



BMC Remedy Service Desk

Improve service desk efficiency and effectiveness with industry-leading incident and problem management

BMC® Remedy® Service Desk helps you:

- > Increase availability of business-critical systems by speeding incident and problem resolution
- > Reduce support call duration and volumes
- > Increase productivity for help desk agents, support staff, and users
- > Identify root causes to eliminate recurring incidents
- > Track performance against service level agreements to ensure that commitments are met
- > Establish a common solution for heterogeneous global, regional, and local IT support organizations
- > Leverage a robust searchable knowledge base of common solutions, known errors, and workarounds
- > Quickly route requests to the right support
- > Seamlessly implement long-term solutions to known errors
- > Increase IT infrastructure availability



This product integrates with BMC® Atrium® technologies.

The service desk plays a vital role in keeping critical business systems running smoothly. Yet many organizations are still struggling to establish an effective service desk operation that truly aligns with business objectives. What's more, the number of users and applications continues to expand dramatically. The move to service-oriented software architectures is increasing complexity and making problem resolution more intricate.

Geographically dispersed support centers make it difficult to deliver consistent quality and gain an enterprise view of performance. Moreover, the growing trend toward outsourcing is placing an additional burden on IT staff to coordinate internal support efforts with those of external providers. IT professionals are hard pressed to deliver high-quality service while keeping support costs and staffing levels in check.

BMC® Remedy® Service Desk, the industry-leading, best practice incident and problem management application, is helping thousands of customers overcome obstacles that limit their ability to respond quickly and efficiently to conditions that disrupt critical services. BMC Remedy Service Desk acts as a single point of contact for all users. It expedites the restoration of normal service and helps prevent future events from adversely impacting business services, while also helping to improve IT staff efficiency.

BMC Remedy Service Desk is part of the BMC® Remedy® IT Service Management suite of pre-integrated applications that seamlessly tie incident and problem management processes and data to asset, change, and service level management. The application further integrates service desk processes with infrastructure management through the included BMC® Atrium™ Configuration Management Database (CMDB). This intelligent repository shares a common model of the IT environment with other BMC and third-party products to unify IT service and support processes with infrastructure management.

Comprehensive Service Desk

BMC Remedy Service Desk is a comprehensive application that facilitates end-to-end service support processes. Regardless of whether a service request is initiated through the Web, e-mail, telephone, desktop client, or by an event from a network or system management application, this multichannel customer request interface consolidates and handles requests from submission to final resolution.

Within the IT organization, BMC Remedy Service Desk provides a common tool to automate and integrate service support processes among functional or regional groups, third-party resources, and other parts of the enterprise. BMC Remedy Service Desk also provides a common workflow engine and database to provide visibility of key IT service metrics across the organization in a single integrated package. Cross-organizational visibility into information is a key source of metrics needed to manage ongoing operational improvements.

Complete Incident and Problem Management

BMC Remedy Service Desk addresses both incident management and problem management. Its flexible, built-in, best-practices workflows help to speed the resolution of end-user issues and the identification of defects in the IT infrastructure. The workflows capture and track relationships in a seamless and integrated fashion, from the initiation of the incident to problem correlation, through knowledge entry creation and change request and verification, and finally, to permanent fix and resolution.

Tightly Integrated Knowledge Management

Efficient knowledge management tools complement BMC Remedy Service Desk by helping agents to resolve incidents faster, often on the first call. BMC® Remedy® Knowledge Management provides rich authoring capabilities and broader search capabilities that widen the breadth of knowledge available to first-line staff to help resolve more incidents at the first level of support. As such, it reduces operating costs associated with managing a service desk and improves ROI.

Real-time Dashboards for Easy Reporting

Service managers and support staff can track service desk performance and monitor progress through a real-time, graphical, display console and the use of BMC® Remedy® Flashboards®. Built-in, easy-to-read dashboards permit the support staff to detect service

delivery problems at a glance and move proactively to head off problems before they result in degradation of service quality.

User Self Service

Self-service functionality permits end users to search a knowledge base and submit, update, and check issues over the Web, improving user satisfaction while reducing the volume of service desk calls. The knowledge base contains such information as answers to frequently asked questions and known solutions or temporary workarounds to common issues. By encouraging self-sufficiency on the part of the user, organizations can reduce call volumes, increase user satisfaction, reduce staffing requirements, and lower support costs.

Support for Distributed and Heterogeneous Organizations

Global organizations often require geographically dispersed support centers to provide local response to user needs, and to ensure that support is available in local languages. BMC Remedy Service Desk addresses this business need by supporting centralized management and reporting of metrics for globally distributed service desks. Additionally, BMC Remedy Service Desk provides the ability to service multiple customers or business units within an enterprise that may have heterogeneous requirements, all while leveraging the same support personnel, applications and knowledgebase.

Integrated with Related Processes

As part of BMC Remedy IT Service Management for the Enterprise, BMC Remedy Service Desk is ready to work out-of-the-box with BMC® Remedy® Change Management, BMC® Remedy® Asset Management, and BMC® Service Level Management to ensure more effective incident and problem resolution and prevention. Seamless integration with BMC® Service Impact Manager enables the creation of "intelligent incidents" that contain business impact and root cause information on the configuration items (CIs) and impacted users associated with an incident. This allows both the service desk and IT operations to understand an incident from the IT and service perspectives — and to prioritize resolution appropriately.

Additionally, BMC Remedy Service Desk integrates with BMC® Identity Management to help automate the provisioning of user passwords and to simplify user account management by integrating information about relationships, roles, and access rules into automated processes, such as HR changes and subsequent incident management processes.

Consistent, Reliable Data

The ability to automatically access data on all IT assets — including the requestor's CIs and associated CI history, as well as the history of the user's requests — provides staff with clear visibility into the assets they are being asked to support, quickly locating potential or related incidents and solutions to speed resolution. This process begins with the BMC Atrium CMDB, an integral part of BMC Remedy Service Desk.

The BMC Atrium CMDB provides a working model of your enterprise IT infrastructure to promote greater synergy and efficiency across related IT management processes. It is populated and continuously updated by the BMC® Discovery Solution, which automatically captures all four levels of data required to accurately model your IT environment: assets, configurations, relationships, and users.

ITIL® Compatibility

BMC Remedy Service Desk is compatible with IT Infrastructure Library (ITIL) guidelines for a consolidated, multichannel interface that automates incident, problem, configuration, and change management to enable continuous improvement of IT services. The application provides:

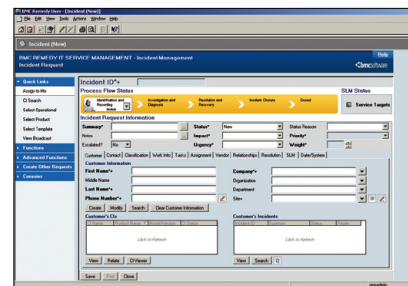
- > A single point of contact that consolidates user requests from multiple sources
- > A centralized solution for global, regional, and local IT support organizations
- > Categorization, routing, tracking, validation with the customer, and closing of all events
- > Enhanced problem management, including embedded workflow for error control and problem control
- > Built-in, automatic customer satisfaction survey

Forrester Research recognizes BMC Software as a leader in IT Service Desk Management Tools.

"The Forrester Wave: Service Desk Tools, Q1 2006"; Chip Gliedman, Forrester Research, February 2006

Gartner lists BMC Software in the leader quadrant in IT Service Desk Tools.

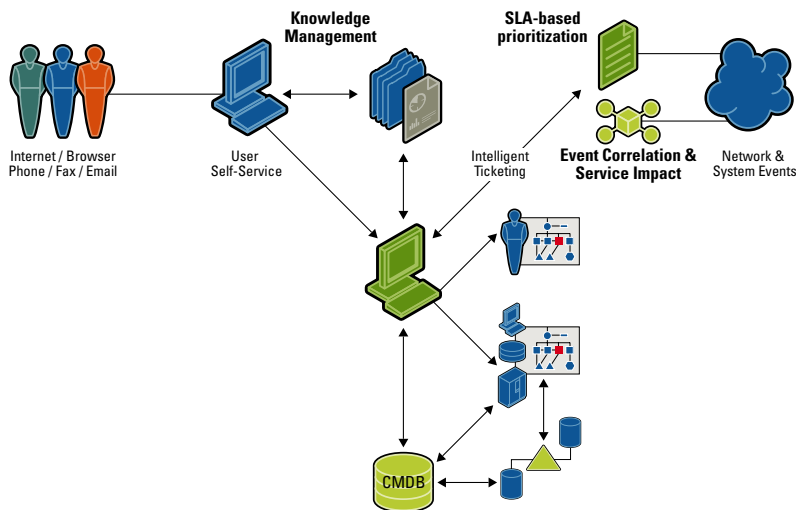
"Magic Quadrant for the IT Service Desk, 2006"; David M. Coyle, Kris Brittain, Gartner, May 2006¹



BMC Remedy Service Desk Support Console

For More Information

For more information on the BMC Remedy Service Desk and the Incident and Problem Management Route to Value, visit www.bmc.com.



¹ The Magic Quadrant is copyrighted May 2006 by Gartner, Inc. and is reused with permission. The Magic Quadrant is a graphical representation of a marketplace at and for a specific time period. It depicts Gartner's analysis of how certain vendors measure against criteria for that marketplace, as defined by Gartner. Gartner does not endorse any vendor, product or service depicted in the Magic Quadrant, and does not advise technology users to select only those vendors placed in the "Leaders" quadrant. The Magic Quadrant is intended solely as a research tool, and is not meant to be a specific guide to action. Gartner disclaims all warranties, express or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.