



Fast-track Your ITIL Initiatives

Adopt IT Infrastructure Library® (ITIL®) best practices and implement in weeks, not years

ARE YOU:

- » Struggling with inefficient, inconsistent, or siloed processes?
- » Missing service quality objectives?
- » Spending too many resources and too much money on customizations to support best practices?
- » Reluctant to commit to a strategic ITIL initiative due to time, resource, and budget constraints?

WITH BMC, YOU WILL:

- » Eliminate at least four months of ITIL process definition and customization
- » Eliminate up to 90 percent of incident alarms and reduce disruptions by 75 percent or more
- » Improve customer satisfaction by more than 25 percent
- » Cut vendor spend by 10 percent
- » Improve staff utilization by up to 50 percent

EXECUTIVE SUMMARY

What makes something a best practice? In the case of ITIL, it's proven results, collaborative improvements, global adoption, and third-party validation. It's hard to argue with the fact that ITIL not only improves efficiency and productivity, but also reduces the cost of IT service delivery.

However, you may have heard — or even personally experienced — that ITIL projects can take years to implement, and often fail to deliver the expected results. Not surprisingly, you may be reluctant to commit to a strategic ITIL initiative without a clear understanding of the value you should expect, how long it will take to realize that value, and what it will cost you.

BMC Software can help. BMC provides integrated solutions that will help you manage the lifecycle of your IT services. Complemented by BMC education and consulting service offerings, BMC solutions support ITIL processes out-of-the-box. With BMC, you don't need to be an ITIL expert to get immediate value from your implementation. With BMC, you will:

- » Get step-by-step instructions that guide your staff through each ITIL process
- » Create intelligent tickets, identify root causes, and prevent future incidents
- » Automate IT processes to eliminate manual errors and fix problems before they negatively affect customers
- » Improve resource planning, increase utilization, and reduce costs
- » Partner with recognized ITIL experts with global experience across all industries who have helped customers worldwide

BMC has a proven track record of successful ITIL implementations and documented ROI, so you can be confident that you not only will fast-track your ITIL initiatives, but reap the benefits — reduced costs, improved availability, and higher customer satisfaction.

REAL-WORLD RESULTS

- » BBVA created ITIL-based service models and improved time for new service deployment by more than 50 percent.
- » A National Patient Care and Hospital Management company improved to 90 percent compliance with MTTR targets and 99 percent SLA compliance for 100+ critical applications.
- » A Multinational Aerospace and Advanced Technology company increased customer satisfaction from 91.5 to 96.5 percent, improved first-call solution resolution rates from 15 to 76 percent, and streamlined service desk operations.





THE BMC DIFFERENCE

- » First official ITIL-process-compliant certification from the owners of the ITIL trademarks, the UK Office of Government Commerce (OGC)
- » Out-of-the box, ITIL Service Support processes certified by Pink Elephant PinkVerify™
- » A single, unified architecture, integrated platform, and CMDB
- » The most comprehensive set of discovery tools that capture IT configurations across data center, mainframe, and client environments
- » Closed-loop change and release management that controls the entire change lifecycle — from initiation to approval, verification, execution, and validation
- » Interactive process model that provides field-proven, ITIL processes and practical, detailed, and specific instructions on how to support and deliver services
- » Hundreds of successful ITIL implementations that ensure a proven approach
- » Breadth of integrations unmatched in the industry

BUSINESS CHALLENGE

Your end customers are more demanding than ever. They want immediate attention and immediate results — or in IT terms — fast response times and immediate problem resolution. Users demand consistently high levels of service, and they expect constant communication on the status of their requests.

Yet even as user expectations are on the rise, IT resources are being significantly strained. Tighter budgets and limited staff are forcing IT to find more cost-effective and efficient ways to deliver services across their lifecycle. That's why many organizations are turning to ITIL as a way to cut costs, align resources, improve service levels, and deliver consistent levels of service to the business.

HOW BMC CAN HELP

BMC solutions, combined with world-class implementation services and hands-on training, will help you fast-track your ITIL initiatives and start realizing immediate value:

GET STEP-BY-STEP INSTRUCTIONS TO GUIDE YOUR STAFF THROUGH EACH ITIL PROCESS

- » Benefit from practical, detailed, and specific instructions on how to support and deliver your services
- » Easily adjust steps whenever you modify a process to meet your individual business and service needs
- » Closely align service and cost with business needs to increase the value that IT brings to the business

CREATE INTELLIGENT TICKETS, IDENTIFY ROOT CAUSES, AND PREVENT FUTURE INCIDENTS

- » Create a “single source of truth” for your IT environment with the industry's leading, federated, ITIL-based configuration management database (CMDB)
- » Link data-providing solutions (such as automated discovery) to data-consuming applications through a comprehensive configuration management system (CMS)
- » Automatically generate “intelligent tickets” by linking your monitoring solutions to your service desk
- » Perform predictive analytics to identify issues before they impact users

AUTOMATE I.T. PROCESSES TO ELIMINATE MANUAL ERRORS AND FIX PROBLEMS BEFORE THEY NEGATIVELY AFFECT CUSTOMERS

- » Automate routine operational procedures and facilitate orchestration of cross-functional, enterprisewide, IT management functions — across applications, servers, networks, databases, and clients; mainframe, virtual, and cloud.
- » Eliminate 40 percent of repetitive incidents and reduce incident escalations by 30 percent with Web-based user self service
- » Access more than 1,000 predefined automated operational actions, which automate specific discrete operational tasks — and customize only if necessary
- » Manage, track, and approve changes from the moment they are proposed, through implementation, to the evaluation of the end result
- » Ensure that processes are followed and executed according to policy



BMC SOLUTIONS MAPPED TO THE ITIL SERVICE LIFECYCLE

SERVICE STRATEGY	SERVICE DESIGN	SERVICE TRANSITION	SERVICE OPERATION	CONTINUAL SERVICE IMPROVEMENT
<p>Strategy Generation</p> <ul style="list-style-type: none"> » BMC IT Controls Management » BMC IT Business Management » BMC Global Service Offerings, also see evaluation process area <p>Financial Management</p> <ul style="list-style-type: none"> » BMC Atrium Discovery and Dependency Mapping » BMC Financial Planning and Budgeting » BMC Service Cost Management » BMC Asset Management <p>Service Portfolio Management</p> <ul style="list-style-type: none"> » BMC Demand and Resource Management » BMC Atrium CMDB » BMC Service Request Management <p>Demand Management</p> <ul style="list-style-type: none"> » BMC Capacity Optimization » BMC Demand and Resource Management » BMC Service Request Management » BMC Service Desk » BMC Change Management » BMC ProactiveNet Performance Management 	<p>Service Catalogue Management</p> <ul style="list-style-type: none"> » BMC Atrium CMDB » BMC Remedy OnDemand » BMC Remedyforce Service Desk » BMC Service Desk Express Suite » BMC Service Request Management » BMC Global Service offering - Service Catalog Transformation Service <p>Service Level Management</p> <ul style="list-style-type: none"> » BMC Atrium Service Level Management » BMC ProactiveNet Performance Management » BMC Remedy OnDemand <p>Capacity Management</p> <ul style="list-style-type: none"> » BMC Capacity Optimization » BMC Capacity Management for Mainframes <p>Availability Management</p> <ul style="list-style-type: none"> » BMC Atrium Service Level Management » BMC MainView » BMC ProactiveNet Performance Management » BMC Middleware and Transaction Management » BMC Mainframe Performance Management » BMC End User Experience Management <p>IT Service Continuity Management</p> <ul style="list-style-type: none"> » BMC Atrium CMDB » BMC Atrium Service Level Management » BMC Database Recovery Management » BMC Mainframe Data Management (DB2, IMS and VSAM) » BMC ProactiveNet Performance Management » BMC End User Experience Management <p>Information Security Management</p> <ul style="list-style-type: none"> » SailPoint Lifecycle Manager for BMC Software Solutions » SailPoint Compliance Manager for BMC Software Solutions » BMC IT Controls Management » BMC Server Automation <p>Supplier Management</p> <ul style="list-style-type: none"> » BMC Supplier Management » BMC Asset Management 	<p>Change Management</p> <ul style="list-style-type: none"> » BMC Change Management » BMC Service Desk Express Suite » BMC Remedy OnDemand » BMC Remedyforce Service Desk <p>Service Asset and Configuration Management</p> <ul style="list-style-type: none"> » BMC Asset Management » BMC Service Desk Express Suite » BMC BladeLogic Automation Suite » BMC User Workplace Automation with Matrix42 » BMC Atrium Discovery and Dependency Mapping » BMC Atrium CMDB <p>Knowledge Management</p> <ul style="list-style-type: none"> » BMC Knowledge Management » BMC Dashboards for BSM » BMC Knowledge Management Express » BMC Remedy OnDemand » BMC Remedyforce Service Desk <p>Transition Planning and Support</p> <ul style="list-style-type: none"> » BMC Global Services Offerings <p>Release and Deployment Management</p> <ul style="list-style-type: none"> » BMC Change Management » BMC Atrium CMDB » BMC Atrium Orchestrator » BMC BladeLogic Automation Suite » BMC Atrium Discovery and Dependency Mapping <p>Service Validation and Testing</p> <ul style="list-style-type: none"> » BMC Atrium CMDB » BMC Atrium Orchestrator » BMC BladeLogic Automation Suite » BMC Atrium Discovery and Dependency Mapping » BMC ProactiveNet Performance Management <p>Evaluation</p> <ul style="list-style-type: none"> » Service Offering - Business Value Assessment » Service Offering - ISO/IEC 20000 Assessment » Service Offering - Education Assessment » BMC Atrium Dashboards and Analytics 	<p>Access Management</p> <ul style="list-style-type: none"> » SailPoint Lifecycle Manager for BMC Software Solutions » SailPoint Compliance Manager for BMC Software Solutions » BMC BladeLogic Automation Suite <p>Request Fulfillment</p> <ul style="list-style-type: none"> » BMC Service Request Management » BMC Remedy OnDemand » BMC Remedyforce Service Desk <p>Event Management</p> <ul style="list-style-type: none"> » BMC ProactiveNet Performance Management » BMC MainView » BMC Control-M Workload Automation » BMC Service Desk » BMC Atrium Orchestrator <p>Incident Management</p> <ul style="list-style-type: none"> » BMC Service Desk » BMC ProactiveNet Performance Management » BMC Remedy OnDemand » BMC Remedyforce Service Desk <p>Problem Management</p> <ul style="list-style-type: none"> » BMC Service Desk » BMC ProactiveNet Performance Management » BMC MainView » BMC Application Problem Resolution » BMC Remedy OnDemand » BMC Remedyforce Service Desk <p>Service Desk</p> <ul style="list-style-type: none"> » BMC Service Desk » BMC Remedy OnDemand » BMC Remedyforce Service Desk 	<p>Service Measurement</p> <ul style="list-style-type: none"> » BMC Atrium Service Level Management » BMC IT Business Management » BMC Atrium Dashboards and Analytics » BMC ProactiveNet Performance Management » BMC Remedy IT Service Management Suite <p>Service Reporting</p> <ul style="list-style-type: none"> » BMC Atrium Service Level Management » BMC IT Business Management » BMC Atrium Dashboards and Analytics » BMC ProactiveNet Performance Management » BMC Remedy IT Service Management Suite

ADOPT FINANCIAL AND VENDOR MANAGEMENT BEST PRACTICES TO IMPROVE RESOURCE PLANNING, UTILIZATION, AND COSTS

- » Centralize and consolidate silos of IT financial data to achieve financial visibility across IT spending
- » Eliminate budgeting spreadsheets, minimize manual roll-ups, and reduce risk exposure
- » Perform "what-if" budgeting analysis to quickly evaluate the impact of different projects and sustained-spending scenarios
- » Calculate total cost of ownership for applications, projects, and business processes to connect costs to business value drivers
- » Centralize vendor information to identify and consolidate redundant and underused vendors
- » Measure and monitor vendor performance to improve service delivery
- » Identify critical vendor and contractor compliance issues that represent business risk
- » Manage end-to-end quality of service from the user's perspective

PARTNER WITH RECOGNIZED ITIL EXPERTS WHO HAVE HELPED CUSTOMERS WORLDWIDE WITH THEIR ITIL INITIATIVES

- » Benefit from a proven BSM implementation methodology evolved through hundreds of successful and value-aligned implementations
- » Rely on a single source for comprehensive and structured consulting, educational, and customer support services
- » Train with the experts whose students' ITIL certification pass rates exceed the industry norm by 10 percent

A FIRST STEP TOWARD BUSINESS SERVICE MANAGEMENT

Business Service Management (BSM) solutions from BMC make ITIL a reality for your organization. A comprehensive approach and unified platform for running IT, BSM from BMC Software reduces cost and maximizes business impact.

To learn more about how BMC can help you with your immediate and long-term IT management goals, please visit www.bmc.com/ITIL.

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 distributed, mainframe, virtual and cloud 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 March 31, 2011, BMC revenue was approximately \$2.1 billion. Visit www.bmc.com for more information.

INDUSTRY RECOGNITION

BMC is the first and only vendor certified ITIL process compliant by the UK Office of Government Commerce.

GOLD

- » Change Management — BMC Change Management 7.6
- » Incident Management, Problem Management — BMC Service Desk 7.0, 7.5, 7.6
- » Request Fulfillment — BMC Service Request Management 7.6.00



BRONZE

- » Incident Management, Problem Management — BMC Service Desk 7.5, 7.6
- » Incident Management, Problem Management — BMC Service Desk Express Suite v 10.0
- » Event Management — BMC Service Impact Management v 7.3

