



# BMC Remedy Knowledge Management

As businesses mature in their ability to exploit technology, the importance of sharing current and accurate IT knowledge increases exponentially. BMC Remedy Knowledge Management provides a powerful knowledge content search engine that reduces IT Help Desk costs, increases your users productivity, and dramatically improves IT customer satisfaction.

Remedy Knowledge Management provides a framework for creating, publishing, reviewing, and searching IT knowledge articles that is fully integrated with Remedy ITSM solutions. Knowledge Management reduces help desk cost by allowing help desk analysts to easily find solutions to incidents and provides end-users access to self-search resources to resolve issues on their own.

## KEY BENEFITS

- » Reduce the number of incidents escalated to problems by up to 30 percent by providing a self-service knowledge base for users and service desk agents
- » Communicate to the business about available services — and allow the business to access information about those services easily and automatically
- » Provide an information catalog to users that facilitates learning about IT services as well as the business
- » Decrease call-wait and call-duration times, as well as call abandonment rates
- » Liberate the help desk to focus on Level 2 and Level 3 issues by empowering users to execute common Level 1 requests

## BUSINESS CHALLENGE

IT executives are looking for a flexible, integrated way to apply their employees' knowledge into their service management processes. Seasoned IT executives know that when armed with the right knowledge management solution, their employees can support new technologies quickly. BMC Remedy Knowledge Management helps IT Support and IT end-users find the information they need quickly, and capture new knowledge for future use.

IT help desk costs represent a large portion of the IT operational budget. IT operations is being asked to reduce support costs while improving end-user efficiency and customer satisfaction. Achieving this goal requires reducing the number of calls to the service desk, shortening resolution cycles, minimizing escalations to higher tier support and providing accurate and consistent answers to end-users.

## THE BMC SOLUTION

Currently, as companies are being asked to do much more with far fewer people and resources, the value of an effective knowledge management solution has become more compelling than ever. BMC Remedy Knowledge Management will give IT the following capabilities:

- » Users can get answers and solutions to common questions and problems without calling service desk
- » IT Subject Matter Experts can author, categorize, and share knowledge with IT, customers, and end-users
- » Support for third-party, pre-built content
- » Improved business service quality and customer satisfaction through Web accessibility
- » Reduced support calls by using natural language search
- » Integration throughout an existing BMC Remedy IT Service Management implementation
- » The ability for IT to support new technologies quickly

Remedy Knowledge Management search engine supports many types of knowledge documents:

- » Knowledge Management articles
- » PDF and word documents
- » Remedy ITSM Suite's Incidents
- » Problems & Known Errors

BMC Remedy Knowledge Management provides a rich text editor for creating user friendly, interactive, template based articles, and it provides out-of-the-box Remedy ARS based work flow that automates the management of the life-cycle of knowledge articles from inception, through publication and retirement.

## INTEGRATION WITH I.T. SERVICE MANAGEMENT

Fully integrated with the Remedy ITSM Suite, BMC Remedy Knowledge Management automatically searches the knowledge base using a powerful search engine to allow analysts, technicians, customer support representatives, and end-users to see related solutions without ever leaving Remedy.

Further, support analysts can capture, create and submit knowledge articles for approval directly from any Incident or Problem record.

## KEY FEATURES

- » Rich XML authoring
- » Authoring process workflow
- » Notifications
- » Multiple source searching
- » Decision trees
- » Problem resolution
- » Security and multi-tenancy
- » XML architecture
- » Web self-help

## ITSM INTEGRATION

Simplified views with Dynamic Data flow across IT Service Management processes

- » All Knowledge Management integrations are embedded into ITSM 7.5

Populating of Knowledge Articles attributes into Incidents Indexing Remedy Forms

- » All forms can be indexed
- » Indexing is done ONLINE
- » Indexing table fields (e.g. activities) and attachments Multi Tenancy Support

## BUSINESS RUNS ON I.T.

I.T. RUNS ON BMC SOFTWARE  
Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended September 30, 2008, BMC revenue was approximately \$1.83 billion. Visit [www.bmc.com](http://www.bmc.com) for more information.

## DELIVERING I.T. KNOWLEDGE THROUGH SELF SERVICE

BMC Remedy Knowledge Management is fully integrated with BMC's web-based Service Request Management application. End-users can search for solutions and help themselves to resolve problems. If they require additional help, they can immediately submit an incident that includes a history of their research session. This allows support personnel to get a head start on resolving the issue. Customers can be notified automatically of any new solutions or changes to solutions in which they are interested. Furthermore, Knowledge Management tracks the usefulness of the knowledge articles and captures customer feedback to improve effectiveness.

## BMC I.T. SERVICE MANAGEMENT SUITE

As part of the BMC Remedy IT Service Management Suite, BMC Remedy Knowledge Management is built on a native common architecture that unifies ITSM disciplines. At the heart of the suite is an industrial strength / scalable Configuration Management Database (CMDB). The CMDB improves IT / business alignment; resulting in a reduction of calls to the service desk through full automation of service requests and access to the information your customers need to "help themselves".

## FEATURES

**RICH XML AUTHORING:** Best-practice authoring with extensive rich-text XML editing tools supports spell checking, linking, inline or linked graphics, and other rich-text features. Industry-standard authoring templates ensure that your information is consistent and usable.

**AUTHORING PROCESS WORKFLOW:** Customizable and enforceable processes can be simple or sophisticated based on your requirements. Newly created documents are stored in an "unofficial" state and promoted through an approval process. This speeds up the authoring process and helps reduce workflow bottlenecks.

**MULTIPLE SOURCE SEARCHING:** Supports multiple information repositories allowing users to search across multiple sources and view them in an integrated hit list. The powerful search engine allows for simple searching using Natural Language Query and sophisticated Boolean searches.

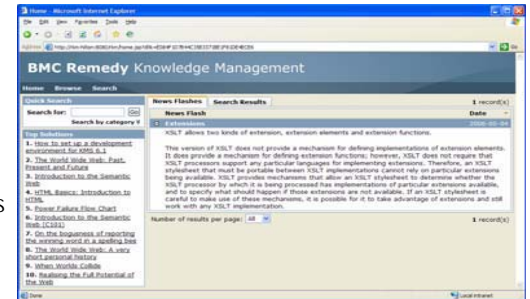
**DECISION TREES:** Decision trees lead the user through a complex resolution procedure, while collecting detailed audit trails of the branches followed by the user. Audit trails are integrated into case records; providing liability protection and verification that the user followed each prescribed step in the procedure.

**PROBLEM RESOLUTION:** Much more than a knowledge base: BMC Remedy Knowledge Management is an integral component of the problem management workflow included in BMC Remedy Service Desk. It is a valuable tool for seamlessly creating known errors and helping to identify root causes.

**SECURITY AND MULTI-TENANCY:** With BMC Remedy Knowledge Management, you control who has access. XML templates and Visibility Group Management enable the support of sub-document or field level security.

**XML ARCHITECTURE:** XML-based documents and templates allow for greater flexibility in repurposing or reusing data in other systems. They enable easy customization with changes against templates or individual documents (changed templates can be applied immediately or to future documents).

**WEB SELF-HELP:** The Web Self-Help solution provides integration with the BMC Remedy Mid-Tier, allowing users to search for solutions and create their own trouble tickets. Self-Help users can use "Frequently Used" and "Frequently Viewed" solutions lists to immediately find popular solutions. These lists are dynamically updated and can be customized for different user communities.



BMC Remedy Knowledge Management Console