

# Liberate Your Business

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Solutions brief

 **bmc**  
Remedyforce



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# Liberation that's oh so logical.

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Ready for a smart approach to IT service management? It's called Remedyforce. And it's about to free your business to do so much more. Built on the tried-and-true Salesforce1 platform and with BMC's ITSM expertise, Remedyforce is easily shaped to your company's systems. It sensibly takes command of your most time- and cost-consuming tasks. And it delivers a rich set of capabilities that liberates your business to be its very best.

[See why Remedyforce makes sense for you.](#)

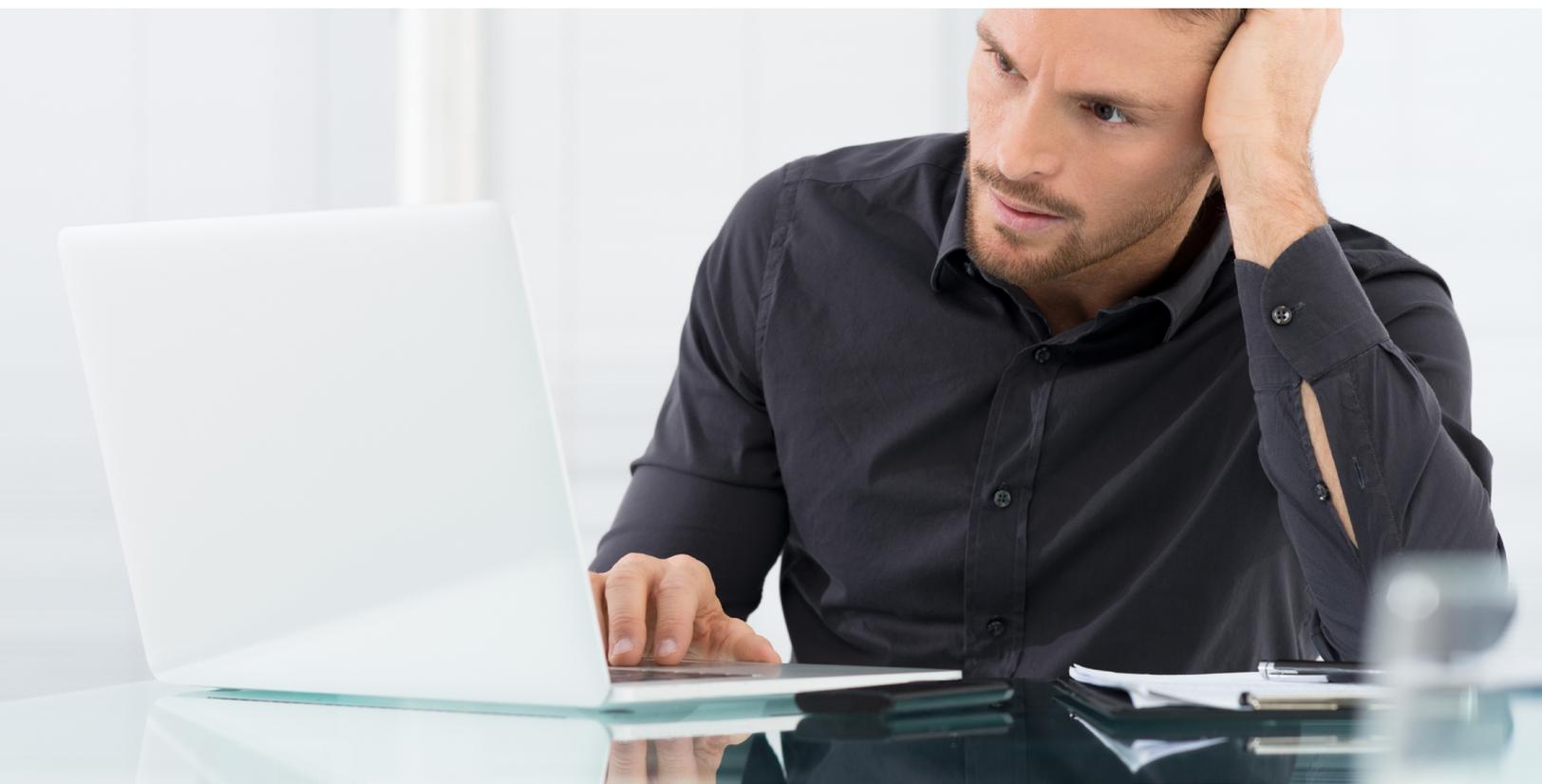


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# Caught in the Complexities

There's no doubt your organization, users, and customers rely more and more on technology every day. And while these solutions may point to better business, they also mean more IT complexity.

IT Service Management systems attempt to bring order to an overwhelmed department, but they've had challenges of their own. In fact, IT professionals who assess their ITSM processes give alarmingly low scores. Of 19 ITSM processes, 17 were ranked Average or Below Average in terms of maturity.

What's at issue? Some ITSM technologies are on-premise models which include expensive (and quick-to-become-outdated) hardware and complex, on-going maintenance. Other SaaS solutions are difficult to integrate and don't support customization or changes over time.

Remedyforce addresses these complexities head on with an amazingly flexible platform that conforms to your needs and delivers unmatched ITSM expertise.

## FREQUENT FRUSTRATIONS WITH ITSM

-  Complex to set up
-  Expensive hardware installation and maintenance
-  Upgrades cost me time and money
-  Difficult to customize to my needs
-  Hard to integrate with my IT tools
-  Provider support can put data privacy at risk

## ROOM FOR ITSM IMPROVEMENT

A recent Forrester survey shows most ITSM processes are far from optimized.

**How would you assess your organization's maturity in the following processes?"**

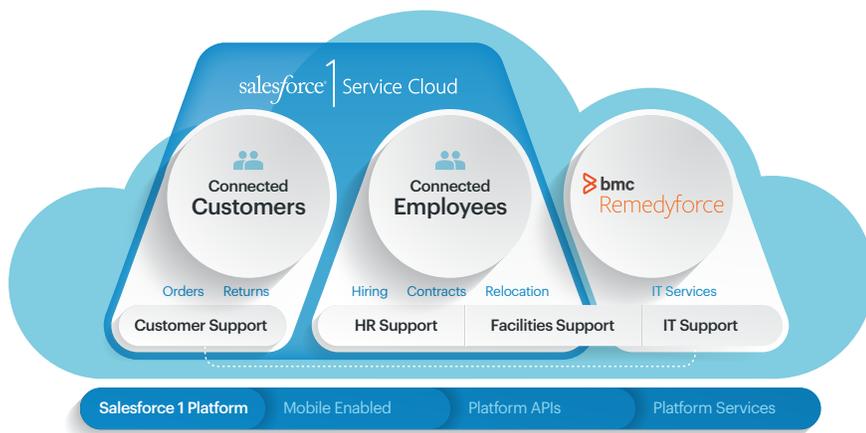
0 - Nonexistent

5 - Optimized



(SOURCE: Forrester/ITSMF Q3 2012 UT ITSM Online Survey)

# The Best of Both Worlds



ITSM used to be limited to companies that could afford a costly on-premise system. With the growth of cloud solutions, more organizations can see the benefits of ITSM solutions via SaaS delivery. But only Remedyforce can offer ITSM with these combined advantages:

- A future-proof platform solution from the Salesforce1 Platform
- Total data privacy
- Complete ITSM functionality from BMC

Remedyforce makes the most of the mature and proven platform built by Salesforce.com. Thousands of global companies (maybe you, too) already use this cloud service to connect employees and customers with business-critical systems. Now Remedyforce puts this same platform to use to help you deliver unmatched IT support. ITSM tools and knowledge are provided by BMC, the industry leader in the ITSM segment.

## REMEDYFORCE = SALESFORCE.COM + BMC

### SALESFORCE.COM

- Gartner Group Magic Quadrant Leader (Gartner)
- #1 Enterprise Cloud Software & CRM (Forrester)
- #1 Enterprise Platform (IDC)
- #1 World's Most Innovative Company (Forbes, Fortune)

### BMC

- The ITSM market pioneer
- More than 15,000 customers using BMC solutions
- Delivering new features, patches, and customer requests faster than any other vendor



# The Power of the Platform

Moving to cloud-based systems simply makes sense for businesses looking for cost efficiency, simple implementation, and flexible growth. But as a true platform solution, Remedyforce takes SaaS one step further.

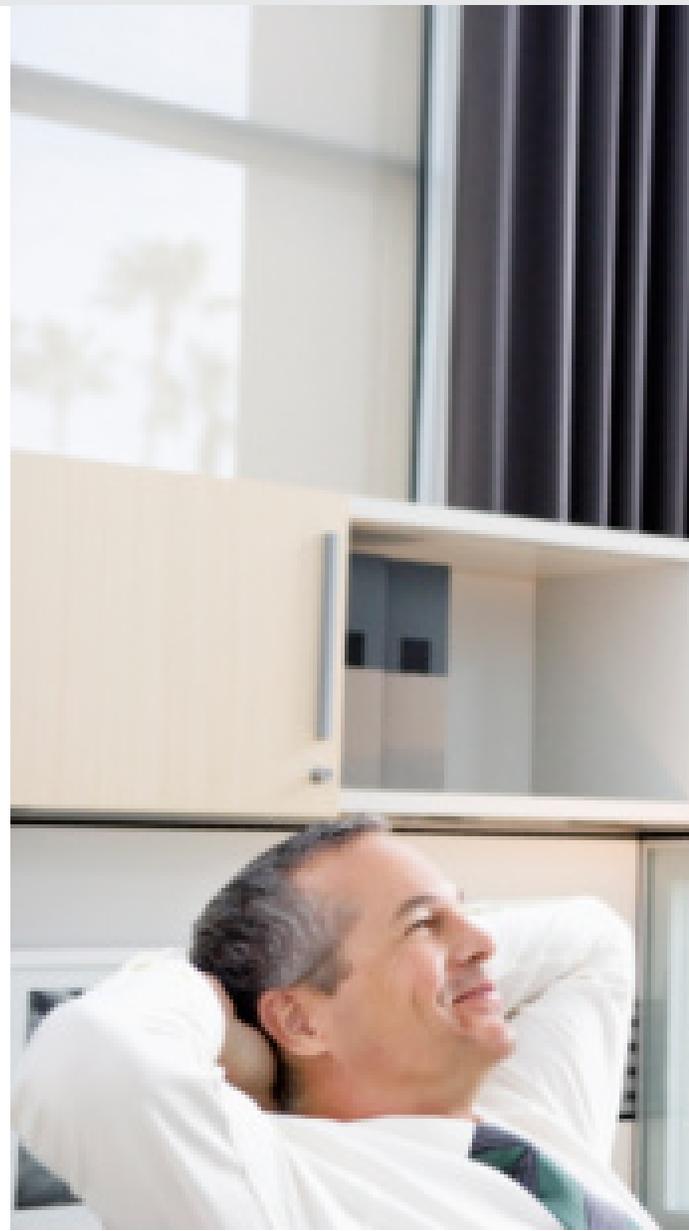
## **OUT-OF-THE-BOX EASE**

With more than 125,000 customers around the world, the Salesforce1 Platform is a trusted system for cloud applications. Remedyforce pushes that innovation into another enterprise arena—ITSM. Using this proven platform, Remedyforce can implement most ITSM solutions in a matter of weeks, not months—a significant advantage compared to others.

## **A FUTURE-PROOF INVESTMENT**

In addition, Remedyforce makes the most of the mature Salesforce1 Platform which includes a well-defined API contract. Not only does that prepare your Remedyforce solution for easy system upgrades, but it also insulates it from costly downtime that's associated with upgrading custom code. Other systems that don't formalize their APIs set the stage for significant re-work—even as a result of their own upgrade releases.

If you already use our platform as part of Salesforce.com, your users will be familiar with the common model and tools. This in itself can bring savings in time and training. However, even if you're new to the platform, choosing Remedyforce readies your organization for future enterprise expansion. Only the Salesforce1 Platform has AppExchange, a marketplace with nearly 2,400 ready-to-use apps you can put into play now or in the future to better your business processes.



# Privacy in Product and Policy

“Nothing is more important than the privacy of our customers’ data.” —PARKER HARRIS, EXECUTIVE VP TECHNOLOGY AT SALESFORCE.COM

Implementing an on-premise ITSM system can be expensive both to install and to maintain, but it also means you’re supporting it on your own. Cloud ITSM systems bring the advantage of provider support—but some come at the cost of data privacy.

“No Salesforce.com employee has access to unencrypted customer data without explicit permission being granted by an authorized user of the customer, typically to customer support personnel to obtain assistance.”

“When granted, the access is limited to the role of the grantor and is strictly time-boxed to the duration selected by the grantor.”

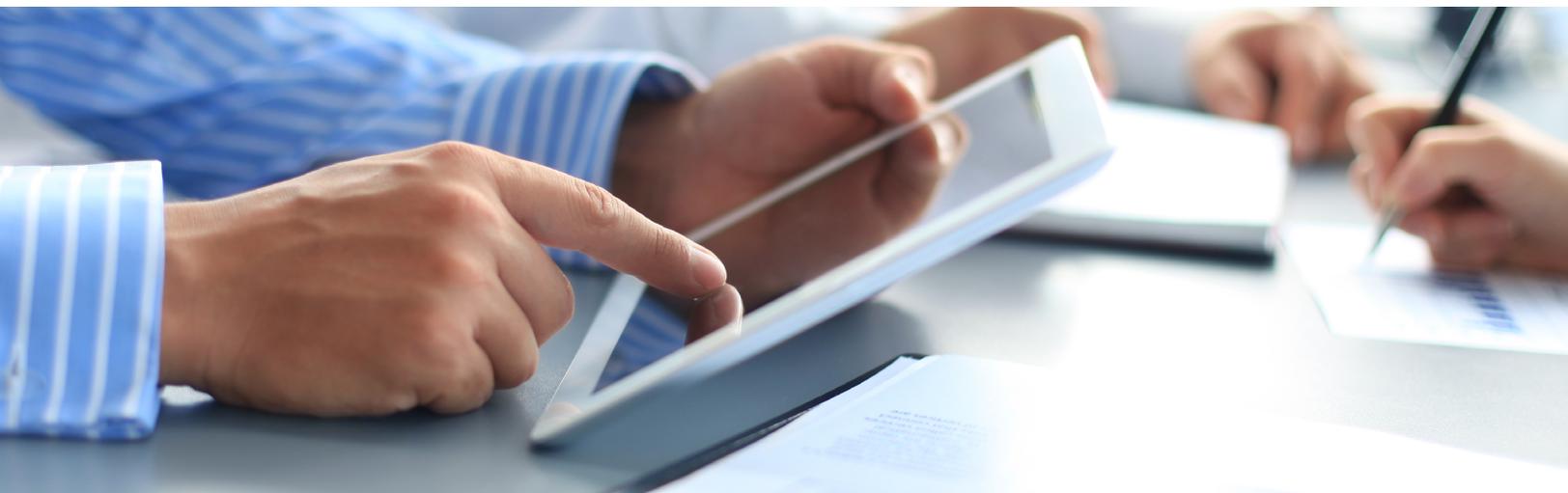
—PARKER HARRIS, EXECUTIVE VP TECHNOLOGY AT SALESFORCE.COM

## REMEDYFORCE OFFERS UNPARALLELED PHYSICAL AND LOGICAL PRIVACY POLICIES

- *Explicit permission required for each instance*
- *Support access is time-boxed*
- *Role-based permissions limit data access*

## REMEDYFORCE IS CERTIFIED FOR SECURITY

- *Full ISO27001 certification*
- *SOC-1, SOC-2, SOC-3 certified*
- *SSL 128-bit VeriSign transmission-level security*
- *Approved for US Government agencies*



# A Complete ITSM Solution

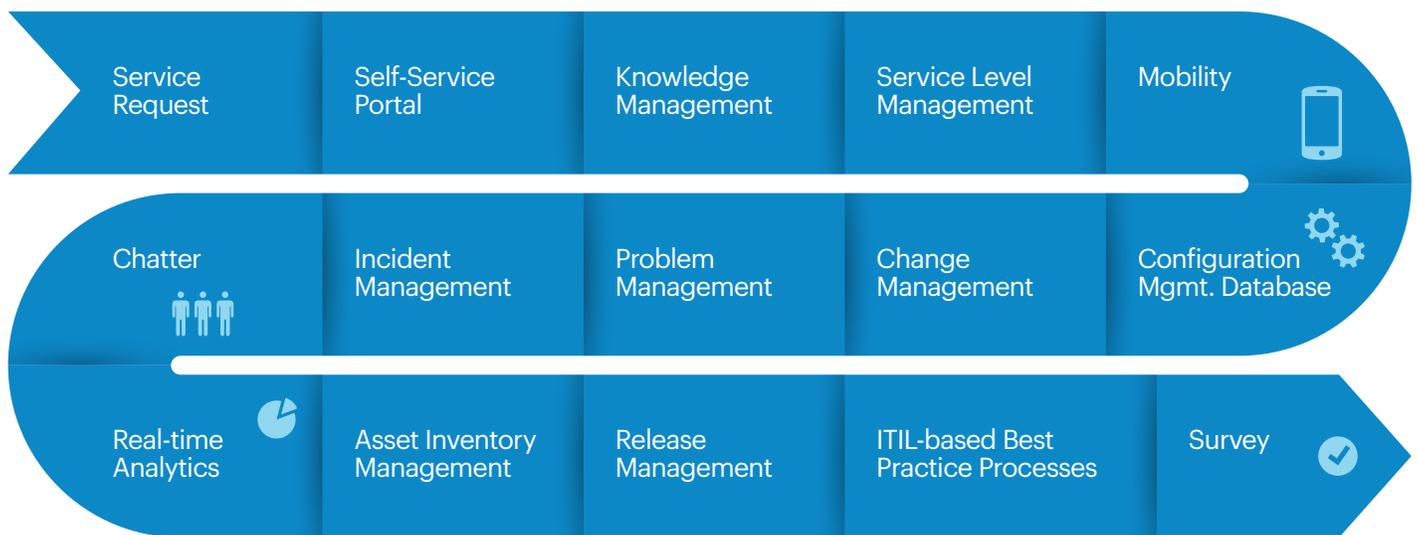
Remedyforce has the tools to customize the ideal ITSM solution for your business requirements.

## SALESFORCE1 MOBILE CAPABILITIES

The Remedyforce platform is built with mobility in mind. With the rapid adoption of mobile devices across the enterprise, Remedyforce puts you a step ahead with both end users and IT support staff. Use any Remedyforce tool on any desktop or mobile device and have the same user experience. Now everyone can take advantage of exception IT support wherever they are.

## SERVICE REQUEST AND SERVICE CATALOG

Easy-to-configure, reusable templates for requesting IT services of all kinds. Remedyforce can consolidate multiple layers of incidents, tasks, approvals, and more into a single service request, accessible via the self-service portal. End users enjoy an easy-to-browse, shopping-cart based catalog of services.



## SELF-SERVICE PORTAL

Save time and resources by helping users help themselves: Submit new service requests. Search for solutions to common problems in the vast BMC-provided knowledge base. Chat formally or informally with IT about a specific case. View the status of incidents, and more. Remedyforce Self Service is available on any desktop or mobile device.

Only Remedyforce takes full advantage of social, collaborative capabilities made possible by Chatter.

## KNOWLEDGE MANAGEMENT

Customers and agents can search and resolve common help desk issues using the rich knowledge base developed by BMC. You can reduce training requirements for new IT staff and save time troubleshooting known issues. This Remedyforce capability includes the publishing, review, approval, and retirement processes for knowledgebase articles.

## INCIDENT AND PROBLEM MANAGEMENT

Built to support best practices, Remedyforce helps IT teams manage incidents, problems, service requests, and tasks with customizable tools. An essential functionality for improving customer satisfaction and resolution rates as well as agent efficiency and productivity.

## REPORTING, ANALYTICS, AND SERVICE LEVEL MANAGEMENT

Easy to configure and with very discrete controls, Remedyforce Reporting and Service Level Management help optimize IT asset management operations. The sophisticated Salesforce1 Platform provides impressive visibility and analytics so you can track key performance, accountability, and maintain SLAs. For the out-of-the-box subscription price, Remedyforce provides customizable quickviews, dashboards, and an excellent range of process, performance, and workload measurements.

IT teams using Remedyforce Self-Service experience 50% fewer calls.

## CHATTER

Two heads are better than one—and the revolutionary Salesforce1 Platform Chatter® functionality proves the point. Social collaboration leads to quicker, better incident resolution. But beyond simple chat functionality, Chatter “records” each conversation ensuring the gained knowledge is not lost. Agents can create a knowledge article, check an incident history, refer to a past thread, and share information at the object level.

## CONFIGURATION MANAGEMENT

Remedyforce Configuration Management provides a complete, accurate, and up-to-date view of the people, technologies, and services that make up your business and IT environments. By being able to visualize upstream and downstream impacts, you can achieve faster issue recognition and resolution.

Remedyforce Configuration Management leverages the same metadata model as BMC’s industry-leading Atrium CMDB.

## CHANGE AND RELEASE MANAGEMENT

Change and Release Management functions help you track the timing and prioritization of IT changes—and in doing so, minimize their impacts. Remedyforce includes a visual change calendar that helps you quickly identify change schedules, related tasks, and the urgency of each. With Remedyforce, you can ensure end users and IT teams alike are properly prepared and impacts are controlled.

## ITIL-BASED BEST-PRACTICE PROCESSES OUT OF THE BOX

Remedyforce uniquely includes the Alignability Process Model, giving customers access to industry best practices across all major IT Service Management areas. This reduces training needs, speeds resolution, and mitigates risk and compliance/governance.

**SURVEY**

Create, configure and administer surveys with this convenient Remedyforce function. You can easily schedule and manage distribution of surveys, as well as centralize the feedback data. Use Remedyforce dashboards and reports to monitor emerging trends.

WHAT'S INCLUDED IN BMC REMEDYFORCE	STANDARD	ADD-ON
+ Incident and Problem Management	✓	
+ Change Mangement	✓	
+ CMDB	✓	
+ Release Management	✓	
+ Self-Service	✓	
+ Service Request Management/ Service Catalog	✓	
+ Knowledge Management	✓	
+ Service Level Management	✓	
+ Dashboards and Analytics	✓	
+ Reporting	✓	
+ Social Collaboration with Chatter	✓	
+ ITIL-based Best Practice Processes	✓	
+ Mobility for Self-Service Users	✓	
+ Mobility for Agents		✓
+ Asset Discovery		✓
+ Patch Management		✓
+ Remote Control		✓
+ License Management		✓



# Remedyforce Realities

A game-changing IT Service Management solution, Remedyforce liberates your business to be its best—from every perspective.

## **REMEDYFORCE EMPOWERS BUSINESSES**

- *More productive employees*
- *More satisfied users*
- *More focused IT efforts*
- *More ability to concentrate on the business, not the bottlenecks*

## **REMEDYFORCE EMPOWERS IT**

- *50% fewer user calls*
- *30% greater IT capacity*
- *60% less unplanned downtime*
- *Real-time workflow*
- *Deep ITSM resource*
- *Any-device, all-enterprise access*
- *Custom configurations*
- *3 seamless, automatic upgrades per year*

## **THE REMEDYFORCE EXPERIENCE:**

-  **150 fewer help desk calls per month**
-  **\$102,910 average annual benefit**
-  **\$50,000 annual savings**
-  **30% less resolution time**
-  **7148% ROI**
-  **1-week deployment**  
*(U.S. Dept. of Health and Human Services)*
-  **65% → 80% SLAs met**



# Liberate Your Business Today

In a nutshell, Remedyforce increases the perceived—and actual—value of your IT department. It streamlines service delivery, which cuts costs. It delivers an amazing experience, which thrills end users. And it allows every business unit to effectively focus on your organization's end game.

Take advantage of the only ITSM solution that truly liberates your business to be its best:

- *A future-proof platform solution from the Salesforce1 Platform*
- *Total data privacy*
- *Complete ITSM functionality from BMC*

Let Remedyforce liberate your business today



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