RightStar's RightServices for BMC Remedy

Leverage RightStar's expertise to ensure a successful Remedy implementation, upgrade, or migration process built on a strong foundation. RightStar partners with members of your team to first build a plan designed to accelerate time to value and user adoption.

Remedy Implementation and Configuration — On-Premises or On-Demand
Full implementation or focused configuration services for your BMC Remedy solution.

Remedy Upgrade
Mitigate risk of upgrading to the newest Remedy version by using RightStar to help preserve data and minimize downtime.

Remedy Migration
Migrate your Remedy solution from on-premises to on-demand or from another ITSM solution, using RightStar to help transfer data and minimize downtime.

Project Methodology

An engagement with RightStar follows a structured 12-part project lifecycle. Although the specific tasks vary depending on the project, the phases, activities, and primary deliverables are alike.

1. STATEMENT OF WORK
In this first phase, you and RightStar will work together to identify your needs and develop a solution to meet them. The Statement of Work and contract will be written and agreed upon.

2. PROJECT KICK-OFF
This phase is conducted within RightStar and includes the transfer of information from sales to operations. Since operations is included in the initial phase, the transfer is expedited. You are assigned a project manager and a high level project plan is put in motion.

3. PROJECT PREPARATION
In this phase, your project manager will work with you to plan all aspects of the project, from specifying your primary contact and identifying required resources to scheduling and logistics. RightStar guides this phase and provides you with several tools to assist in the planning and decision making process.

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4. FORMAL KICK-OFF MEETING
The kick-off meeting at your place of operation brings your senior management and RightStar technical services staff together to clearly establish the project's goals and objectives. Your RightStar project manager will clarify roles and responsibilities to ensure that all parties are familiar with the team structure and task distribution.

5. IMPLEMENTATION PLANNING WORKSHOPS
Using RightStar's standardized workshop agendas, we will work together to define the detailed technical implementation requirements. Initially held over a 2- to 3-day period, the implementation planning process continues throughout the project.

6. DESIGN DOCUMENT
During this phase, a design document is created that specifies any required changes to the system's out-of-the-box functionality. RightStar reviews this document with you to ensure agreement on the tasks to be done and the level of effort that is required.

7. SYSTEM CONFIGURATION
Here, a solution is developed based on the design document and the specifications identified and documented during the Implementation Planning Worshops.

8. TESTING
RightStar thoroughly tests system functionality prior to moving you to production. You have the opportunity during this phase to run your typical support processes using the new technology to be sure the system will function as it should in the production environment.

9. TRAINING
End-user training services can be tailored to meet your needs. In most cases, an informal train-the-trainer session is included with the implementation, however, more formal training can be provided.

10. DOCUMENTATION & KNOWLEDGE TRANSFER
During this phase, you will receive comprehensive documentation on the implementation. In addition, RightStar will conduct a formal knowledge transfer at the end of the project to ensure that you are fully prepared to take over the system.

11. PRODUCTION SUPPORT
You will be supported by RightStar during the go-live and post-go-live periods. This support assists both the users with the new processes and procedures and the administrators with troubleshooting any issues that could arise.

12. WEEKLY STATUS REPORTS AND MEETINGS
Status reports and meetings are provided on a weekly basis throughout the lifecycle of the project. RightStar is wholly committed to achieving your full satisfaction with your project. Weekly communications ensure that any issues may be quickly resolved and that you are always apprised of your project's progress from beginning to end.