



BMC Service Request Management

IT departments are looking for ways to offload work and improve customer service quality at the same time. With BMC Service Request Management, you can implement a web portal for IT and non-IT service requests to reduce service desk call volume, increase operational efficiency, and automate the full-service request lifecycle, including integration to back-office fulfillment processes.

Key Benefits

- » Empower end users to take more control over their service requests through a self-service interface
- » Improve the efficiency of processing end-user service requests
- » Ensure high-quality service delivery and customer satisfaction
- » Ensure consistency in service delivery and reduced costs through automation
- » Support more effective demand and resource management
- » Reduce help desk call volume with a mobile self-service portal available anywhere, anytime

Business Challenge

The service desk is often overloaded with repetitive end-user requests that limit IT's ability to focus on restoring critical business services and executing projects that deliver new value to the business. Many of these end-user requests are for standard services, such as employee on-boarding, equipment ordering, and password resets. Additionally, the back-office fulfillment tasks for these types of requests are often manual, thus limiting IT's ability to track approvals and determine the cost of services. This often slows request fulfillment, impacts service delivery, and reduces the perceived value of IT from the business users' perspective.

The BMC Solution

BMC Service Request Management allows IT and other service provider organizations (such as human resources and 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 through a service request management portal. It also provides users with access to knowledge base articles, which helps deflect calls to the service desk.

Improve operational efficiency

By deploying a service catalog that includes clear definitions in terms the end user understands, you can speed the service request and fulfillment lifecycle process significantly. Predefined questionnaires ensure that all required information is collected from end users, resulting in accurate, automated workflow processing. This automation enforces consistency of process and speeds requests through approval and fulfillment stages, resulting in improved operational efficiency and service quality.

Empower end users

The easy-to-use portal gives your users all the information they need to request services from the service catalog. It is a central hub for users to search for knowledge base articles, receive corporate news updates, review information about services (such as costs and service levels), submit new service requests, and track the status of existing requests.

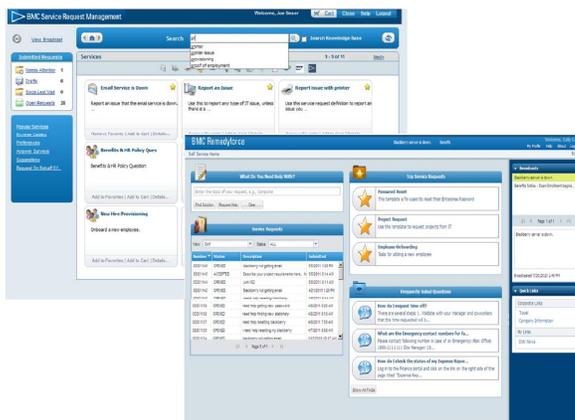


Figure 1. Request entry console

Features

- » Attractive web-based interface for users to submit and track service requests
- » Tools to effectively create and manage a shared service catalog for all request-enabled services
- » Wizards and graphical workflow editors to define services in minutes — without programming
- » Mobile applications with “always-on” access to the service catalog
- » Out-of-the-box integration with other applications in the BMC Remedy IT Service Management Suite
- » Integration with BMC Atrium Service Level Management to track and enforce compliance with service levels associated with service requests
- » Automated workflows for routing requests to fulfillment providers and generating manual work orders
- » Flexible approval, notification, and survey capabilities
- » Extensive audit, reporting, and analytics
- » Multiple language options, including English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, and Simplified Chinese

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.

Gain advantage with BMC's mobile self-service portal

BMC offers a suite of mobile IT service management applications to help you cut IT costs, improve service performance, and reduce business risk. With BMC Mobility solutions, you can manage incidents, approve change requests, and update asset information from smartphones and tablets. In addition, the mobile self-service portal lets your users submit, update, and track requests. BMC Mobility for IT Service Management is available on the major operating systems, including iOS, Android, BlackBerry, and Windows Mobile.



Figure 2. Mobile service catalog

Demonstrate clear value

By properly setting expectations about service availability, price, and turnaround time, you can ensure that users gain greater confidence in IT. Clarity of service goals and automation of service delivery best practices yield service request metrics that enable IT to proactively manage the resources needed to deliver services quickly and cost effectively. Consider the following:

Many service desks field upwards of 1,800 calls each week to open — or track the status of — requests. The costs of handling each call vary widely, but for the purposes of this example, let's assume that an offshore customer service desk charges \$3.49 per call (not including lost employee productivity). Implementing BMC Service Request Management can deflect or eliminate those calls, resulting potential annual savings of 320,000USD, while freeing your staff to focus on higher priority incidents.

Choose Your Delivery Model — On-Premise or SaaS

With IT Service Management solutions from BMC, you will optimize your service desk processes, gain control over assets and software, manage the complete change and release lifecycle, gain advantage with mobile applications, and realize cost reductions through self service. BMC offers the most comprehensive selection of service management solutions available today.

- » **The BMC Remedy IT Service Management Suite** reduces complexity and makes customer support, change, asset, and request management a seamless integrated process.
- » **BMC Remedy OnDemand** provides all of the benefits of our industry-leading software — while eliminating the cost of maintenance, administration, and infrastructure through a SaaS (Software as a Service) delivery model.
- » **BMC Service Desk Express Suite** provides easily deployed, ITIL-compatible IT service management for the mid-market with easy to use and configure, low cost, rapidly deployed technology.
- » **BMC Remedyforce Service Desk** delivers cloud-enabled service desk, self-service, and inventory management capabilities hosted on the number one SaaS platform from Salesforce.com.

For more information on BMC solutions for IT Service Management, including BMC Service Request Management, go to www.bmc.com/itsm.