



BMC Remedy Service Level Agreements for Customer Service and Support

Exceed customer expectations with confidence

With BMC® Remedy® Service Level Agreements, you can establish, track, and manage internal and external SLAs to ensure that your customer service and support delivery meets or exceeds customer expectations. You'll keep your customers happy and enjoy the business benefits of customer satisfaction and loyalty.

What's so important about boosting customer satisfaction? Satisfied customers become loyal customers and loyal customers are repeat buyers. Bottom line: higher revenue at lower cost of sales.

To maintain customer satisfaction, you have to deliver a level of customer service that meets or exceeds customer expectations. That's difficult to achieve, especially if yours is a large organization, one that offers sophisticated products and services, or one that works with other businesses (B2B). These organizations typically have highly complex internal customer service process environments, making it extremely difficult to deliver service and support that lives up to customer expectations — let alone exceeds them.

by customer support contracts that may offer a hierarchy of options, with each option providing a different level of service under different terms and conditions. What's more, some contracts may be tailored to individual customers — and may carry financial penalties for non-compliance.

BMC® Remedy® Service Level Agreements, part of the BMC® Remedy Customer Service and Support Suite, provides an advanced set of tools to help you establish, track, and manage internal service standards and external commitments in the form of service level agreements (SLAs). With this out-of-the-box application, you can handle the entire range of SLA management processes — from defining SLAs and monitoring compliance in real time to collecting and analyzing performance data, addressing problem areas proactively, and continually refining the services you offer. As a result, you can exceed customer expectations and continually improve service quality to maintain high customer satisfaction. In addition, with the data and reports provided by BMC Remedy Service Level Agreements, you can demonstrate your successes to your customers, as well as to senior management.

BMC Remedy Service Level Agreements helps you establish and document service levels in this complex environment. Through automation, the application helps you define, configure, and document customer service levels with data and processes that are specific to your organization. You select what type of SLAs to establish, such as issue response times or resolution times, and then specify commitments, either by individual occurrence or target quotas over time periods. For example, you might specify that each customer issue must be resolved within four hours, or that over the course of a month, 98 percent of all customer issues must be resolved within four hours. You can even set commitments by individual customer, by issue priority, or by issue type.

Because you set priorities intelligently, you can do the right thing for the right customer at the right time. As a result, you'll increase the satisfaction of your customers and develop tighter relationships with them.

Establish SLAs in Complex Service Environments

If your organization is like many, you have to establish and manage service levels in an extremely complex environment. You have to decide what processes fall under an SLA, what the required levels of service for these processes should be, how and when to measure SLAs, and what actions should be triggered when certain conditions are detected. This is a difficult task, considering the variety of service commitments in your environment. Some such commitments are set as benchmarks to ensure optimal overall service performance. Others are set

Realize Fast Time to Value and Low Cost of Ownership

BMC Remedy Service Level Agreements is built on BMC® Remedy® Action Request System® (AR System®), a service process management platform noted in the industry for its easy adaptability. As a result, you can quickly and easily configure the system to meet your unique needs — without complex programming or complicated future upgrades. With this combination of out-of-the-box functionality and easy adaptability, you'll be up and running quickly to realize a fast time to value.

Moreover, because of this inherent adaptability, BMC Remedy Service Level Agreements is easy to reshape to meet your changing business require-



This product integrates with BMC® Atrium® technologies.

ments and customer expectations. For example, you can leverage existing service rules to build new ones, and you can create SLA groups that share common measurement data. The adaptability helps keep maintenance costs low — and low maintenance costs combined with low implementation costs result in low total cost of ownership. In addition, adaptability enables your organization to stay agile to maintain a competitive edge.

Exceed Customer Expectations through Proactive Management

BMC Remedy Service Level Agreements includes monitoring tools that enable you to perform real-time, proactive management of service levels and external service commitments. That's critical to ensuring that customer service satisfaction remains high.

You can specify continuous monitoring, or you can set up review periods to monitor commitments on a periodic basis, such as weekly or monthly. In continuous monitoring, managers and supervisors can track SLA performance and monitor progress using the optional BMC® Remedy® Flashboards®, a real-time, graphical, dynamic display console. They can see, at-a-glance, actual performance against committed service levels, so they can move quickly and proactively to avoid missing commitments.

One key to proactive management is the ability to define automatic actions, such as notifications, escalations, and reassignments, to be initiated when service standards and commitments are at risk. Under continuous monitoring, BMC Remedy Service Level Agreements generates alerts when an SLA is in danger of being missed, as determined by thresholds you set. In response to alerts, the product can trigger automatic actions, such as notifications, escalations, and reassignments, all with built-in processes.

The inherent adaptability of BMC Remedy Service Level Agreements permits you to define automatic actions using rules that follow your organization's own unique business processes. You can specify when to escalate an issue, to whom, by what means, and how frequently. Based on these rules, the application moves proactively to address problems before they result in compromised service or financial penalties. That helps you maintain customer satisfaction and save money.

BMC Remedy Service Level Agreements also provides best practices reports for retrospective analysis — down to the individual customer level. These reports help service center managers identify trends and address potential problem areas. With these reports, you can review service performance on a continuing basis, looking for opportunities for improvement.

Part of an Integrated Suite

BMC Remedy Service Level Agreements is part of the BMC Remedy Customer Service and Support Suite, which also includes BMC® Remedy® Customer Support and BMC® Remedy® Quality Management. In addition, BMC provides BMC® Remedy® Citizen Response, a vertically focused adaptation of BMC Remedy Customer Support, designed specifically to help government agencies respond to citizen requests and inquiries. These applications can work stand-alone, or in concert, to create a powerful service center solution that helps you meet and exceed customer expectations.

About BMC Software

BMC Software helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. BMC solutions share BMC® Atrium™ technologies to enable IT to manage across the complexity of diverse systems and processes — from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information, visit www.bmc.com.

BMC Remedy Customer Service and Support includes:

- > BMC Remedy Customer Support
- > BMC Remedy Quality Management
- > BMC Remedy Service Level Agreements
- > BMC Remedy Citizen Response

You can increase the value of your investment with these BMC Remedy AR System options:

- > BMC Remedy Dashboards
- > BMC® Remedy® Enterprise Integration Engine

System requirements:

- > BMC Remedy AR System version 6.0.0 or higher
- > Relational database
- > 1 GB server RAM
- > 500 MB server disk space

To take advantage of Web capabilities, you must meet the necessary systems requirements for the BMC Remedy AR System 6.x Web-Tier (Mid-Tier).



For more information, visit www.bmc.com.

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