



# BMC Remedy Service Desk

The service desk plays a vital role in keeping critical business systems running smoothly. Yet many organizations are still struggling to establish an effective service desk operation that truly aligns with business objectives. What's more, the number of users and applications continues to expand dramatically. The move to service-oriented software architectures is increasing complexity and making problem resolution more intricate.

## KEY BENEFITS

- » Reduce call escalations by enabling your level 1 personnel to resolve more incidents
- » Reduce call length by having faster access to solutions at your fingertips
- » Reduce training and turnover costs by systematically capturing valuable knowledge
- » Improve customer satisfaction by responding quickly and efficiently to conditions that disrupt critical services
- » Increase productivity and decrease resolution time with simple user interface and one-click service selection
- » Increase availability of business-critical systems by speeding incident and problem resolution
- » Prioritize resources and actions to resolve incidents with the highest business impact first through integration with a single CMDB
- » Improve overall service, reduce maintenance and license costs by consolidating multiple service desks onto a single platform
- » Reach across business units, regions, and languages with a single, unified solution
- » Reduce call volumes and improve service with customer self-service
- » Align to ITIL best practices quickly with expert services, comprehensive training, and out-of-the-box ITIL processes and eliminate the time and costs required to perform detailed customizations
- » Integrate all IT service support functions with a single unified architecture

## BUSINESS CHALLENGE

IT organizations are under pressure to supply higher levels of support to the business in the form of faster incident resolution and improved service levels. However, incident management processes are often not standardized, and prioritization of incidents is often done without an understanding of their impact on the business. This problem is made worse when there are multiple service desks in an organization that are not integrated and don't share information. The result is an inefficient service support organization with higher costs and dissatisfied end users.

## THE BMC SOLUTION

BMC Remedy Service Desk, the industry-leading, best practice incident and problem management application, is helping thousands of customers overcome obstacles that limit their ability to respond quickly and efficiently to conditions that disrupt critical services. BMC Remedy Service Desk acts as a single point of contact for all users. It expedites the restoration of normal service and helps prevent future events from adversely impacting business services, while also helping to improve IT staff efficiency.

BMC Remedy Service Desk is part of the BMC Remedy IT Service Management suite of pre-integrated applications that seamlessly tie incident and problem management processes and data to asset, change, and service level management. The application further integrates service desk processes with infrastructure management through the included BMC Atrium Configuration Management Database (CMDB). This intelligent repository shares a common model of the IT environment with other BMC and third-party products to unify IT service and support processes with infrastructure management.

## COMPREHENSIVE SERVICE DESK

BMC Remedy Service Desk is a simple to use, comprehensive application that facilitates end-to-end service support processes. Regardless of whether a service request is initiated through the Web, e-mail, telephone, desktop client, or by an event from a network or system management application, this multichannel customer request interface consolidates and handles requests from submission to final resolution.

Within the IT organization, BMC Remedy Service Desk provides a common tool to automate and integrate service support processes among functional or regional groups, third-party resources, and other parts of the enterprise. BMC Remedy Service Desk also provides a common workflow engine and database to provide visibility of key IT service metrics across the organization in a single integrated package. Cross-organizational visibility into information is a key source of metrics needed to manage ongoing operational improvements.

## COMPLETE INCIDENT AND PROBLEM MANAGEMENT

BMC Remedy Service Desk addresses both incident management and problem management. Its flexible, built-in, IT Infrastructure Library® (ITIL®) best-practices workflows help to speed the resolution of end-user issues and the identification of defects in the IT infrastructure. The workflows capture and track relationships in a seamless and integrated fashion, from the initiation of the incident to problem correlation, through knowledge entry creation and change request and verification, and finally, to permanent fix and resolution.

## EXTENDED VALUE WITH TIGHTLY INTEGRATED KNOWLEDGE MANAGEMENT

Efficient knowledge management tools complement BMC Remedy Service Desk by helping agents to resolve incidents faster, often on the first call. BMC Remedy Knowledge Management provides rich authoring capabilities and broader search capabilities that widen the breadth of knowledge available to first-line staff to help resolve more incidents at the first level of support. As such, it reduces operating costs associated with managing a service desk and improves ROI.

## ITIL COMPATABILITY

BMC Remedy Service Desk is compatible with ITIL guidelines for a consolidated, multichannel interface that automates incident, problem, configuration, and change management to enable continuous improvement of IT services. The application provides:

- » A single point of contact that consolidates user requests from multiple sources
- » A centralized solution for global, regional, and local IT support organizations
- » Categorization, routing, tracking, validation with the customer, and closing of all events
- » Enhanced problem management, including embedded workflow for error control and problem control
- » Built-in, automatic customer satisfaction survey
- » Out-of-the box ITIL processes to quickly and cost-effectively align to ITIL best practices
- » Easy and cost-effective upgrades due to less customizations reducing the need for support services

## BUSINESS RUNS ON I.T.

### I.T. RUNS ON BMC SOFTWARE

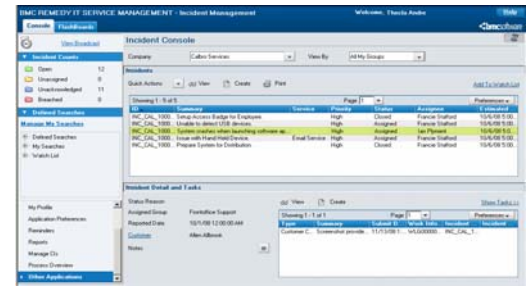
Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform 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.

## EXTENDED VALUE WITH REAL-TIME DASHBOARDS FOR EASY REPORTING

Service managers and support staff can track service desk performance and monitor progress through a real-time, graphical, display console and the use of BMC Remedy Dashboards. Built-in, easy-to-read dashboards permit the support staff to detect service delivery problems at a glance and move proactively to head off problems before they result in degradation of service quality.

## EXTENDED VALUE WITH USER SELF SERVICE

Self-service functionality permits end users to search a knowledge base and submit, update, and check issues over the Web, improving user satisfaction while reducing the volume of service desk calls. The knowledge base contains such information as answers to frequently asked questions and known solutions or temporary workarounds to common issues. By encouraging self-sufficiency on the part of the user, organizations can reduce call volumes, increase user satisfaction, reduce staffing requirements, and lower support costs.



BMC Remedy Service Desk Support Console

## SUPPORT FOR DISTRIBUTED AND HETEROGENEOUS ORGANIZATIONS

Global organizations often require geographically dispersed support centers to provide local response to user needs, and to ensure that support is available in local languages. BMC Remedy Service Desk addresses this business need by supporting centralized management and reporting of metrics for globally distributed service desks. Specifically, BMC Remedy Service Desk provides the ability, with its multi-tenancy technology, to consolidate disparate service desks or service multiple customers or business units, regions and languages within an enterprise that may have heterogeneous requirements, all while leveraging the same support personnel, applications and knowledgebase.

## INTEGRATED WITH RELATED PROCESSES

As part of the BMC Remedy IT Service Management Suite, BMC Remedy Service Desk is ready to work out-of-the-box with: BMC Remedy Change Management, BMC Remedy Asset Management and BMC Service Level Management. This ensures more effective incident and problem resolution and prevention.

Seamless integration with BMC Service Impact Manager enables the creation of "intelligent incidents" that contain business impact and root cause information on the configuration items (CIs) and impacted users associated with an incident. This allows both the service desk and IT operations to understand an incident from the IT and service perspectives — and to prioritize resolution appropriately.

BMC Desktop Capture eliminates the need for users to recreate incidents or gather data manually for incident resolution, speeding time to resolution and lowering costs.

Additionally, BMC Remedy Service Desk integrates with BMC Identity Management to help automate the provisioning of user passwords and to simplify user account management by integrating information about relationships, roles, and access rules into automated processes.

## CONSISTENT, RELIABLE DATA

The ability to automatically access data on all IT assets — including the requestor's CIs and associated CI history, as well as the history of the user's requests — provides staff with clear visibility into the assets they are being asked to support, quickly locating potential or related incidents and solutions to speed resolution. This process begins with the BMC Atrium CMDB, an integral part of BMC Remedy Service Desk.

The BMC Atrium CMDB provides a working model of your enterprise IT infrastructure to promote greater synergy and efficiency across related IT management processes. It is populated and continuously updated by the BMC Discovery Solution, which automatically captures all four levels of data require to accurately model your IT environment: assets, configurations, relationships, and users.