

RightStar Supplemental Support For BMC Remedyforce



Gold
Solution Partner

RightStar offers full-service Supplemental Support for 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 support Remedyforce operations for maximum effectiveness.

RightStar Offers the Following Technical Support:

- Quick and easy access to report issues via phone, email, or web portal.
- Responsive and professional staff that work with a high sense of urgency.
- Coordination of efforts with vendors, operations, and sales to address issues that have been opened or reported by customers.
- Log incidents with BMC as appropriate and document reported issues. We make every attempt to resolve the issue on a first-call basis. When that's not possible, we work with the customer and BMC to resolution.
- Suggestions for how-to questions, best practices, and where to get information.

RightStar's Supplemental Support Program

The RightStar Supplemental Support 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 support of Remedyforce. Management will be able to improve return on investment and increase end-user satisfaction, while analysts and administrators will enhance their knowledge of the Remedyforce solution.

- Create and test new workflow
- Modify existing workflow
- 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 workflow 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 Services for BMC Remedyforce

RightStar may identify recommended BMC Remedyforce enhancements that fall outside of the scope of the standard Supplemental Support 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 Supplemental Support Program receive priority access to a senior Remedyforce consultant. The consultant will be available for non-emergency maintenance on a scheduled basis.

RightStar Technical Support Information

Customer Support Offering	Technical Support Center	Initial Response Times Response Prioritized by Severity Level
Technical Support	M-F, 9 AM - 6 PM*	Severity 1: 4 Business Hours Severity 2: Same Business Day Severity 3: Next Business Day

*Excludes RightStar holidays, which are determined annually

Severity Definitions

Support requests are prioritized by severity level, as seen below. RightStar will attempt to resolve all issues as quickly as possible.

Severity Level	Severity Criteria
1	Critical Service Impact Issue critically affects the primary application service. Customer staff should be available and willing to work on a priority basis with RightStar Support to resolve the issue. Characteristics of a severity 1 issue include: <ul style="list-style-type: none"> • Application is down, and no staff member can log in from anywhere • None of the business rules are operational or are getting notifications • None of the reports are running
2	Significant Service or Implementation Impact <ul style="list-style-type: none"> • The application, business process, or system is seriously affected or implementation stopped • No acceptable workaround is available
3	No Service Impact <ul style="list-style-type: none"> • Non-critical issues, general questions or enhancement requests

About RightStar

RightStar Systems is a leading provider of IT management solutions for commercial organizations and government agencies. As a BMC Gold Partner, RightStar provides consulting, design, implementation, and L-1 support services for the full lines of BMC products. As a complement to these services, RightStar offers on-site ITSM assessments, providing strategic roadmaps for delivering services to the business more efficiently, accredited DevOps and ITIL certification training, and a comprehensive line of RightStar software products that add essential functionality to your IT management system.