



BMC Remedy Knowledge Management

As businesses mature in their ability to utilize technology, the importance of sharing current and accumulated IT knowledge increases exponentially. BMC Remedy Knowledge Management provides a powerful knowledge content search engine that reduces support desk costs, increases user productivity, and dramatically improves customer satisfaction.

Key Benefits

- » Reduce the number of incidents escalated to problems by up to 30 percent by providing a self-service knowledge base for end users and service desk agents
- » Decrease call-wait times, call-duration times, and call-abandonment rates
- » Liberate the support desk to focus on Level 2 and Level 3 issues by empowering users to self-resolve and execute common Level 1 requests

Business Challenge

Service desk costs represent a large portion of IT operational budget. That's why IT is being asked to reduce support costs, while still improving end-user efficiency and customer satisfaction. Achieving this goal requires reducing the number of calls to the service desk, shortening resolution cycles, minimizing escalations to higher-tier support, and providing accurate and consistent answers to end users. Seasoned IT executives know that when armed with the right knowledge management solution, their employees can support new technologies quickly.

The BMC Solution

As companies are being asked to do more with far fewer people and resources, the value of an effective knowledge management solution has become more compelling than ever. Following KCS best-practice standards for managing the knowledge process, BMC Remedy Knowledge Management provides a framework for creating, publishing, reviewing, and searching knowledge articles. Fully integrated with other applications in the BMC Remedy IT Service Management Suite, this product reduces support desk costs not only by allowing support analysts to easily find solutions to incidents, but also by providing end users with access to self-search resources to resolve issues on their own. BMC Remedy Knowledge Management:

- » Provides users access to answers and solutions to common questions and problems — without requiring them to call service desk
- » Enables subject matter experts to author, categorize, and share knowledge with IT, customers, and users
- » Manages third-party, pre-built content
- » Improves business service quality and customer satisfaction through web accessibility
- » Reduces support calls by enabling self-resolution, leveraging natural query language searches
- » Integrates with existing BMC Remedy IT Service Management implementations
- » Enables IT to support new technologies quickly (proactively provides related knowledge as part of a release)

The product's robust search engine supports many types of knowledge documents, including:

- » Knowledge management articles
- » PDF and Word documents
- » Incidents generated by BMC Remedy Service Desk
- » Problems and known errors
- » Any BMC Remedy Action Request System forms

BMC Remedy Knowledge Management provides a rich text editor for creating user-friendly, interactive, template-based articles, and it provides out-of-the-box BMC Remedy AR System workflows that automate the management of the knowledge lifecycle — from inception through publication and retirement.

Additional Features

- » Notifications
- » Assignment engine
- » Approval engine
- » Self service
- » Third-party content integrations
- » Web reporting

Delivering IT Knowledge through Self Service

BMC Remedy Knowledge Management is fully integrated with BMC's web-based service request management solution. End users can search for solutions and resolve problems on their own. If they require help, they can immediately report an issue that captures the history of the articles they viewed. This allows support personnel to get a head-start on resolving the issue. IT users can be notified automatically of any new solutions or changes to solutions in which they are interested. Furthermore, BMC Remedy Knowledge Management tracks the usefulness of the knowledge articles and captures customer feedback to improve effectiveness.

Features

- » **Rich Text Authoring**
 - Supports typical formatting requirements, such as fonts, bold, table-insertion linking, and more
 - Ensures that information is consistent and usable
- » **Authoring Process Workflow**
 - Can be simple or sophisticated based on your requirements
 - Stores new documents in an "unofficial" state and promotes them through an approval process
- » **Multiple Source Searching**
 - Enables users to search across multiple sources and view results in an integrated hit list
 - Allows for simple searching using Natural Language Query and sophisticated Boolean searches
- » **Decision Trees**
 - Leads your users through a complex resolution procedure, while collecting detailed audit trails of the branches they follow
 - Integrates audit trails into case records to provide liability protection and verification that the user followed each prescribed step in the procedure
- » **Problem Resolution**
 - Acts an integral component of the problem management workflow in BMC Remedy Service Desk
 - Seamlessly creates known errors and helps to identify root causes
- » **Security and Multi-tenancy**
 - Leverages the same permissions model as other BMC Remedy IT Service Management applications
 - Provides a consistent experience with a single interface from which to manage permissions

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 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.

Common Foundation

BMC Remedy Knowledge Management is built on the BMC Remedy AR System architecture, which not only enables easy integration with other applications in the BMC Remedy IT Service Management Suite, but also allows for greater flexibility in repurposing or reusing data. In addition, you benefit from one central location for application configuration, including configuration data specific to BMC Remedy Knowledge Management.

A Comprehensive IT Service Management Solution

BMC Remedy Knowledge Management is a fully integrated member of the BMC Remedy IT Service Management Suite. The suite improves service performance, while adding business value, by integrating knowledge management and self-service functionality with the leading CMDB and service desk solutions. What's more, as the market leader in IT service management, BMC has developed a proven and prescriptive approach for helping you increase your success rate and speed time-to-value for your IT service management initiatives.

With the BMC Remedy IT Service Management Suite, you gain business transparency, visibility, and control across all of service support with one solution.

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