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. Not only are the number of users and applications continuing to expand dramatically, but the move to service-oriented software architectures is also increasing complexity and making problem resolution more intricate.

Key Benefits

» Provide the services your business demands — now and in the future

» Save up to 18 months of definition and planning by leveraging embedded industry best practices

» Increase the number of work-arounds and temporary fixes for known errors by integrating the service desk with knowledge management

» Decrease mean time to resolution (MTTR) using fault-to-resolution process streams

» Gain 100-percent accurate problem analysis and documentation through automated problem detection

Today's Service Desk Challenge

IT organizations are under pressure to supply higher levels of support to the business, including 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 an organization has multiple service desks 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 is the industry's leading incident and problem management solution. Whether implemented as a stand-alone solution or as part of the BMC Remedy IT Service Management Suite, this robust, ITIL®-based solution cost-effectively reduces the number of incidents handled, improves resolution times, and prevents future incidents from occurring — all while improving IT staff efficiency.

BMC Remedy Service Desk is helping thousands of customers overcome obstacles that limit their ability to respond quickly and efficiently to conditions that disrupt critical services. 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, BMC Remedy Service Desk acts as a single point of contact that consolidates and handles requests from submission to final resolution.
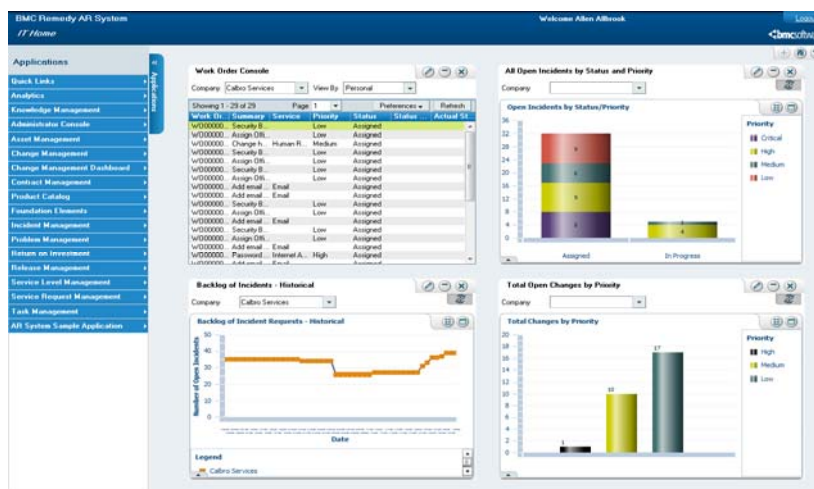

Figure 1: Dynamic home page and resizable panels

With BMC Remedy Service Desk, you can:

» Reach across business units, supported customers, regions, and languages with built-in multi-tenancy

» Quickly train agents and users to navigate the common, simple-to-use interface and backend tools

» Promote best practices as a way to get different organizations speaking the same language

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Why BMC Service Desk

» Unified BSM Architecture; shared service models across all IT service management disciplines

» Embedded ITIL process flows; best practices based upon hundreds of implementations

» Incident pattern matching; complete planning, execution, and reporting for physical and virtual environments

» Incident–to- release lifecycle management; complete IT service management

» End-user root cause analysis; patented desk top screen activity capture "black box"

» Seamlessly link to change, release, asset, configuration, and other critical IT service management functions — without changing the user experience

» Centralize all known error and problem workarounds into a single, searchable knowledge base

» Ensure a predictable, measurable support experience throughout the company and around the globe

End-User Root Cause Diagnostics

To speed problem resolution and lower costs, BMC Remedy Service Desk Desktop Capture eliminates the need for users to recreate incidents or gather data manually. It includes an extremely simple capture wizard, which requires no training or software installation, and can be performed at a time convenient to the end user, allowing support analysts to "play back" the recording in a simple viewer at a later date.

Embedded Best-Practice Processes

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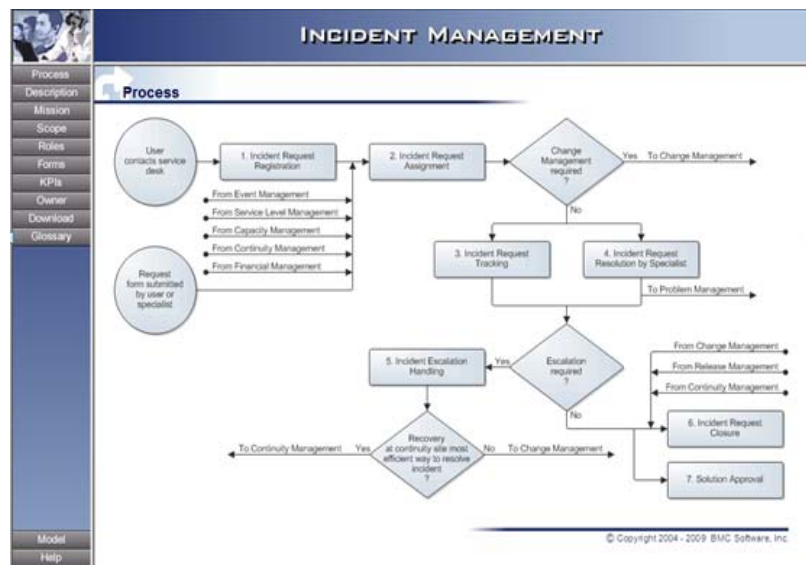

Figure 2: Incident management

Follow-the-Sun Support

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 supports centralized management and reporting of metrics for globally distributed service desks. Specifically, its multi-tenancy technology consolidates disparate service desks — or supports multiple customers, business units, regions, and languages within an enterprise that may have heterogeneous requirements — all while leveraging the same support personnel, applications, and knowledge base.

Rapid Implementation

BMC Remedy Service Desk includes the BMC Service Management Process Model, which helps you align people, processes, and technology through the use of visual ITIL process models. These models tie your service support processes all the way down to work instructions detailing how you use your BMC solutions. Because the model bridges the gap between ITIL guidelines and your service management applications, it saves at least four months of process definition effort, thus enabling you to shorten your implementation timeframe, reduce costs, and eliminate the major risk factors associated with IT service management implementations.

Configuration Management Database (CMDB)

The ability to automatically access data on all IT assets — including the requestor's configuration items (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.

Part of a Best-Practice IT Service Management Suite

BMC Remedy Service Desk is a fully integrated member of the BMC Remedy IT Service Management Suite. The suite improves service performance, while adding business value, by integrating incident and problem management with other key service support functions, such as asset and configuration management, change and release management, and service level management.

It also offers a self-service interface that provides a single "face of IT" where customers and end users can request all available IT services. With the portal in place as part of your service desk, you can greatly reduce support costs by deflecting repetitive calls to the service desk, while also dramatically improving customer satisfaction.

» **Knowledge Management —** BMC Remedy Knowledge Management helps agents resolve incidents faster by providing a framework for creating, publishing, reviewing, and searching knowledge articles. It also reduces support desk costs — not only by allowing support analysts to find solutions to incidents, but also by providing users with access to resources to resolve issues on their own.

» **Service Request Management —** BMC Service Request Management allows IT and other service provider organizations (e.g. HR, facilities) to easily define available services, publish those services in a service catalog, and automate the request and fulfillment of those services for the end-user community. It also provides users with access to knowledge base articles, which helps deflect calls to the service desk.

» **Identity Management —** BMC Remedy Identity Management automates the provisioning of user passwords and simplifies user account management by integrating information about relationships, roles, and access rules into automated processes.

Together, these solutions will help you optimize your service desk by standardizing, consolidating, and simplifying support operations to reduce process variation and manage costs. As a result, you gain business transparency, visibility, and control across all of service support with one solution.
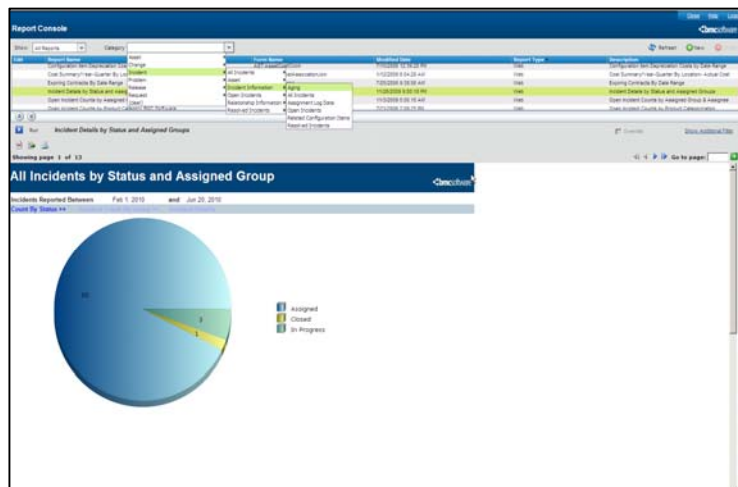

Figure 3: New web reporting functionality

Intelligent Ticketing

BMC Remedy Service Desk integrates with BMC ProactiveNet Performance Management to enable 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.

Management for Virtual and Cloud Environments

Because today's' IT environments carry greater management complexity arising from virtualized and cloud computing environments, BMC Remedy Service Desk unifies the incident and problem management requirements of physical and virtual environments to help you quickly and efficiently gain control of your virtual environment. With BMC, you can rapidly, reliably, and cost-effectively tame the complexity of virtualization through:

» **Virtual Lifecycle Management** — Gain comprehensive visibility of deployed virtual machines (VMs) and establish policy-based control of VM provisioning, move, change, and retirement processes

» **Virtual Compliance Management** — Define and enforce VM configuration release policies using a common set of tools and processes across both physical and virtual infrastructure

By addressing the primary virtualization management challenges in a way that leverages your investment in the physical world, you're taking the critical first step toward full IT service management.

Learn More

For more information, go to www.bmc.com.

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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 June 30, 2010, BMC revenue was approximately $1.92 billion.