

Empowering The Modern Workforce



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Introduction

A key principle of modern service management is to design interactions around the perspective of the user—not the organization. While a structured, standards-based approach to service management is essential for consistency and quality, this doesn't mean exposing these steps to the user. Instead, the BMC Helix ITSM solution can tailor interactions according to the user's specific needs and purpose for a more intuitive, productive, and satisfying experience. Users should have a clear, intuitive access point to address any request or issue that comes up.

To meet employees where and how they want to work, enterprises should provide all the channels and mediums that the workforce needs—web, mobile, text, phone, in-person—with consistent, predictable experiences for every interaction. Content-rich portals for functions such as IT, HR, finance, facilities, and so on should make it easy for employees to make requests—a new device or desk, an update on benefits utilization—with clear visibility into fulfillment, even if the process crosses business functions.

Typical Problems that IT Employees Face with ITSM Software:

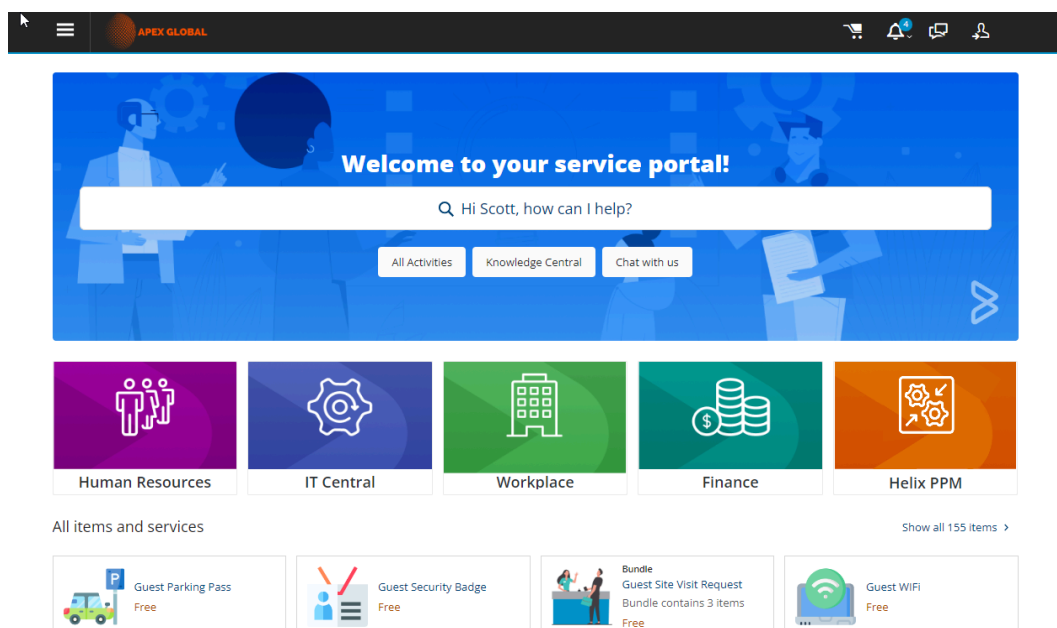
- The inability to configure the tool to their own needs - No two companies are exactly alike in IT operations, so a one-size-fits-all ITSM software makes it more challenging to work effectively and efficiently.
- The lack of real-time updates on the status of requests and incidents - Instant notifications should be part of every ITSM platform, but they're often missing or inadequate.
- A lack of self-service options - Good ITSM software should help your organization's users help themselves.

- Automation - ITOps personnel often need to manually address problems that the end user could have solved with embedded automation.
- Poor support for mobile devices – You want a solution that puts the Mobile experience front and center

How Does BMC Helix Digital Workplace Advanced Solve These Problems?

Configuration Flexibility

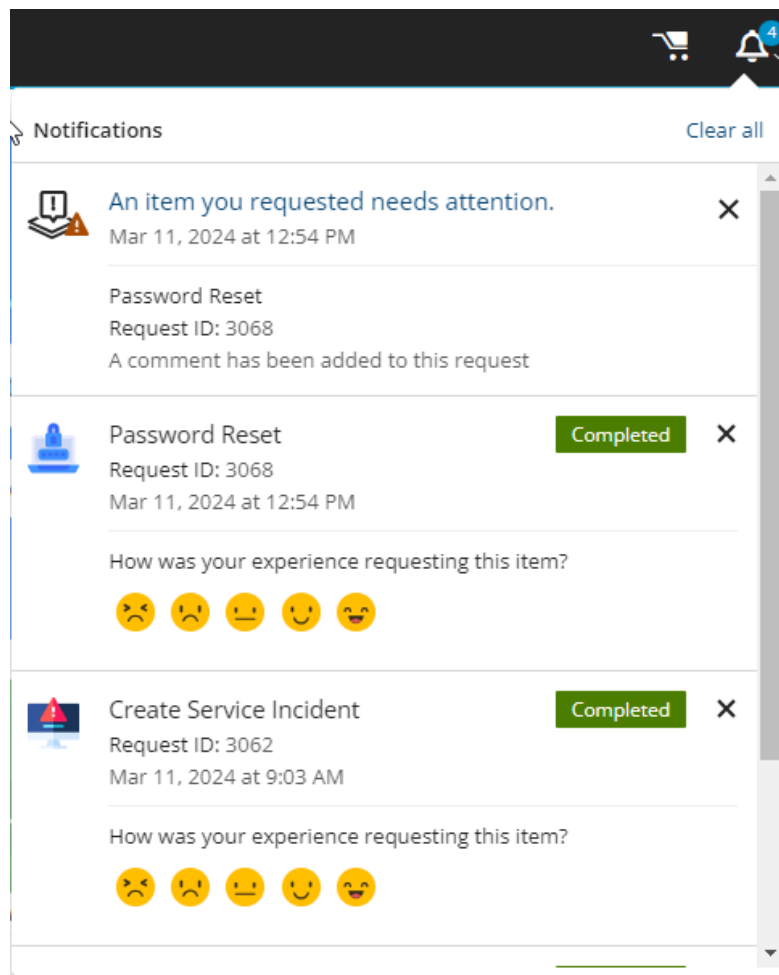
BMC Helix Digital Workplace incorporates the idea of “microsites” – in one self-service portal, each department or organization can set up a portal for their particular services, with their preferred branding. Who can access these microsites is controlled through entitlements. You can see in the screenshot that the user, Scott, has access to Human Resources, IT Central, Workplace, Finance, and PPM microsites.



These microsites are easily set up by the administrator with drag and drop configuration.

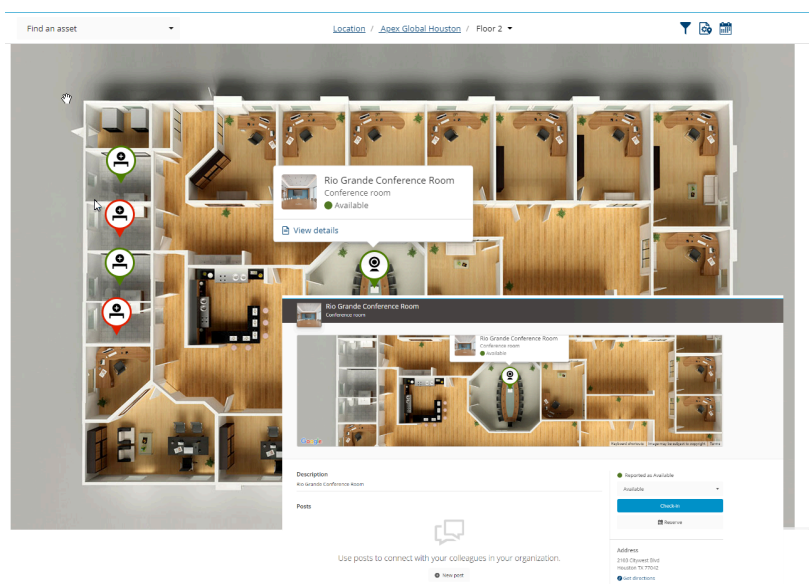
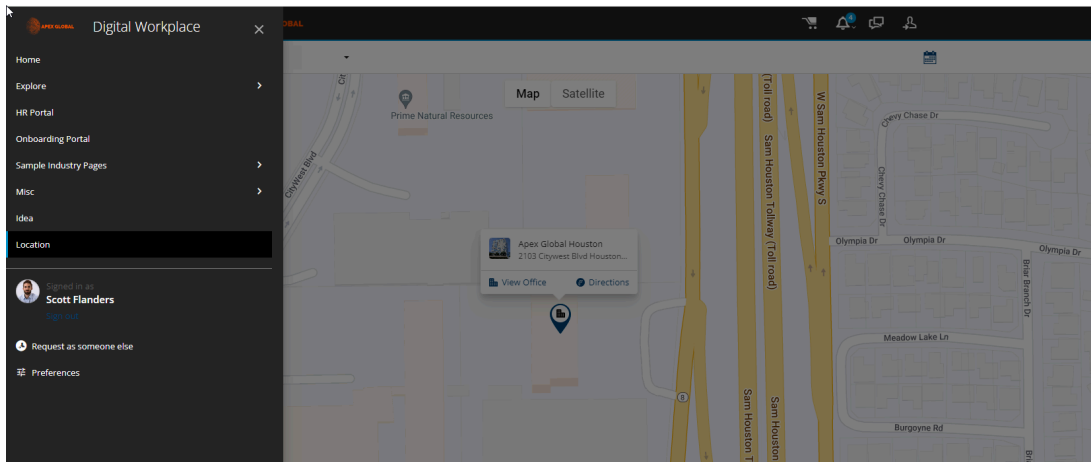
Instant Notifications

BMC Helix Digital Workplace and Helix ITSM include notifications for both end users and assigned staff whenever a status is changed. Additional notifications can be easily configured with the Notification Engine. A sample of “in-app” notifications is below; but there are also email notifications.



Self-Service Options

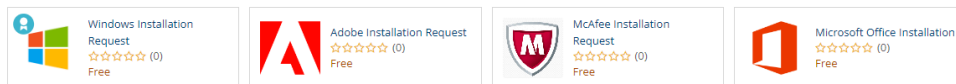
Lack of options is NOT a problem for the BMC Helix ITSM Solution! Along with the desktop/laptop web portal, users can use the same interface in a browser on their phone/tablet – instead of having to install another app, the BMC Helix ITSM and Digital Workplace solutions use progressive web app pages. Once they are in self-service, they can create tickets, see the status of tickets created previously, browse knowledge articles, and even see floor maps of their company's buildings and submit tickets against a room or a particular asset!



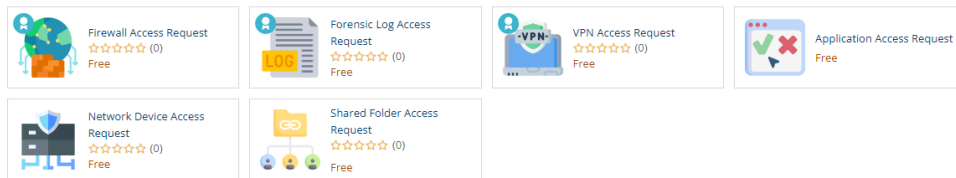
Automation

BMC wants end users to help themselves as much as possible, instead of tying up a backend resource. Automation is a key part of that. Whether it's creating an account, resetting a password, creating a ticket in a third-party system, or some other automation – you can build it so it's linked into the end user portal. Some examples –

Software Requests

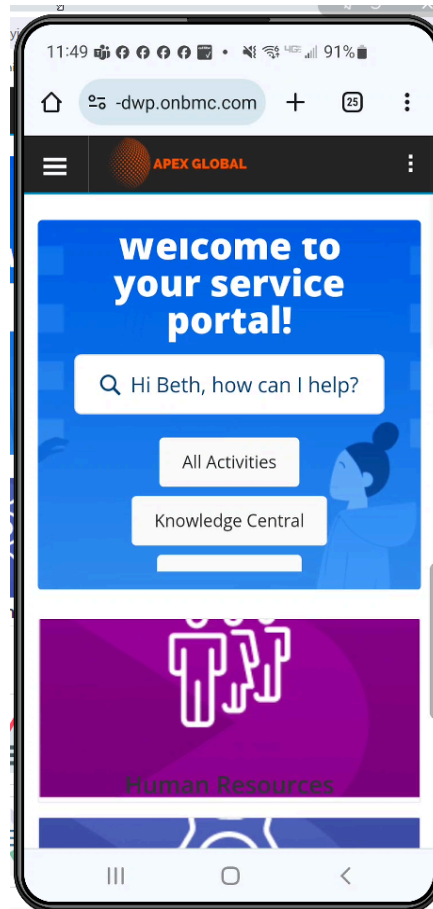


Access Request



Mobile Experience

BMC makes mobile easy – your users don't need an app; they just go to the same URL on the browser on their mobile device, and they will have an experience similar to the one on the laptop/desktop browser. BMC uses progressive web apps for the screens, so they resize based on the size of the device. Companies can also link their messaging apps -such as Teams – so that users can get help through that channel on their mobile device. Here's an example of accessing self-service on an Android phone –



Conclusion

With BMC Helix Digital Workplace Advanced, you will meet employees where and how they want to work. Whether they want to use their desktop/laptop, their mobile device, call or email – you can reach them where they are.

The ongoing transformation of the enterprise workforce calls for an equally transformative approach to employee experience. By redesigning enterprise service experiences around the needs and preferences of users, and leveraging the full power of automation, data, and self-service, enterprises can provide the type of workplace that attracts, retains, and engages talented employees.

Empowered and inspired to drive innovation for the business and its customers, employees can do their best work more easily.