



# BMC Remedy with Smart IT

The intelligent, mobile, and beautiful IT user experience that forever changes the way IT delivers fast, personalized customer service

## PRODUCT DESCRIPTION

BMC Remedy with Smart IT delivers a modern service management experience enabling a more knowledgeable and collaborative workforce organized around IT roles, not modules.

### Business Challenge

IT users can't perform at optimal levels due to non-intuitive applications, awkward processes and solutions that don't provide insight into data. Service desks are often required to work harder due to inadequate solutions, resulting in lower customer satisfaction, poor response times, and increased cost-per-call. In addition, personal satisfaction for all users dwindles in the service desk environment because work-based technologies do not match the at-home technology experience. Solutions don't easily allow users to communicate with each other. Knowledge wanes, training takes excessive time and money, and tickets often breach SLAs due to incorrect assignment in the back office.

## SMART IT CHANGES THE SUPPORT PARADIGM

### Beautiful Experience

Smart IT's persona-based experience empowers everyone, giving all users easy access and streamlined service delivery, regardless of position. Smart IT enables learning and promotes user adoption to boost meaningful customer engagements and increase first call resolution rates. Drive strategic business transformation with an amazing user experience.

## PRODUCT OVERVIEW

### Amazing User Experience:

- Beautiful "app-based" look and feel is easy to use.

### Context -Aware Services:

- Based on person, role, location, history, and device.

### Adaptive Automation:

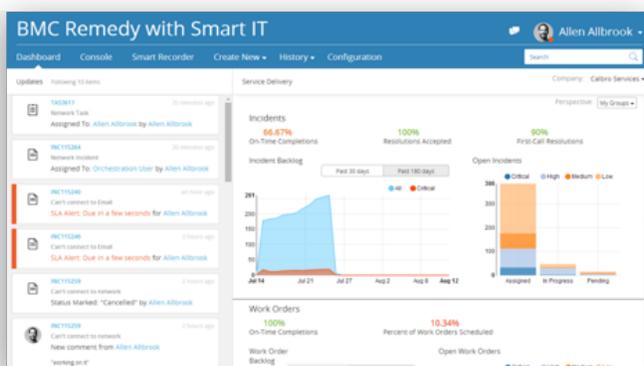
- Makes intelligent references; routes resources automatically

### Data-Driven Insights:

- Monitors dynamic data; shows big picture through visualizations, trends and patterns

### Social and Collaborative Features:

- Real-time collaboration builds IT community and knowledge transfer



The power of Remedy with the experience to match.

## Intelligent Interactions

Traditional ITSM processes require the IT agent to reactively “swivel” from field to field, form to form, and screen to screen to capture information, and then go out and reactively search for answers. Smart IT adds intelligence and insight to this process by populating customer profiles, historical data, and dynamic resource suggestions from a single view. Achieve a more productive and knowledgeable staff with data-driven insights.

## Mobile Access

Today’s mobile IT service management solutions are designed for field technicians to retrieve and update information while they’re away from their desks, but don’t provide much in terms of improving real-time knowledge or the context of the remote service. With a design purpose-built for mobile access, rather than desktop functions crammed into the mobile environment, Smart IT is a must for on-the-go IT staff. Responsive, accurate service delivery and real-time knowledge are available for the remote workforce.

## Collaboration and Insight

IT teams tend to work in silos without really understanding the contribution that other team members are making or the expertise they could share. Tickets end up bouncing around the back office, missing SLAs, or consistently being assigned to a select few overworked staff members. Smart IT offers a social platform based on teamwork and immediate knowledge sharing. IT staff can create their own profiles, share articles, access online IT discussions, and use standard social tools to follow or “like” certain commentary or people on the team. Connect experts to requesters by promoting teamwork and real-time knowledge-sharing.

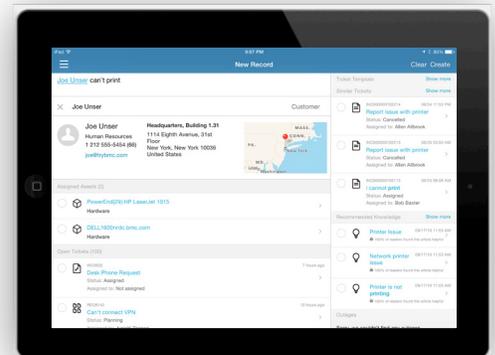
## Smarter Service Desk

Companies often don’t put enough focus on how users, both in IT and in a line of business, interact with IT-based solutions. Self-service methods, mobility, and IT processes are fragmented. As a result, usability and access suffer, knowledge transfer is difficult, and procedures are overly complex. By combining the intelligence of Smart IT with the context-aware self-service of BMC MyIT, you get an amazing user experience on both sides of the service desk. Access, data insights, and procedures are one single flow across both sides of the service desk, so IT can properly provide services and the business can remain competitive.

Support modern business demands for mobile, social, and consumer-style technology experiences across your entire business. Just imagine a knowledgeable workforce, satisfied customers, and productivity gains that make your business thrive.

## KEY BENEFITS

- Enables 20% faster logging of incidents and service requests.
- Provides customer first call resolution 30% more often.
- Saves field support technicians between 30 minutes to 1 hour per day on updating ITSM records.
- Improves IT user satisfaction by 20%.



Full Mobile functionality means anywhere, anytime support

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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