

Enabling Digital Transformation with Remedyforce IT Service Management

Real-world customer results validated by TechValidate



INTRODUCTION

In the world of digital business, where every second counts and every experience can make the difference between success and failure, modern IT service management is a mission-critical requirement. Employees and customers need to be able to access digital services more easily, and resolve their own issues quickly without the need for assistance. IT needs to streamline and accelerate the management of service levels, incidents and problems, configurations, assets, changes, and releases. Throughout the environment, IT processes must be standardized, integrated, automated, and brought in line with best practices.

Digital businesses rely on Remedyforce to enable the delivery of high-speed digital services that empower users and accelerate the business. The experiences of real-world customers validate the value and impact of Remedyforce for meeting the demands of digital transformation, including:

- + Improved service levels and customer satisfaction
- + New services delivered more quickly, at a higher quality
- + Improved first-line resolution and mean-time-to-repair (MTTR)
- + Cost reduction and enhanced business revenue

This e-book explores the findings of validated third-party research conducted by TechValidate on the results customers are achieving today with Remedyforce from BMC.

DIGITAL TRANSFORMATION PLACES NEW DEMANDS ON IT

Digital transformation powers success today. While every business makes use of digital technology to some extent, those that focus on digital advancement as a strategy become more competitive and productive while achieving higher customer loyalty and satisfaction. For mid-market companies, digital transformation is especially valuable to compete effectively with larger enterprises while staying one step ahead of fast-growing digital startups.

While digital transformation can take many different forms at different companies, three common themes emerge:

- 1 Cloud technology provides the rapid scalability companies need to capture opportunities, address risks, and grow capacity, while freeing IT from the constraints and burdens of on-premises investments.
- 2 New service delivery models enable IT to meet the demands of today's users for a more decentralized, self-service experience, including the ability to resolve their own issues—which, in turn, allows IT to focus more productively on digital innovation and offer high-speed services across the enterprise beyond IT.
- 3 Speed and agility are essential to keep pace with the highly dynamic, ever-shifting nature of digital business models and processes. IT must be able to manage rising complexity while ensuring effective management of core processes like change and incident management.

This changing landscape is driving an urgent need for new tools to help IT adapt.

Key ITSM capabilities cited in the report include:

- + Comprehensive, holistic visibility across assets and services
- + Efficient, cost-effective service management
- + Mobile and self-service to empower users and optimize IT staff effort
- + Flexibility to address shifting needs
- + Consistency and consolidation across business units and processes
- + And all of this delivered with lower cost and fast time-to-value

These findings align closely with the results of the survey conducted by TechValidate for BMC, in which customers cited challenges in these areas as factors in their selection of an ITSM solution:

A recent Forbes Insights report highlights the central role of ITSM for achieving digital transformation and enabling digital business success. Of IT executives surveyed for the report, **56%** say the pace of IT change or transformation is accelerating “significantly” or close to significantly, and a majority consider ITSM especially important for initiatives such as cloud computing, mobile computing, and big data.

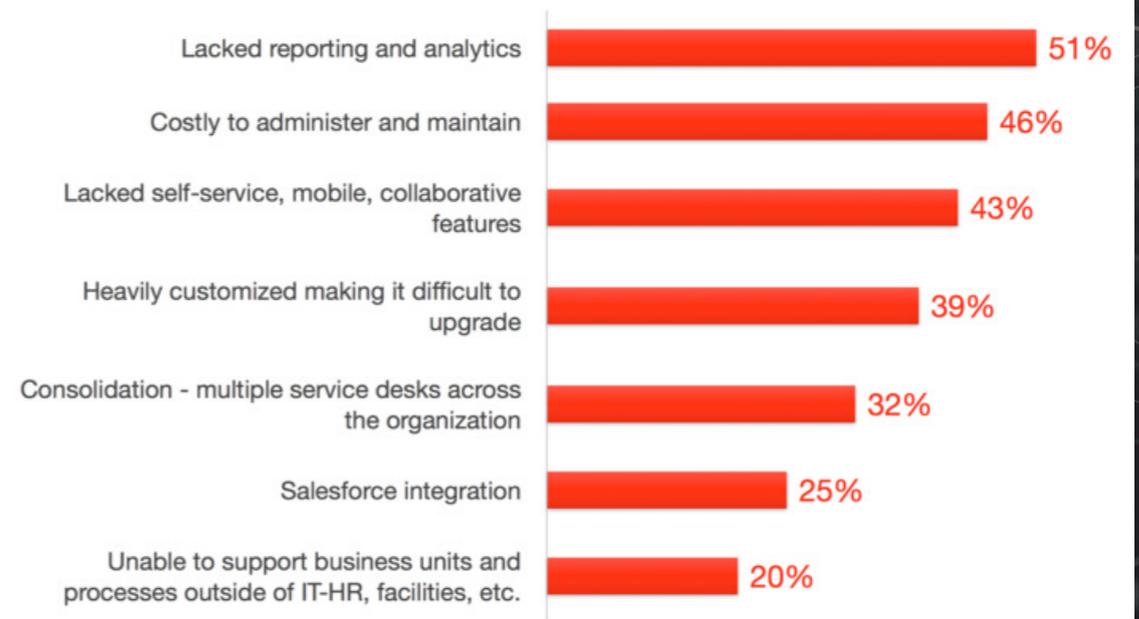
REMEDYFORCE: MODERN IT SERVICE MANAGEMENT FOR THE DIGITAL WORLD

Remedyforce helps IT organizations meet the challenges of digital transformation for their businesses. A cloud-based ITSM solution built on Salesforce App Cloud, the industry's most scalable, secure, and stable cloud platform, Remedyforce addresses the full range of service delivery processes, including change, incident, self-service, knowledge, and agentless discovery.

BMC SOFTWARE REMEDYFORCE CUSTOMER RESEARCH

Top 7 Customer Challenges

What were the key challenges in selecting a Service Management solution?



Source: TechValidate survey of 268 users of BMC Software Remedyforce



Validated Published: Mar. 6, 2017 TVID: F00-1E9-B7E

REMEDYFORCE MAKES IT POSSIBLE TO:

- + Create a customer-centric digital service hub that helps both established and growing companies compete in fast-paced digital markets.
- + Empower the business for agility and competitiveness by delivering new and innovative services that increase user satisfaction and allow them to connect more easily and deeply with customers and employees.
- + Streamline and automate IT while leveraging existing investments in Salesforce to eliminate the need for specialized training or staff.
- + Reduce total cost of ownership with no software or hardware to purchase, install, or maintain.

While businesses of all sizes and maturity levels choose Remedyforce for its comprehensive ITSM functionality, rapid implementation and configuration, and easy-to-use features, mid-market companies find the solution especially valuable to enable digital business transformation and modernize IT.

“We use many of the components within the Remedyforce application, including helpdesk, incident management, change request, CMDB asset tracking, service requests, and knowledge base. The application is meeting our needs well.”

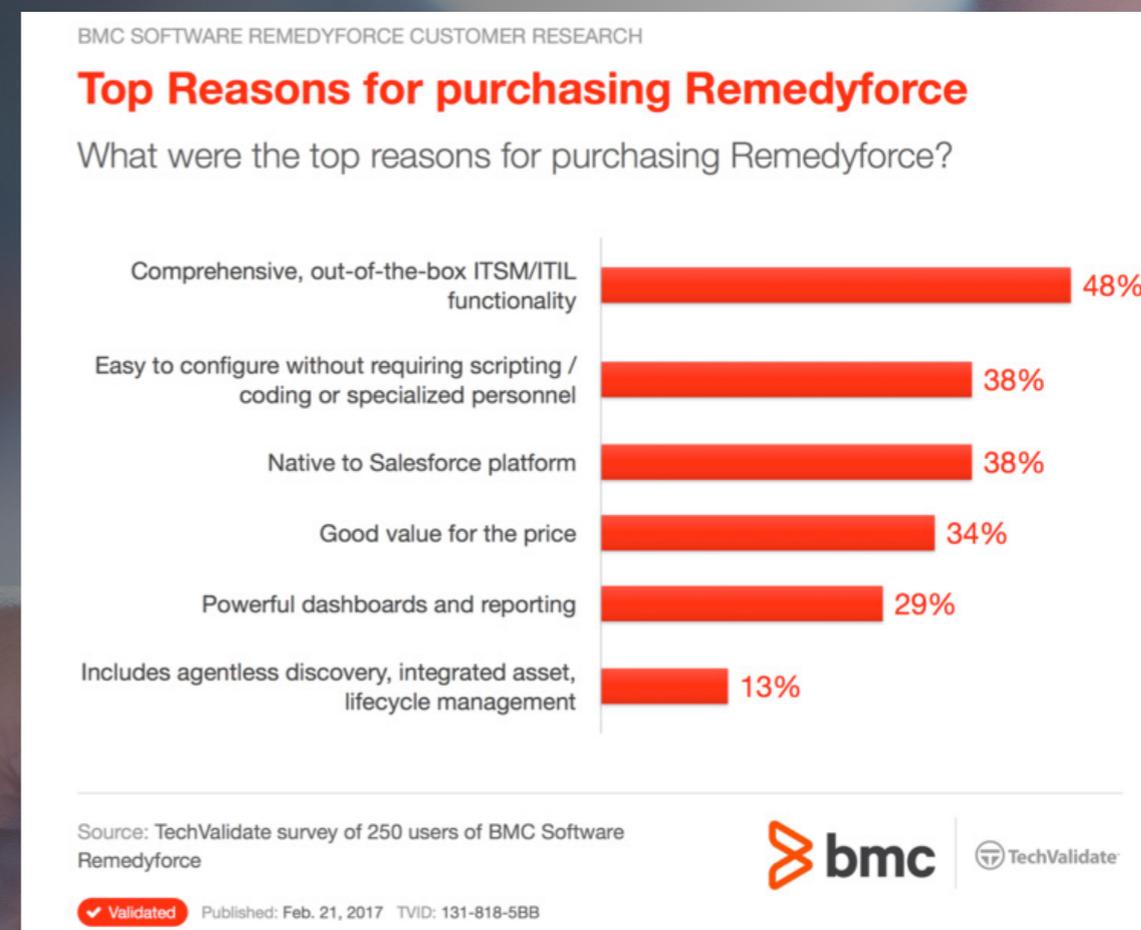
—IT Manager, Large Enterprise Computer Software Company

COMPANIES TURN TO REMEDYFORCE

The broad value of Remedyforce for midsize businesses and organizations of all sizes can be seen in the top reasons for purchase cited by customers.

“Remedyforce is a great ITIL® product that’s easily customizable. Our business relationship manager is very responsive and knowledgeable. The Community site is awesome. It allows you to find answers quickly and connect with experts when needed. Patch and new enhancements are well planned. Overall, a wonderful product!”

—System Administrator, State & Local Government



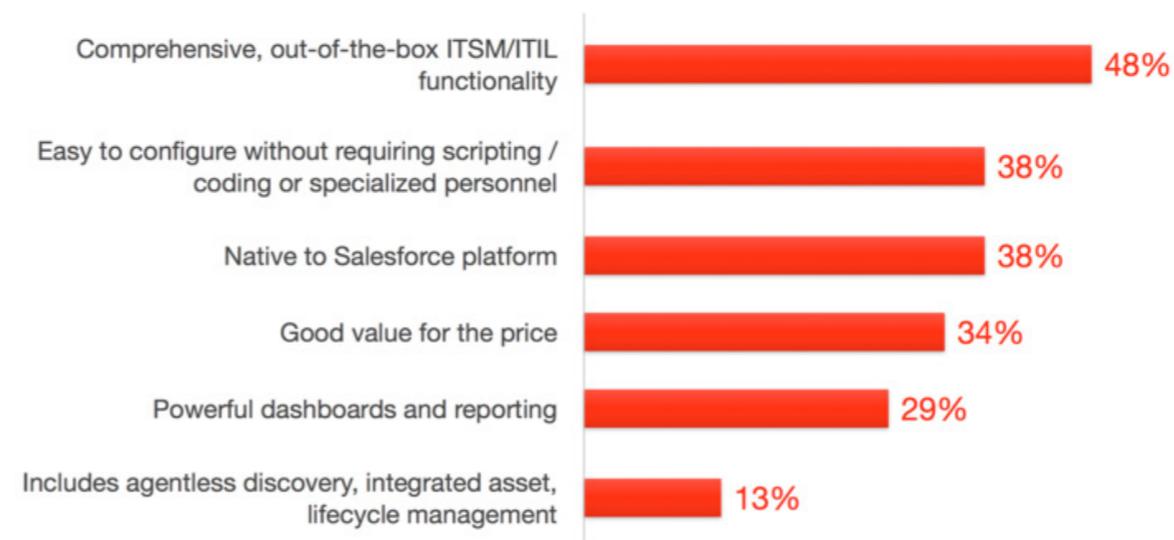
IMPACT AND VALUE ACROSS THE SPECTRUM

Almost half of all survey respondents said that they realized improved service levels and customer satisfaction, while others reported benefits from the introduction of new services to faster incident resolution.

BMC SOFTWARE REMEDYFORCE CUSTOMER RESEARCH

Top Reasons for purchasing Remedyforce

What were the top reasons for purchasing Remedyforce?



Source: TechValidate survey of 250 users of BMC Software Remedyforce

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In this way, Remedyforce implementation helped **82%** of all responding IT organizations, including **93%** of small and midsize businesses, achieve their goals.

“Remedyforce has enabled us to have a global ITIL based system presence. We have over **500** internal users, and **30,000** customer users (self-service portal). Remedyforce is very flexible.”

—Service Desk and Systems Manager,
Educational Institution

BMC SOFTWARE REMEDYFORCE CUSTOMER STATISTIC

82% of surveyed IT organizations agree that their Remedyforce implementation helped them achieve their goals.



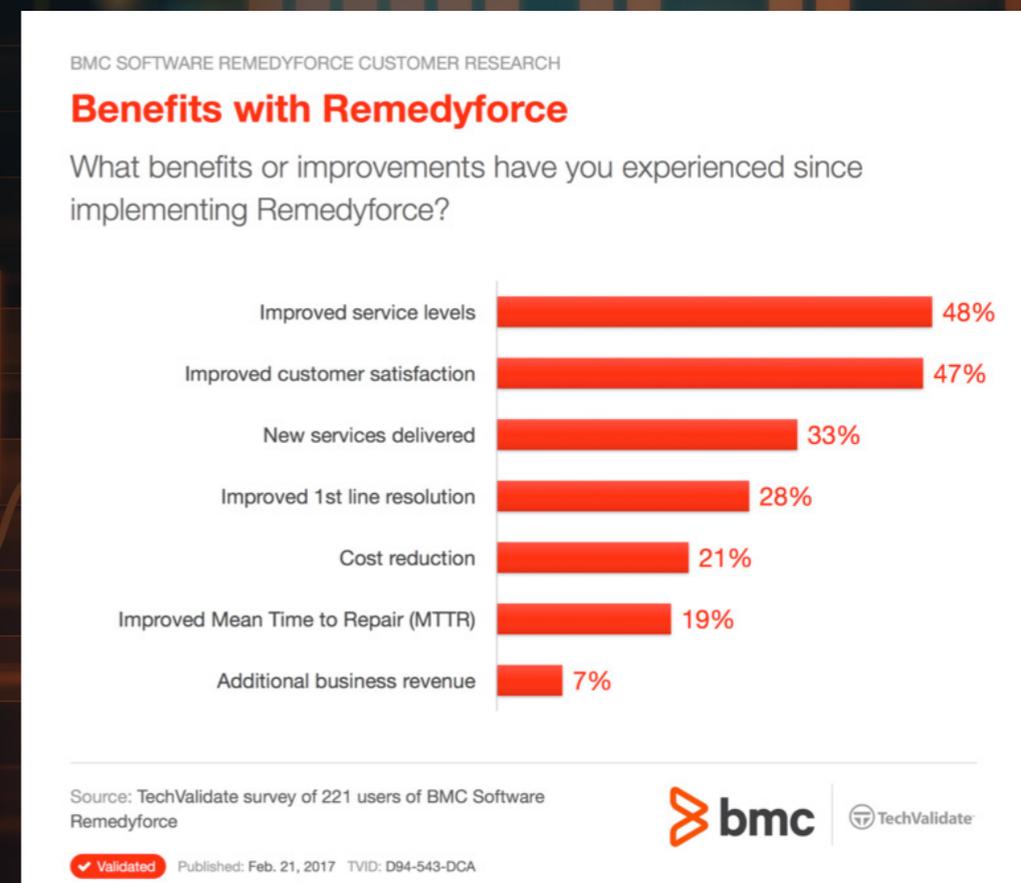
Source: TechValidate survey of 233 users of BMC Software Remedyforce

Validated Published: Feb. 15, 2017 TVID: 7C5-DED-683



DELIVERING RESULTS FOR SMALL AND MID-SIZE BUSINESSES

While Remedyforce helps organizations of all sizes drive digital transformation, empower users, and support the business, the solution is especially valuable for small and midsize businesses. Operating with limited resources, these mid-market organizations can ill afford to invest time and money in a solution that can't deliver the needed benefits.



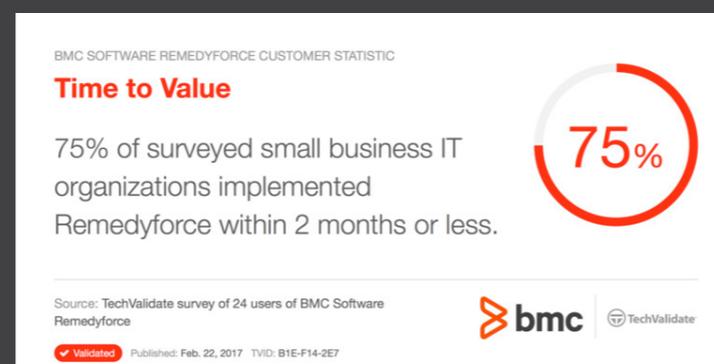
As a cloud-based solution, Remedyforce can be implemented quickly without the need for capital expenditure, adopted rapidly across the organization, and maintained with minimal on-site resources. Dedicated BMC business relationship managers ensure that customers achieve full value from the solution. In this light, it's no surprise that nearly 19 out of 20 small and midsize businesses achieved their goals with Remedyforce, including **41%** that improved customer satisfaction and **46%** that improved service levels.

“Remedyforce is an easy and great way to get the power of Remedy without the needed on-prem concerns, constraints, or maintenance issues. Cost is also crazy (in a good way) for what you’re getting for the low cost. Once Remedyforce is all set up, running, and configured, it’s effortless to maintain and add new features and functions as they get added throughout the year.”

—System Administrator, State & Local Government

FAST TIME TO VALUE

Digital transformation efforts face pressure in terms of both speed and complexity. To avoid falling behind competitors, businesses need to make the shift as quickly as possible—but doing so can be a challenging and wide-ranging prospect for IT. This friction can have real ramifications for the business. According to Forbes Insights,



“ A total of **37%** of executives report that the majority of their IT budgets go to ongoing maintenance and management—maintaining uptime and availability; applying upgrades, fixes and patches; and ensuring security. Another **31%** report the majority of their IT staff hours are spent in maintenance mode as well. These are people and funds not available for new project development or new initiatives, such as digital, virtualization, or cloud. ”

Remedyforce helps businesses make the move to modern, cloud-based ITSM in the accelerated timeframe demanded by fast-paced digital business.

An optimized onboarding process uses Agile principles to reduce onboarding time by **75%**

Pre-built service request templates, configurations, and demo data put BMC digital transformation expertise at IT's fingertips from day one

Out-of-the-box ITIL content makes it easy to implement best practices without being an ITIL expert

In-app training provides embedded access to technical documentation, pop-up best practice tips, and videos

BMC business relationship managers provide dedicated service to each Remedyforce customer

As a result, a majority of survey respondents completed implementation in two months or less—including **75%** of small and midsize businesses and two-thirds of enterprises.

“Remedyforce is a trustworthy and stable cloud platform. It is easy to administer and has out-of-the-box functionalities which cover a majority of the requirements.”

—Application Manager, Medium Enterprise Telecommunications Services Company

“Remedyforce has quickly spread throughout the organization due to quick implementation times.”

—Systems Administrator, Large Enterprise Healthcare Company

KEY REMEDYFORCE BENEFITS

Remedyforce customers report a broad range of benefits from their adoption of the cloud-based ITSM solution, including:

Self-service, mobile, and collaborative features

Simpler upgrades

Service desk consolidation to support business units and processes outside IT

Salesforce integration to leverage existing investments and skills

Robust reporting and analytics

Less costly administration and maintenance

“It is an excellent product. We’ve had great interactions and feedback with customers. The Salesforce platform provides great tools for configuration and the import/export of data.”

—IT Manager, Educational Institution

“The Remedyforce service model delivers great customer support and relationship management.”

—IT Manager, Large Enterprise Insurance Company

ABOUT REMEDYFORCE

Achieve end to end transformation for your IT services and infrastructure and create a customer-centric service hub with Remedyforce cognitive service management. Using Salesforce, a unified, cloud-based platform-as-a-service, Remedyforce lets you consolidate fragmented tools and legacy systems while automating service management processes. It's simple to configure and fast to deploy, so you can go live quickly with confidence, while scaling to your business needs.

Remedyforce provides the ITIL functionality needed to manage the IT organization and support the business. Designed around a modern, customer-focused perspective, intuitive service capabilities relieve IT of the burden of managing every request themselves and empower the business to request services and solve problems on their own. Both customers and IT staff can become more productive regardless of location, device, or communication channel. Core ITSM functionality encompasses intuitive incident, problem, change, and configuration, and release management.

The following pages provide firsthand validation of the value and impact of key Remedyforce features

Self Service, Mobile, and Collaborative Features

BMC SOFTWARE REMEDYFORCE CUSTOMER REVIEW

City of Maricopa Arizona Recommends Remedyforce



5/5 Stars

Why did you choose Remedyforce over competitors?

“ Cloud availability and it doesn't rely on our organization's infrastructure are key reasons. The sheer volume of features and functions that Remedyforce supports: change management, self-service, approval, effortless accessibility via a phone app, website, onsite/offsite etc. The ability for users to access information and submit tickets through multiple means was also key. *“RemedyForce was the ONLY solution offering with full functionality.”*”

What has been the overall impact Remedyforce has had on your organization? Please quantify if possible.

“ Users actually use self-support now. They can check knowledge articles, submit tickets, and find new ways to best use tickets and service requests for their needs— all without training from IT. It's been great. Our IT organization had to win back user trust and buy-in after a full departmental reset from a previously different staffed team that wore down end user trust and good-will. Users now happily submit tickets and use self-service vs. sending emails or calling IT directly. *“This is a testament to Remedyforce's impact.”*”

Source: Darren Pawlak, IT Administrator, City Maricopa Arizona

Validated Published: Mar. 7, 2017 TVID: BB0-C1B-BE1



BMC SOFTWARE REMEDYFORCE CUSTOMER SATISFACTION RATING

An IT Systems Analyst at a small business food company would be very likely to recommend BMC Software Remedyforce:

“ We are very happy with the configurability and adaptability of Remedyforce. Also, the plug-in apps are quite comprehensive and the support to date has been very good. A big plus are the automatic upgrades to the underlying system which, to date, have not negatively impacted our configuration.

Source: IT Systems Analyst, Small Business Food Company

Validated Published: Mar. 8, 2017 TVID: A9B-B5D-69A



Based on a response of 9 to the question "On a scale of 0-10, how likely would you be to recommend BMC Software Remedyforce?"

Simpler Upgrades

BMC SOFTWARE REMEDYFORCE CUSTOMER SATISFACTION RATING

An IT Manager at a large enterprise transportation services company would be very likely to recommend BMC Software Remedyforce for this reason:

“ I find it highly configurable and easy to use without making upgrades impossible or having to re-implement changes made in previous versions.

Source: IT Manager, Large Enterprise Transportation Services Company

Validated Published: Mar. 8, 2017 TVID: C4F-F6D-C07



Based on a response of 10 to the question "On a scale of 0-10, how likely would you be to recommend BMC Software Remedyforce?"

Service Desk Consolidation

BMC SOFTWARE REMEDYFORCE CUSTOMER REVIEW

Remedyforce Extends Service Management Beyond IT



5/5 Stars

Why did you choose Remedyforce over competitors?

“ Price, ease of customization, and features.

What has been the overall impact Remedyforce has had on your organization? Please quantify if possible.

“ We have extended and centralized our ITSM services into Remedyforce including custom self-service web forms, inventory, and deployment activity. This provides better integration / tracking, additional capabilities, and visibility. We are extending service to other areas of our department beyond IT.

Source: IT Manager, Educational Institution

Validated Published: Mar. 8, 2017 TVID: A2C-918-C02



Salesforce Integration

BMC SOFTWARE REMEDYFORCE CUSTOMER REVIEW

Salesforce Integration Enables Move to Comprehensive Service Management



4/5 Stars

Why did you choose Remedyforce over competitors?

“ We have a large Salesforce platform where most of our development is done. Remedyforce’s integration with Salesforce seemed like a logical solution.

What has been the overall impact Remedyforce has had on your organization? Please quantify if possible.

“ Overall impact is that we have migrated IT, other business departments, and our end users from an Incident helpdesk approach to a more comprehensive helpdesk that distinguishes Knowledge/Training information, Incident & Service Request functionality. The availability of data and dashboards has allowed us to key in on problem areas and fix them quickly. We will be utilizing more functionality in the near future when we roll out Agentless scans for our CMDB, Service Health, etc.

Source: IT Manager, Large Enterprise Pharmaceuticals Company

Validated Published: Mar. 7, 2017 TVID: 508-EB5-032



“ We already had Salesforce so the ease of implementation and continued maintenance made it a great fit. ”

—Systems Administrator, Large Enterprise Healthcare Company

“ It’s built on the Force.com platform where we have the internal skill sets (resources) to support it easily. ”

—IT Manager, Large Enterprise Computer Software Company

Robust Reporting and Analytics

BMC SOFTWARE REMEDYFORCE CUSTOMER REVIEW

Salesforce Integration Enables Move to Comprehensive Service Management



4/5 Stars

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Source: IT Manager, Large Enterprise Pharmaceuticals Company

Validated Published: Mar. 7, 2017 TVID: 508-EB5-032



BMC SOFTWARE REMEDYFORCE CUSTOMER REVIEW



5/5 Stars

Why did you choose Remedyforce over competitors?

“ ITIL alignment capability.

What has been the overall impact Remedyforce has had on your organization? Please quantify if possible.

“ Remedyforce has made the company more efficient and proficient in skill and tracking. It integrates with other software solutions such as SAP (with support help) and allows for the reporting and dashboarding management needed. It also helps us to realize an overall goal to bring assets, associate profiles, software updates, incidents, problems, and change under one umbrella.

Source: Michael Henderson, Senior Process Engineer, H. D. Smith Wholesale Drug Company

Validated Published: Feb. 16, 2017 TVID: 9A4-FEB-305



Less Costly
Administration
and
Maintenance

BMC SOFTWARE REMEDYFORCE CUSTOMER REVIEW

A single platform for delivering Service Management beyond IT.



4/5 Stars

Why did you choose Remedyforce over competitors?

“Remedyforce is a cost competitive, easy-to-use, ITIL based service management platform.

What has been the overall impact Remedyforce has had on your organization? Please quantify if possible.

“Remedyforce goes beyond IT. It is a single platform that can be used to manage tickets for multiple departments.

Source: Graham Evans, Operations Director, NSC Global Limited

Validated Published: Mar. 8, 2017 TVID: E5D-ADF-4BC



NEXT STEP

Discover for yourself how Remedyforce can enable digital transformation in your business. Access a free trial of the solution at:

bmc.com/remedyforce

METHODOLOGY

This e-book incorporates the results of a validated, third-party survey conducted for BMC by TechValidate. All current Remedyforce customers were asked to participate, from managers and influencers to users and admins.



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 digital IT transforms 82 percent of the Fortune 500.



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