

BMC Remedyforce

Deliver superior IT service management in the cloud, built on the Salesforce.com platform

PRODUCT DESCRIPTION

Remedyforce is an IT service management solution built on the [Salesforce.com](#) platform that combines best-practice aligned process automation with a simple, easy-to-use experience for maximum IT productivity and innovation. Remedyforce is designed to remove complexity and help you quickly realize value.

BUSINESS CHALLENGE

Today's businesses are completely dependent on technology to gain and maintain a competitive advantage. This increased reliance on technology means there's greater pressure on IT service organizations to keep pace with an unprecedented degree of business change. However, many IT organizations are struggling to meet these new demands because the technology and processes they have in place are inflexible and aligned to business operations of the past.

To keep up with the evolving needs of the business, **IT service organizations need modern, flexible, and intuitive service and support technology that facilitates the flow of information among people, teams, and departments.** The solution must be fast to deploy, easy to maintain, and painless to adapt and integrate.

BMC SOLUTION

Built with speed and flexibility in mind, **Remedyforce is the ideal service and support solution for the modern IT ecosystem.** For organizations looking to simplify their infrastructures and run high-speed IT with a focus on value, Remedyforce is the perfect fit.



Intuitive administration and configuration keep you focused on delivering business value.

Digital Enterprise Management



KEY FEATURES

Remedyforce provides comprehensive IT service management and ITIL® functionality to help IT run at the speed of business.

- **Key ITIL processes**, including incident, problem, change, service level management, self-service, discovery, and asset management
- **Social, mobile, and collaborative capabilities** make connecting people and information easy
- **Innovative asset lifecycle management capabilities** for proactive management to reduce costs and improve data consistency while mitigating risks
- **Agentless Discovery and Client Management** capabilities to discover, configure, manage, and secure your IT endpoints
- The stability of the **world's leading cloud platform, Salesforce.com**, helps you realize value and reduce ongoing maintenance
- **Out of the box integrations** to today's core business technologies, including BMC solutions and [Salesforce.com](#) offerings, as well as 2,500+ [Salesforce.com](#) AppExchange solutions

KEY BENEFITS

- **Improve business satisfaction by 30%** by streamlining processes and expediting request fulfillment
- **Reduce audit prep time by 96%** with out of the box and automated reporting
- **Realize value and support the business quickly** with the BMC 60 day value realization commitment

PRODUCT DETAILS

Support the needs of your dynamic business with the robust IT service management capabilities available in Remedyforce.

Incident and Problem Management: Improve your customer satisfaction levels and resolution rates while reducing costs with a best-practice approach to the management of incidents, problems, service requests, and tasks.

Change Management: Track, control, and report on the process of IT change management, with workflow based on your business requirements. Minimize risk through effective process enforcement and approval automation.

Configuration Management: Integrated configuration item (CI) inventory maintains accurate CI information in the Remedyforce Configuration Management Database (CMDB), providing visibility into root cause and impact analysis.

Asset Management: Proactive management of assets throughout their lifecycle including innovative capabilities to drive simplification and automation while optimizing investments and mitigating risks.

Discovery and Client Management: Automated discovery for a more complete view of one's environment and client management capabilities to protectively manage devices while reducing support time and increasing first call resolutions.

Release Management: Manage the processes for planning, scheduling, and controlling the build, test, and deployment of releases and new functionality while protecting the integrity of existing services.

Self-Service and Service Catalog: Give customers and employees an intuitive portal where they can resolve their own issues or needs. Users can submit new service requests, search for solutions to common problems in a vast knowledge base, or view the status of previously submitted incidents. Includes access to self-service via mobile devices.

Mobile Apps for IT and Business: Support the needs of IT and business users on the go. IT agents can perform virtually any task from their mobile device, leveraging the Salesforce1 platform. Self-service users can perform quick submission of incidents using the Superbox feature, view incidents, and view knowledge articles leveraging the Salesforce1 platform from any mobile device. The Remedyforce mobile app for the business provides full self-service functionality from any mobile device.

Service Level Management, Dashboards, Reporting, and Analytics: Provide instant visual display of key performance indicators with out of the box and customizable reports and dashboards.

Collaboration via Chatter and Chat: Collaborate, solve incidents, submit approvals, and crowdsource information via a Chatter post or a chat session.

IT Best Practices: Reduce training, speed resolution, and mitigate risk and compliance/governance with out of the box access to industry and ITIL best practices.

Knowledge Management: Search and resolve common issues through a robust knowledge base.

Survey: Create, schedule, and manage the distribution of surveys to understand the satisfaction of your customer base.

BMC – Bring IT to Life

BMC digital IT transforms 82% of the Fortune 500[®].

