RightStar Systems

Remote Administration Services for BMC Remedyforce

RightStar Systems offers full service remote administration for users of BMC Remedyforce. As a leading provider of cloud-based service management solutions, as well as an authorized BMC Level 1 support partner, RightStar has the expertise and experience to manage Remedyforce operations at maximum effectiveness.

Standard Remote Administration Program

RightStar's Remote Administration Program is an annual subscription service that optimizes an organization's use of Remedyforce. All levels of the IT department can benefit from RightStar's customization and administration of Remedyforce. Management will be able to implement best practices, improve return on investment, and increase end-user satisfaction. Analysts and administrators will enhance their knowledge of the Remedyforce solution.

RightStar's Standard Remote Administration Program provides the following services:

- Create and test new work flow
- Modify existing work flow
- Update Sand Box (Development) systems with the same patch as production
- Address Active Directory Import issues and configuration
- Assist in rolling out new queues and users
- Create new fields, forms, and configuration of security
- Create foreign keys, virtual keys, and relationships
- Create new business processes
- Implement new work flow formulas
- Create new Remedyforce reports

- Update logos (self-service site)
- Create profiles on Force.com
- Create roles
- Create queues for support teams
- Create account records
- Define work schedules
- Set up staff for use of Remedyforce
- Implement Integration Engine
- Import client data from MS Active Directory (link clients to accounts)
- Enable single-sign-on capabilities via MS Active Directory
- Assign licenses to staff and clients
- Set up email services
- Custom Apex Classes and Triggers

Additional Remote Administration Service for BMC Remedyforce

RightStar may identify recommended BMC Remeyforce enhancements that fall outside of the scope of the standard Remote Administration Program. In this case, the client can opt for these services to be provided at additional cost.

Consultant Availability and Response Times

Subscribers to RightStar's Remote Administration Program receive priority access to a senior Remedyforce consultant. The consultant will be available for non-emergency maintenance on a scheduled basis.

For remote support, RightStar operates under the following terms:

Offering	Hours of Operation	Services	Response Goal
Remote Support	9-6 Eastern, M-F, or as scheduled in advance	• Web • Email • Phone	2 business hours