



BMC Remedy IT Service Management Suite

IT organizations that are achieving process efficiency, effectively managing costs, achieving compliance, and delivering superior service quality understand the value of integrated IT service management. Replacing disjointed activities for incident, problem, change, configuration, and asset management with a unified service support strategy — including self-service functionality — is the key to providing business-aligned services.

Key Benefits

- Get the most out of every person, asset, project and activity
- Improve service performance and meet the expectations of your organization
- Demonstrate transparency by providing visibility into the "cost of IT"
- Ensure that IT activities, decisions, and services support business priorities
- Enable compliance controls

Business Challenge

Over the years, support activities have grown in volume and complexity: service level expectations have peaked at an "always available" level, and supported services have morphed into a mixture of onsite and offsite components, externally hosted and internally maintained applications, and global configurations. At the same time, IT budgets have decreased, placing added strain on already taxed systems and personnel. As a result, many organizations are still in "fire-fighting" mode, performing front-line triage for most of their support activities.

The BMC Solution

The BMC Remedy IT Service Management Suite removes complexity and costs, while also providing visibility into the resources, activities, and priorities required to deliver and support business services. This unified, ITIL™-certified suite includes industry-leading applications for service desk, asset and configuration management, change and release management, and service level management. It also offers fully integrated service request, identity, and knowledge management applications to provide self-service capabilities that enable increased operational efficiency and improved customer service quality.

BMC Remedy IT Service Management applications share the included BMC Atrium CMDB to coordinate processes around a single view of how technology components support critical business services. All are powered by the BMC Remedy Action Request System (AR System), the industry's leading service process management platform.

Service Desk

BMC Remedy Service Desk is the industry's leading incident and problem management solution. This robust, ITIL-based solution cost-effectively reduces the number of incidents handled, improves resolution times, and prevents future incidents from occurring — all while improving IT staff efficiency.

BMC Remedy Service Desk is helping thousands of customers respond quickly and efficiently to conditions that disrupt critical services. Regardless of whether a request is initiated through the web, e-mail, telephone, or desktop client — or by an event from a network or system management application — BMC Remedy Service Desk acts as a single point of contact that consolidates and handles requests from submission to resolution.



BMC Remedy Service Desk

Bmc Remedy Database Reference Guide

M Tight



Bmc Remedy Database Reference Guide:

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