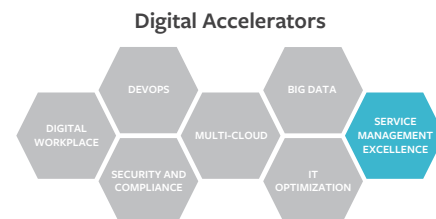


BMC Service Management Excellence Solutions

Empower IT to deliver people-centric, mobile-first, cloud solutions that simplify service delivery



THE CHANGING ROLE OF IT

The pace and scale of digital business can be overwhelming, particularly for IT organizations that are struggling to address the needs of rapidly changing and complex digital business models. Most of these business models rely on processes that are designed to shift constantly, which exponentially increases the speed, frequency, and complexity of changes to services and applications.

CHALLENGES

Modern IT leaders need to reduce costs, minimize risk, ensure compliance, and continually enhance security—and they need to execute quickly, with demonstrable value and iterative, continuous improvement. But optimizing operational efficiency is just the first step. IT organizations must also adapt to changing market conditions and pivot to new business models by rapidly acquiring, retiring, and integrating technology and services. And finally, IT must deliver the intuitive, personal experience that all customers of IT expect, whether they are external revenue generators or internal value creators.

BMC SOLUTION

BMC Service Management combines modern, mobile service desk solutions, service-aware data center discovery, and IT operations automation with out-of-the-box ITIL® for a superior IT experience, delivered from the BMC cloud or your own data center.



FEATURES

User Self-Service

- Interact with the service desk via an intuitive, user-centric portal, and easily track incidents

Automation

- Adopt and execute standard processes supported by automated workflow to reduce customization

Security Remediation

- Automate and streamline vulnerability management

Smart Reporting

- Create and publish reports via an intuitive interface for faster access to high quality data and more informed decisions

Dynamic IT Asset Management

- Automatically discover IT assets and dependencies

BENEFITS

Reduce Cost

- Eliminate manual tasks, automate common processes, and reduce duplication

Improve Service Quality

- Deliver consistent, predictable, highly available services to the business

Optimize User Experience

- Empower both IT and non-IT users to be more productive from anywhere with intuitive, mobile, cloud apps

Minimize Risk

- Reduce the impact of changes, support compliance and security initiatives, and eliminate unplanned downtime

BMC SERVICE MANAGEMENT EXCELLENCE SOLUTIONS

TrueSight Capacity Optimization

TrueSight Capacity Optimization aligns IT infrastructure resources with service demands and business priorities, resulting in fast and efficient delivery of services.

TrueSight Operations Management

TrueSight Operations Management monitors IT environments and helps you identify, analyze, and resolve performance abnormalities before they impact the business.

Remedy

Remedy is a mobile-first service management platform, delivered from the BMC cloud or on-premises, with out-of-the-box ITIL best practices, social collaboration, and a stunning user experience that makes complex IT simple.

MyIT

MyIT is a new self-service app that uses location, role, and preferences to guide employees to the answers, apps, services, and resources they need to be more productive at work.

MyIT Service Broker

Service Broker provides advanced capabilities for aggregating disparate cloud-based or on-premises service catalogs into a single, unified portal for end users.

BladeLogic Threat Director

BladeLogic Threat Director delivers the critical information that security and operations teams need to effectively attack risk in their environment, integrating vulnerability scan data with operations data to streamline and automate enterprise-grade remediation.

BladeLogic Server Automation

BladeLogic Server Automation quickly and securely provisions, configures, patches, and maintains physical, virtual, and cloud servers.

Discovery

Discovery continuously discovers all the hardware, applications, storage, databases, and other components that make up your data center and maps the relationships between them automatically to fully understand impact analysis.

FOR MORE INFORMATION

To learn more about BMC Service Management Excellence solutions, please visit bmc.com/servicemanagementexcellence



Customer Spotlight



- Background:** Eaton Corporation, a \$22 billion global enterprise, delivers advanced solutions for managing power in buildings, vehicles, machinery, and businesses.
- Challenge:** IT needs to ensure seamless support for this “virtual city” of 102,000 employees and 125,000+ external partners in 175 countries with a common operating model that encompasses standard processes, tools, and performance measures worldwide.
- BMC Service Management Excellence solution:** IT leverages Remedy Service Management Suite and Control-M Workload Automation to enhance service support and keep Oracle, SAP, Microsoft, and other critical applications running securely and reliably while driving efficiencies that cut costs and free up budget for innovation.
- Results:** Service management best practices improve service quality for 70,000 PC users who rely on the service desk for handling incidents, service requests, and inquiries.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life

BMC digital IT transforms 82 percent of the Fortune 500.



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