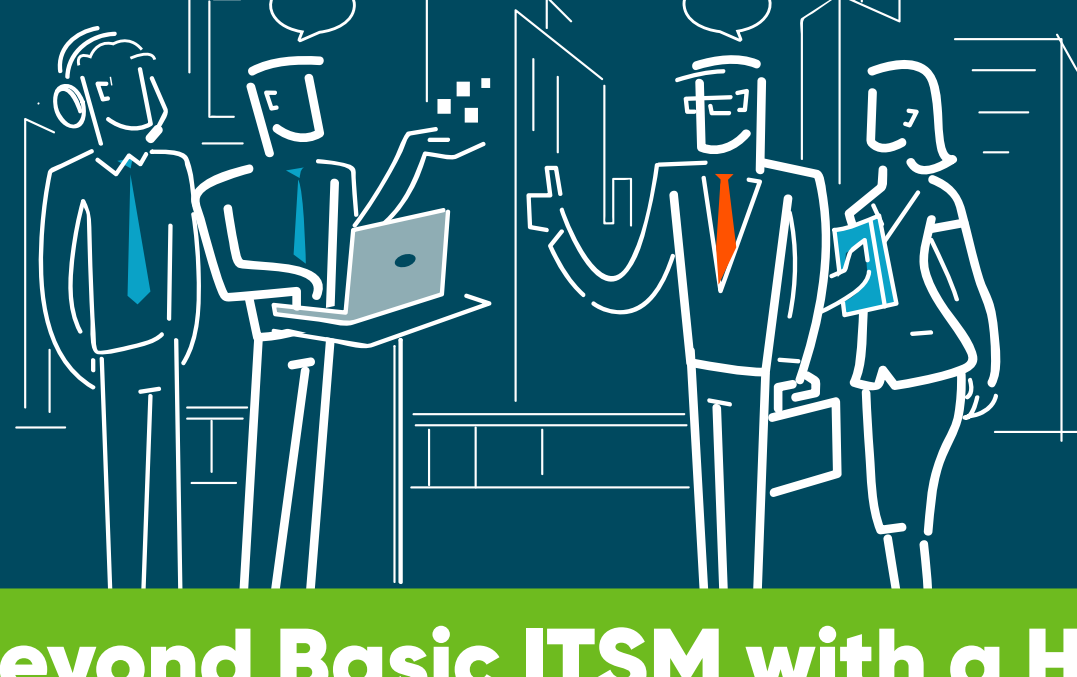


UNIFIED ITSM

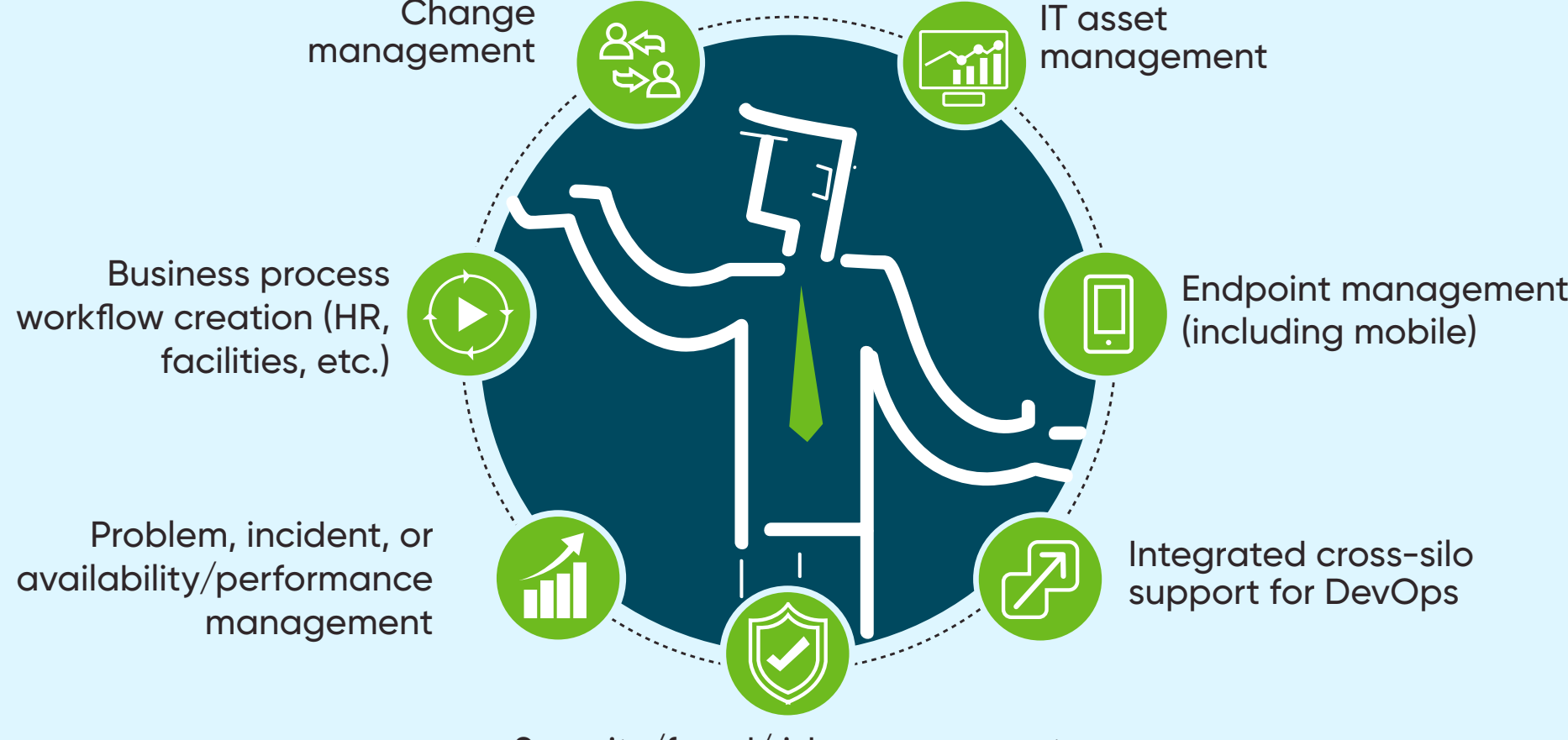
A VERSATILE SERVICE HUB FOR IT AND BUSINESS TRANSFORMATION



Go Beyond Basic ITSM with a Hub for Great Service and Less Risk

All data is from EMA's research report, "Next-Generation IT Service Management: Changing the Future of IT."

The hub should deliver integrated cross-silo support for...



ITSM and THE BUSINESS are Coming Together at an Accelerated Rate

Integrated Support for Business Processes is a Growing ITSM Requirement and an Evolving Opportunity

Where does your company currently support or plan to support an integrated view of business and IT process workflows?



Human Resources



Building and Facilities

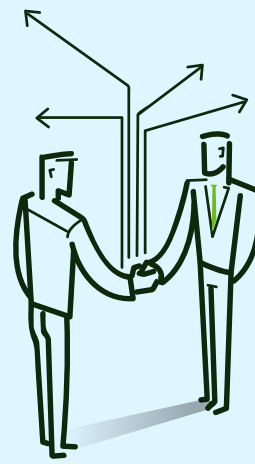


Manufacturing

Transportation/
Fleet Management

Other (Retail, Healthcare, etc.)

Is your company managing service desk teams and non-IT customer service teams as a single group?



YES

93%

NO

7%

IT is Going Beyond Basic ITSM to Support Business Assets in a Variety of Ways



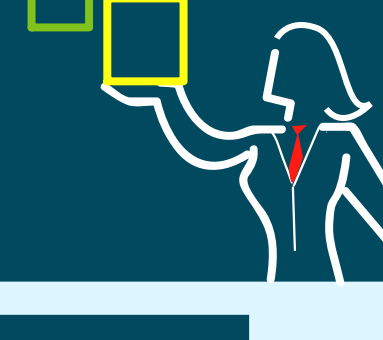
Integrated change management for enterprise assets



Integrated asset management for enterprise assets



Integrated incident and problem management for enterprise assets



What's driving ITSM success in support of business needs?

- Support for enterprise workflows
- Ease of software deployment and administration
- Consolidation of ITSM and business services
- Cloud-enabled ITSM
- Support for mobile access
- Integrated IT asset management
- Service catalogs with usage and costs
- Support for best practices
- Versatility and adaptability



The versatile Remedyforce ITSM hub delivers impressive value

Dramatic Issues:

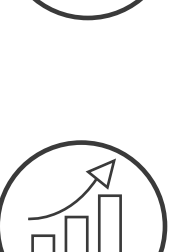
All employees depend on mobile devices to do their work



Struggled with prior investment (ServiceNow) – we consistently had a backlog of unmet requests



Needed Salesforce integration to integrate ITSM with business workflows and services – available programmers trained on the Salesforce platform



Dramatic Savings:

Initial deployment = \$400,000

Annual license cost savings = \$135,000

Annual personnel savings given available skills = \$100,000

Annual savings in mobile endpoint asset management = \$80,000



TOTAL ANNUAL SAVINGS \$315,000



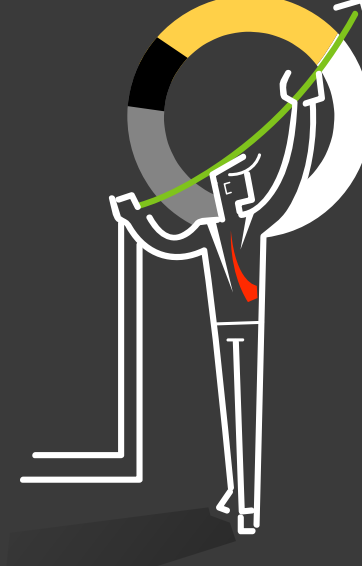
TOTAL ONE-TIME DEPLOYMENT SAVINGS \$400,000



COMBINED SAVINGS \$715,000

bmc Remedyforce

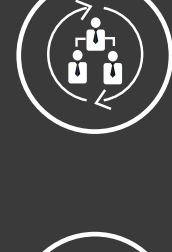
How REMEDYFORCE Stands Out



Creates a unified service hub on Salesforce across the business (IT, HR, DevOps, Facilities, etc.)



A single, cohesive solution for comprehensive ITSM with automated discovery, asset dependency mapping, and client management



OOTB ITSM/ITIL content with built-in IT best practices



Omni-channel self-service capabilities with a service catalog



Multi-cloud and data center discovery and visibility



Knowledge management with a knowledgebase



Software distribution, patching, OS deployment, and remote control



Dashboards, reporting, and analytics

Customer Perspectives on Remedyforce Value



“Our stakeholders really enjoy the ease of use and new capabilities we get with Remedyforce.”



“Now we have a tool that integrates with everything we do, so we can strengthen our capabilities with fewer costs.”



“Salesforce is much easier for our developers to work with.”



“Our employees in the field can now easily log requests into the system using only their mobile devices.”



“We're working on getting out of the data center business and becoming a cloud business, and Remedyforce has everything we need.”

Visit www.bmc.com/remedyforce for more information!