BMC FootPrints Service Core

Deliver automated end-to-end services with a powerful tool that is easy to install, use, and support

Digital Enterprise Management

PRODUCT DESCRIPTION

BMC FootPrints is easy to install, use, and integrate with other systems. Empower business users to solve common issues through self-service or provide an easy way to initiate service delivery. Administrators can quickly create personalized working experiences that increase productivity by configuring end-to-end business services for IT and beyond.

BUSINESS CHALLENGE

IT organizations are under unprecedented pressure to deliver business and IT services quickly, securely, and cost-effectively—with limited resources. Adding complexity, **many IT organizations struggle with a manual, decentralized, ad-hoc approach to securely managing processes, business services, and assets.** This results in resource-intensive, redundant, and inconsistent process execution that not only fails to meet user expectations, but may also introduce security vulnerabilities and make poor use of IT resources.

BMC SOLUTION

By increasing visibility and automating workflows, **BMC FootPrints gives IT organizations the control necessary to continuously improve service delivery and manage IT assets** while driving efficiencies, controlling costs, maintaining compliance, and reducing IT vulnerability and financial risk.

KEY FEATURES

- **Automated workflow –** Easily initiate, route, and manage incidents and services
- **Effortless administration –** Drag and drop tools require no programming
- **Track compliance –** Visual reporting tool enables instant insight
- **Usability –** Included mobile capabilities and easy-to-use interface
- **Powerful integrations –** Integrate with authentication, email, and external data sources
- **Optional client management –** Deliver to endpoints faster via simple integration with BMC Client Management

KEY BENEFITS

- **6x faster implementations,** compared to industry standard
- **Lower overall cost –** Less hardware and administration lower cost of ownership
- **Increased productivity –** Automation and ease of use simplify routine tasks
- **Empowered workforce –** Set up IT, HR, Facilities, Customer Support, and more in minutes
- **Painless upgrades –** In-place upgrades never modify configurations and take only minutes to run

BMC FootPrints is easily personalized for IT organizations, business users, and administrators, providing the most relevant data for enhanced productivity.

PRODUCT DETAILS

BMC FootPrints Service Core improves user satisfaction and increases productivity to help IT departments deliver more value to businesses.

Incident Management
Easy and rapid creation of incidents with templates. Automated routing and notification. Visual impact analysis to restore service and minimize business impact.

Problem Management
Coordinate complex problem investigations. Link related records, configuration items, and changes. Track the history of problem investigation.

Change Management
Plan changes to reduce service outages. Manage assessments and approvals. Link related items such as configuration items, problems, solution articles and incidents. Audit change history.

Service Request
Empower end users for self-service. Submit requests and track progress and feedback. Personalize interfaces for efficiency. Automate approvals.

Service Portfolio
Define, develop, and publish IT services. Manage service level agreements (SLAs) and service level targets to meet business needs. Link contracts to related services and incidents to track achievement.

Knowledge Management
Make key information readily available to users. Create different knowledge bases for different users. Link knowledge to incidents and other records to provide detail.

Configuration Management Database (CMDB)
Create and manage configuration items (CIs) to identify problems. Link CIs to other records like incidents, changes, and contacts to see the impact on the organization. Track versions and warranty information to plan upgrades.

Workflow Automation
Automate business processes. Incorporate rules and approvals into processes. Easy to use GUI with drag and drop workflow design.

Executive dashboards and business analytics
Increase uptime and compliance by instantly monitoring key metrics, including adherence to SLAs.

Visualization and reporting
Easily and quickly automate processes, solve issues, and communicate with the business by using tools like the drag-and-drop visual workflow builder, impact analysis, and real-time report building.

Mobile
Access BMC FootPrints where and when needed on any device. View assignments and update records from mobile devices. Improve agent productivity.

BMC – Bring IT to Life

BMC digital IT transforms 82% of the Fortune 500*.