



## Mo's Goes SaaS with BMC Remedyforce

With over 150 retail sporting goods stores throughout the Northeast U.S. and a fast-moving online business, Modell's wanted a help desk that could keep pace with their company's growth and an increasingly competitive marketplace.

### Modell's IT Challenge

Service Desk Express had been sufficient in times past when technology infrastructure was less complex and help desk requirements simpler. However, as Modell's IT needs grew, processes became more siloed and the help desk's ability to resolve problems in a timely manner lost efficacy. Without a single source of truth, multiple input methods created a reactive approach to service delivery. In addition, as end users have become ever more expectant of fast and accurate service without fail, Modell's realized their need for self-service that could handle the demands of both customers and their retail stores. Ultimately, Modell's wanted an integrated, process-specific service desk that was both responsive in a dynamic marketplace and easier to use with a self-service capability.

### The Solution: BMC Remedyforce

RightStar Systems was contracted to implement the Cloud-based service desk, BMC Remedyforce, for Modell's. A Software-as-a-Service (SaaS) solution, Remedyforce

immediately eased the burden on Modell's IT department to maintain hardware and software. It also allowed them to take control of their service management processes from a single, easy-to-use interface, consolidating and automating the ITIL processes important to their organization.

***"Remedyforce has become a key component of Modell's IT strategy moving forward. As we encounter new requirements, the solution will grow with our IT needs."***

HANS KANTOR, VP of IT

*RightStar Systems is a Consultancy focused exclusively on IT Service Management and BMC Business Service Management (BSM) Solutions. As a BMC Elite Partner, RightStar provides consulting, design, and implementation services for BMC Service Support, Service Assurance, Service Automation, and Governance products. Our mission is "to make every customer a reference" by consistently delivering IT solutions unequalled in merit and economic value.*



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