just a few clicks.

Business Impact

Automation through BMC Helix Remedyforce has yielded dramatic efficiency and productivity gains, positioning the current staff to accommodate the company's rapid growth.

- Ready availability of **detailed reports cuts audit preparation time from up to 25 hours to just one hour.**
- ITSM in the cloud **frees up data center space, reduces power consumption, and saves staff time** that would otherwise be spent on implementation, management, and upgrades.
- Meaningful reports and dashboards support **data-driven decision making.**
- With data capture and reporting, staff members gain visibility into service level agreements (SLAs), enabling them to **improve SLA compliance from 65 percent to 80 percent**
- All change request activities are captured, providing **a complete audit trail for compliance purposes.**

“ We’re a small IT group with a lot of things to manage. We know that patches will be put in on time and, when an upgrade occurs, we know it’s been thoroughly tested. ”

Service Desk Manager | Buckeye Partners

To learn more:



Visit the BMC Helix Remedyforce web page