



The Regence Group

The Regence Group Provides Information to 6,000 Users with BMC Remedy Knowledge Management

Geography

United States

Industry

Insurance

Business Need

The Regence Group needed an easy-to-implement knowledge management solution that had faster and easier searches, and was easy to use for all types of users.

Solution

BMC Remedy Knowledge Management was chosen by The Regence Group, allowing better access to critical information in a fast, reliable tool. Support personnel are able to spend more time on important tasks and strategic projects.

Results

- > Increased number of end users using knowledge base
- > Increased first call resolution rate; fewer tickets forwarded to level 2 support
- > More time for IT staff to devote to critical projects

The Regence Group is the largest affiliation of healthcare plans in the Pacific Northwest/ Mountain State region. It includes Regence BlueShield of Idaho, Regence BlueCross BlueShield of Oregon, Regence BlueCross BlueShield of Utah and Regence BlueShield (in Washington). Its 6,000 employees spread across four states depend on easy access to critical information. After three years as knowledge base coordinator for the Regence Group, Lora Patterson knew exactly what she was looking for in new knowledge management software to complement the existing BMC Remedy Service Desk implementation. After evaluating five products, she chose BMC Remedy Knowledge Management.

WHEN PRICE IS AS IMPORTANT AS QUALITY

“Our old knowledge management solution was adequate,” says Patterson. “But we needed a cost-effective solution to take us to the next level.”

Patterson had two knowledge bases and two sets of users to keep in mind: a highly technical IT knowledge base used by Regence’s internal IT support staff and a “self-help” knowledge base that 6,000 end users accessed to search for answers to hardware and software issues.

“We needed faster and more accurate searches,” says Patterson. “We also needed an easy-to-implement solution that would enable us to painlessly transition from the old knowledge base. For the ‘self-help’ knowledge base, it was especially important to find a solution that was easy to use and yet wouldn’t look too different for users.”

BMC Remedy Knowledge Management met all these requirements. “The great price of the BMC solution is equal to its high quality,” says Patterson. “BMC Remedy Knowledge Management isn’t complicated or expensive, yet it has all the functionality we need. Its search engine is very efficient; users can search across multiple knowledge bases.”

Another winning point for BMC Remedy Knowledge Management is that it is built on the highly flexible BMC Remedy Action Request System (AR System) platform. Regence was already successfully using BMC Remedy Service Desk, BMC Remedy Change Management, and a custom work request application built on AR System. “Having a BMC Remedy-based application is a big plus, since it easily integrates with our existing BMC Remedy solutions. And, we’ve had excellent results with our BMC Remedy implementation,” says Patterson.

BETTER ACCESS TO CRITICAL INFORMATION HEIGHTENS JOB PERFORMANCE

Since implementing BMC Remedy Knowledge Management, Regence has seen firsthand how better access to critical information can heighten employee job performance. Both Patterson and those she serves have benefited in this way.

“Since implementing BMC Remedy Knowledge Management, many users have commented on what a fast, reliable tool it is. In addition, employees have a greatly improved attitude about using the knowledge base—in fact, they use it all the time now.”

The existing BMC Remedy Service Desk implementation resulted in increased efficiencies in the IT support team. Now, with the addition of BMC Remedy Knowledge Management, efficiencies have risen even further. According to Patterson, fewer tickets are escalated to level two support because users and support staff can find information themselves to resolve problems much more quickly. Not only do they find the information quickly, but they also find the relevant information. "We have increased our first-call resolution rate. IT people are expensive," points out Patterson. "Now they can spend time on more important tasks and strategic projects."

DRAMATICALLY REDUCING "NO HITS"

Patterson also finds that BMC Remedy Knowledge Management reports are very useful in determining what content should be added to the knowledge base. In the old knowledge base application, Patterson used to run a "No Hits" report, which showed how many user searches in the knowledge base were resulting in "No Hits." The shortcoming of this report was that it didn't specify which users had "No Hits," so it was impossible to research the problem and identify what they were looking for.

With BMC Remedy Knowledge Management, Patterson runs a new report called "Did Not Solve Problem." She created this report, which uses information logged by BMC Remedy Knowledge Management. This report provides details on who performed the search, the search string used, and what items the user viewed. Armed with this information, the support staff knows what information is sought the most, and then creates the needed content.

"With our previous solution, we had 80 to 90 'No Hits' per week. Now, we rarely see users getting 'No Hits' in the Remedy knowledge base," says Patterson.

GATE-KEEPING AND OTHER ESSENTIAL MATTERS

Patterson is also enjoying the benefits of BMC Remedy Knowledge Management. "Now that we've implemented BMC Remedy Knowledge Management, I don't have to do everything by myself any more. I'm more like a gatekeeper of the knowledge base now."

With BMC Remedy Knowledge Management, the support staff is now empowered to be more responsible for their content generation. "With the old knowledge base product, users could make changes and publish information without having to go through my review, so we didn't give them the option to make changes on their own." Says Patterson. "With BMC Remedy Knowledge Management, I have better control where I need it. Users can make changes, but entries now go into an automatic review process in which I must review a new or modified entry before it can be published to the knowledge base. We involve Subject Matter Experts (SMEs) from different departments to review content for accuracy."

Previously, change requests were emailed directly to Patterson, clogging her email. She spent a lot of time not only dealing with content review, but with reformatting entries. "I now have time for more knowledge base projects," she says. "I've also had time to take BMC Remedy admin training to provide back up for our full-time Remedy Administrators. Because of the time I save as a result of BMC Remedy Knowledge Management, I actually have time to pursue other avenues related to my knowledge management position, provide more assistance with projects and act as backup to my coworkers when necessary."

FUTURE PLANS

The next phase of BMC Remedy and BMC Remedy Knowledge Management is to deploy BMC Remedy Mid-Tier bundled with the knowledge base to self-service users. Patterson expects that incoming calls will decrease, and if users can't find the solution in the knowledge base, they will be able to more easily submit a help desk case. The case will show an audit trail of what the user looked at in the knowledge base, and will help Patterson and her team to create better solutions for the future.



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"Since implementing BMC Remedy Knowledge Management, many users have commented on what a fast, reliable tool it is. Our employees have a greatly improved attitude about using the knowledge base."

Lora Patterson
Knowledge Base Coordinator
The Regence Group

Key Products Used

- > BMC Remedy Knowledge Management
- > BMC Remedy Action Request System
- > BMC Remedy Service Desk
- > BMC Remedy Change Management

About The Regence Group

The Regence Group is the Pacific Northwest's largest affiliation of health care plans, including Regence BlueCross BlueShield of Oregon, Regence BlueShield, Regence BlueShield of Idaho and Regence BlueCross BlueShield of Utah. Collectively, the four Plans serve more than 3 million people in four states with more than \$4 billion in combined annual revenue.

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 midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



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