




250% increase in users managed


21% increase in call volumes handled


Zero impact on SLA compliance



Buchanan Technologies

 **INDUSTRY**
IT Services

 **CHALLENGE**
Empower the current staff to accommodate rapid growth while ensuring high-quality, reliable service delivery.

 **SOLUTION**
A digital service management strategy, including **Remedy 9 IT Service Management Suite, TrueSight Operations Management, and Client Management**, ensures a flexible, integrated toolset for service and operations management.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage.

BMC – Bring IT to Life

Leading IT service provider Buchanan Technologies manages 250% more users while maintaining exceptional service delivery

BUSINESS CHALLENGE

Founded in 1988, Buchanan Technologies is experiencing rapid growth with over 850 employees as enterprises across the U.S. and Canada turn to this IT services leader for help desk and managed services. The company recently launched a transformational initiative to position itself to support growth and empower its customers to excel in the digital economy. The primary challenge in achieving the company's transformational objectives was to maintain reliable service delivery throughout the transformation without a corresponding increase in IT resources.

BMC SOLUTION

Buchanan Technologies is leveraging the functionality, integration, and scalability of Remedy 9 IT Service Management Suite, TrueSight Operations Management, and Client Management to support its evolving digital service management strategy.

BUSINESS IMPACT

The BMC solutions are enabling the company to handle a rapidly growing number of end users and accommodate increasing ticket volumes while maintaining service quality.

- The service management staff has **managed a 250% increase in users and a 21% increase in call volumes** while continuing to meet service level agreements.
- Automatic ticket generation and operational IT analytics are **accelerating problem reporting and resolution**.
- Smart IT mobile capabilities have **increased support team productivity** for the company and its customers.
- Smart Reporting gives customers **visibility into their environments**, reducing the load on Buchanan's support staff.

“The BMC solutions provide a single point of reference with a seamless, consolidated view across our environment as well as customer environments,” says Darvey Lavender, director of business information systems. “As a result, we can ensure that customer environments are as good as they can be today and that we constantly improve reliability and performance over time.”