

BMC Service Support

Fast-track your ITIL® initiatives by up to 50 percent

As an IT service support professional, you bear the brunt of customer dissatisfaction. When users experience service disruption or performance slowdown, or when they need to request a service, they call you — and they expect you to respond quickly to fulfill their requests and resolve their problems.

To respond, you have to coordinate the actions of different groups with different responsibilities and specializations, and you must deal with fragmented processes, many of which are manual. At the same time, you are under pressure to reduce costs.

To meet these challenges, you need to move up in IT service support management maturity. That means implementing best-practice IT support processes, integrating them across IT functional groups, and automating them to eliminate manual activities.

A BUSINESS-CENTRIC APPROACH TO SERVICE SUPPORT

BMC Service Support provides a recommended, milestone-based approach that allows you to focus on a single area within your business (in this case, IT service support) as a step toward comprehensive Business Service Management (BSM) — the most effective approach for managing IT from the perspective of the business.

With BMC Service Support, you ensure the availability and quality of the services your team provides to the business. You can restore critical services faster, reduce the overall number of disruptions to critical services, and promote easy and rapid integration of IT Infrastructure Library® (ITIL) processes within IT. As a result, you closely align service support and costs with business needs, and increase the value that IT brings to the business.

BMC provides the industry's leading service support solutions — supported by a unified suite of applications built on a common foundation — to help you maintain ongoing service, while also handling dynamic business change. That's why BMC Service Support can reduce the cost of IT support by 15 percent, while also fast-tracking your ITIL initiatives by up to 50 percent.

With BMC Service Support, you can:

- > Increase support quality by coordinating support activities and decisions across functional silos
- > Restore critical services faster and decrease the number of disrupted services
- > Boost productivity and support consistency by automating standardized processes, policies, routine tasks, and customer self service

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The BMC Difference

- > **Proven service offerings:** Hundreds of successful implementations ensure proven, successful, “best practices” approach
- > **Strong service desk consolidation capabilities:** Scalable solution supports multi-tenancy and multi-lingual implementations
- > **Single, central, shared data model:** Unified service view across all functions and processes (through the BMC Atrium CMDB), as well as a unique, unified architecture (BMC Remedy Action Request System) means that there are no point-to-point integrations to maintain
- > **Single center of accountability:** BMC is unique in its ability to integrate, automate, and manage service expectations, service support, service quality, and service delivery.
- > **Full automation and seamless integration:** BMC reduces calls to the service desk through full automation of service requests and integration to the same workflow engines that make the BMC Remedy Service Desk a market leader.

Return on Investment in Action:

Large Government Contractor

- > Increased resolution matching from 15 percent to 76 percent
- > Increased first-call resolution from 91.5 percent to 96.5 percent
- > Improved customer satisfaction rates from 96.2 percent to 98.5 percent

- > Provide business-relevant responses to requests and issues by focusing the work of disparate IT specialists on collaboration to improve business service delivery and support
- > Implement ITIL best practices up to 50 percent more quickly
- > Ensure that your processes are followed through tools designed not only to guide your support staff through each process, but also to enforce correct process execution

ALIGN PEOPLE, PROCESSES, AND TECHNOLOGY ACCORDING TO ITIL BEST PRACTICES

BMC Service Support includes an ITIL process design tool that helps you align people, processes, and technology through the use of visual ITIL process models. These models tie processes all the way down to work instructions that detail how IT uses BSM solutions from BMC to fulfill its role in the process. The model bridges the gap between ITIL guidelines and supporting service management applications to ensure that the processes you derive are supported by BMC Service Support solutions. Not only will you enjoy reduced costs and a much shorter implementation timeframe — as much as 50 percent shorter — you’ll also eliminate the major risk factors associated with IT service support management implementations.

DRIVE SERVICE DESK EFFICIENCY

With out-of-the-box ITIL processes for incident management and problem management, BMC Service Support enables IT to respond quickly and efficiently to conditions that disrupt critical services. A flexible, built-in, self-service knowledge base helps speed the resolution of end-user issues and the identification of defects in the IT infrastructure. Automated workflow captures and tracks incidents and problems in a seamless and integrated fashion — from incident initiation and problem correlation, through knowledge entry creation, change request and verification, and finally, to permanent fix and resolution.

BMC Service Support provides a proven solution for driving service desk efficiency through repeatable, effective ITIL incident and problem management processes. The solution:

- > Delivers closed-loop process integration with knowledge management, service request management, and change management to improve IT service support efficiency
- > Includes the industry-leading BMC Atrium CMDB to permit faster incident resolution through an understanding of business service and IT infrastructure relationships
- > Offers consulting and educational services, as well as comprehensive customer support, to further extend the value of your implementation

EXTEND THE VALUE OF YOUR SERVICE DESK WITH GREATER SELF SERVICE

BMC Service Support includes BMC Self Service, which allows you to define the services IT offers, publish those services in a Web-based catalog, and automate the fulfillment of the services for the end-user base. The solution also permits IT to define a unified and simple front end for change requests from both end users and other IT employees.

When a user submits a service request, the solution initiates, manages, and tracks all the necessary processes, performing full-request lifecycle management. It routes requests for approval where required and, when approvals are obtained, triggers and tracks the appropriate fulfillment processes. Users can check the status of their requests at any time through a simple online inquiry.

With these self-service capabilities, you will:

- > Get your staff off the phone with an integrated self-service solution from the IT service support leader
- > Automate request fulfillment to deliver faster, more cost-effective services
- > Get your self-service portal up and running today through seamless integration with your existing BMC solutions

With BMC Service Support, users can help themselves, which reduces the flood of requests that the service desk typically receives. As a result, IT can pursue more mission-critical activities, such as resolving incidents related to service failures and restoring critical services.

STANDARDIZE AND AUTOMATE THE ITIL CHANGE MANAGEMENT PROCESS

BMC Service Support also standardizes and automates the change management process consistent with ITIL best practices. As a result, it improves IT's ability to quickly implement changes, while also minimizing business risk through the enforcement of policies. The solution:

- > Standardizes your organization on a unified change management process
- > Improves the ease and efficiency of implementing and managing IT changes
- > Includes out-of-the-box workflow for change approval and service level management
- > Provides visibility into the status of approvals, change execution, and change execution conflicts
- > Enables necessary controls and documentation to meet the requirements of regulatory compliance
- > Offers consulting and educational services, as well as comprehensive customer support, to further extend the value of your implementation

What's more, by providing self-service functionality as part of your change management process, you will:

- > Ensure that all necessary information is provided up front, before change processing begins
- > Reduce ad hoc requests for change status, and ensure effective communication updates among change requesters and change management personnel
- > Integrate change management into the service request process, which may include incidents, work orders, or other processes
- > Ensure consistency in the fulfillment of change request processes and policy

TRACK THE LIFECYCLE AND TOTAL COSTS OF YOUR IT ASSETS — FROM PURCHASE TO RETIREMENT

BMC Service Support gives you the ability to view your IT assets as part of your larger business services. By integrating asset configuration management into other ITIL service support workflows, BMC Service Support will help you:

- > Understand the cost and value of your IT assets within the context of business services
- > Lower software license costs and compliance risk
- > Avoid over- and under-purchasing of hardware and software
- > Reduce leasing costs and penalties
- > Streamline interactions with change, incident, problem, and configuration management processes
- > Use IT asset management to realize additional value more quickly from a CMDB implementation

INTEGRATE ACROSS PROCESSES

All BMC Service Support solutions include the BMC Atrium CMDB. This permits process integration and data sharing across all service support processes, breaking down the barriers among specialized groups so they can collaborate more closely to improve IT service support efficiency. For example, you can integrate incident and problem

Ensuring Maximum Value

BMC pioneered Business Service Management to ensure effective and efficient alignment of IT with business, and now has the most customers using BSM to positively impact their business. BMC delivers complete BSM solutions, including industry-leading software and the following services:

Consulting Services

- > Leverage proven methodology to implement BSM with predictable results and consistent quality
- > Accelerate your ROI when addressing specific IT process areas or the entire BSM spectrum
- > Engage industry leaders to maximize the benefits of BSM

Customer Support

- > Ensure successful deployment and optimal operation of BMC solutions
- > Benefit from quality support using global strategy and superior technology

Educational Services

- > Experience quality "solution-based" classes oriented around BSM processes and technologies
- > Learn from the leading provider of ITIL certification training

management processes with change management processes to keep the service desk in the loop on all change activities — before, during, and after change implementation.

Integration permits the service desk to move proactively to address changes, such as notifying users in advance of change implementation, keeping users informed of the status of changes, and notifying users of successful change completion. It also permits IT to understand if incidents are caused by change, and to quickly back out problematic changes to restore service.

A STEP IN THE RIGHT DIRECTION

BMC Service Support brings you a step up in service support management maturity level, getting you one step closer to managing IT from the perspective of the business, and therefore, one step closer to comprehensive Business Service Management.

BSM is the most effective approach for managing IT from the perspective of the business and it combines best-practice IT processes (such as support for ITIL), automated technology management, and a shared view of how IT resources directly support the business. With BSM, you can integrate the goals of IT with the goals of the business to realize such benefits as:

- > Reduce cost and risk by optimizing IT processes to meet business goals and objectives
- > Improve business agility by streamlining development to speed deployment of new applications that drive business growth
- > Optimize IT resources to reduce operating costs, while maximizing performance to meet business requirements
- > Ensure cost-effective regulatory compliance through comprehensive IT controls

FOR MORE INFORMATION

To find out more about how BMC Service Support can help you reduce complexity and lower costs by making customer support, change management, and asset management integrated and efficient, visit: www.bmc.com/bsm or call (800) 841-2031.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2008 revenues of \$1.73 billion. Activate your business with the power of IT. www.bmc.com.

ACTIVATE BUSINESS
WITH THE POWER OF I.T.™

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