BMC Remedyforce

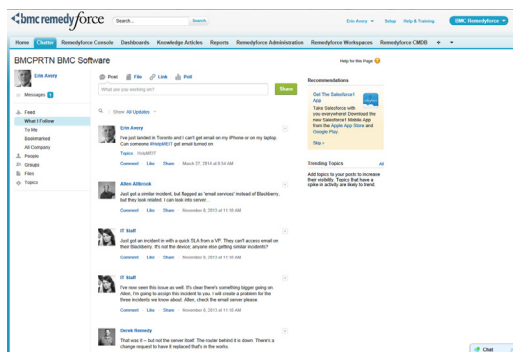Modern Service Management for
High Speed IT

PRODUCT DESCRIPTION

For high speed IT organizations that need to remove complexity and realize value fast, Remedyforce is an IT Service Management solution, built on the salesforce.com platform that efficiently manages services for IT productivity and innovation.

Business Challenge

Today's modern business relies on technology, more than ever before, to gain and maintain a competitive advantage. This reliance on technology has put unprecedented pressure on IT and IT service organizations to support the ever changing and evolving needs of the business. However, most IT organizations struggle to support this new level of demand because the technology and processes in place are inflexible and align with business operations of the past.

To stay on pace with the evolving needs of the business, IT service organizations need modern, flexible, intuitive service and support technology that supports the friction-free flow of information among people, teams and departments. The solution must be fast to deploy, easy to maintain and painless to adapt and integrate.

Built from the cloud up on the world's leading platform, Salesforce.com, with the speed and flexibility needs of your modern business in mind, Remedyforce is the ideal service and support solution for your IT ecosystem. For organizations looking to simplify the infrastructure, run high speed IT and focus on value, Remedyforce is your answer.

PRODUCT OVERVIEW

- Comprehensive IT Service Management and ITIL functionality helps IT run at the speed of business

- Social, Mobile and Collaborative capabilities make connecting people and information easy

- Built from the cloud up on the world's leading cloud platform, salesforce.com, helps you realize value fast and reduces ongoing maintenance

- Out of the box integrations to technologies core to your business today including BMC solutions & salesforce.com offerings, as well as 2,500+ salesforce.com AppExchange solutions

KEY BENEFITS

- Improve business satisfaction by 30% by streamlining processes and expediting request fulfillment

- Reduce audit prep time by 96% with out of the box and automated reporting

- Realize value and support the business fast with the BMC 60-day value realization commitment

- Easily adapt to business change leveraging the industry expertise and guidance of your BMC Customer Success Manager

Remedyforce is collaborative, leveraging Chatter to crowd source information, answers and resources.
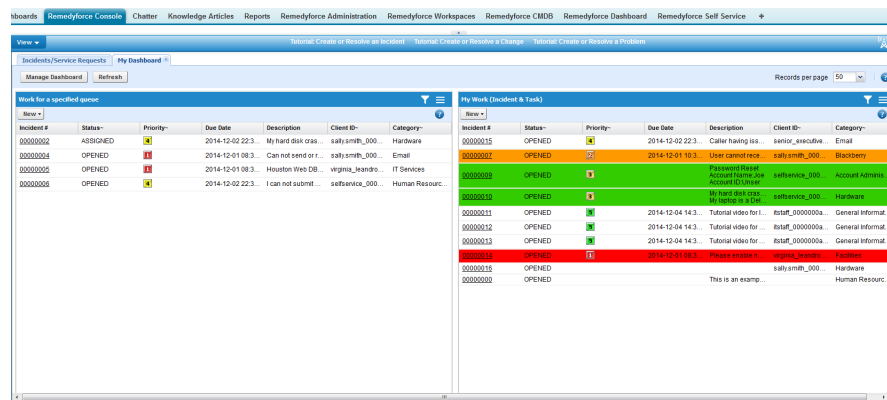
PRODUCT FEATURES

Support the needs of your dynamic business with the robust IT Service Management capabilities available in Remedyforce.

Incident & Problem Management: A best practice approach to the management of incidents, problems, service requests, and tasks. Improve your customer satisfaction levels and resolution rates while reducing costs.

Change Management: Tracks, controls, and reports on the process of IT Change Management, with workflow based on your business requirements. Minimize risk through effective process enforcement and approval automation.

Mobile Apps for IT & Business: Support the needs of IT and business users, on the go. IT agents can perform virtually any task from their mobile device, leveraging the Salesforce 1 platform. The Remedyforce mobile app for the business provides full self-service functionality from any mobile device.

Service Level Management, Dashboards, and Reporting & Analytics: Out of the box and customizable reports and dashboards provide instant visual display of key performance indicators

Remedyforce is intuitive, centralizing all revelant work in one easy to navigate console.

Configuration Management: Integrated asset inventory maintains accurate asset information in the Remedyforce Configuration Management Database (CMDB), providing visibility into root cause and impact analysis

Release Management: Management of the processes for planning, scheduling, and controlling the build, test, and deployment of releases and new functionality while protecting the integrity of existing services.

Self-Service & Service Catalog: Intuitive portal for customers/employees to resolve their own issues or needs. Users can submit new service requests, search for solutions to common problems in a vast knowledge base or view the status of previously submitted incidents. Includes access to self-service via mobile devices.

Collaboration via Chatter & Chat: Collaborate, solve incidents, submit approvals and crowd source information via a Chatter post or via a chat session

IT Best Practices: Out of the box access to industry and ITIL best practices reduces training, speeds resolution, and mitigates risk and compliance/governance

Knowledge Management: Search and resolve common issues through robust knowledge base

Survey: Create, schedule and manage the distribution of surveys to understand the satisfaction of your customer base.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. We have worked with thousands of leading companies to create and deliver powerful IT management services. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization— allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe that technology is the heart of every business, and that IT drives business to the digital age.

BMC – Bring IT to Life.

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