

Buchanan Technologies manages 250% more users and maintains exceptional service delivery

“ We can ensure that customer environments are as good as they can be today and that we constantly improve reliability and performance over time. ”

Darvey Lavender | Director of Business Information Systems | Buchanan Technologies



↑ **250%**

increase in users managed



↑ **21%**

increase in call volumes handled



Zero

impact on SLA compliance

Business Challenge

Since 1988, enterprises across the U.S. and Canada have turned to Buchanan Technologies for help desk support and managed services. After experiencing rapid growth, the company now has more than 850 employees and recently launched a transformational initiative to position itself for further 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 BMC Helix ITSM, TrueSight Operations Management, and BMC Helix 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 percent increase in users and a 21 percent increase in call volumes** while continuing to meet service level agreements (SLAs).

- Automatic ticket generation and operational IT analytics are **accelerating problem reporting and resolution**.
- Enhanced 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.* ”

Darvey Lavender | Director of Business Information Systems | Buchanan Technologies

Learn more:

-  Visit the BMC Helix ITSM web page
-  Visit the BMC Helix Client Management web page
-  Visit the TrueSight Operations Management web page