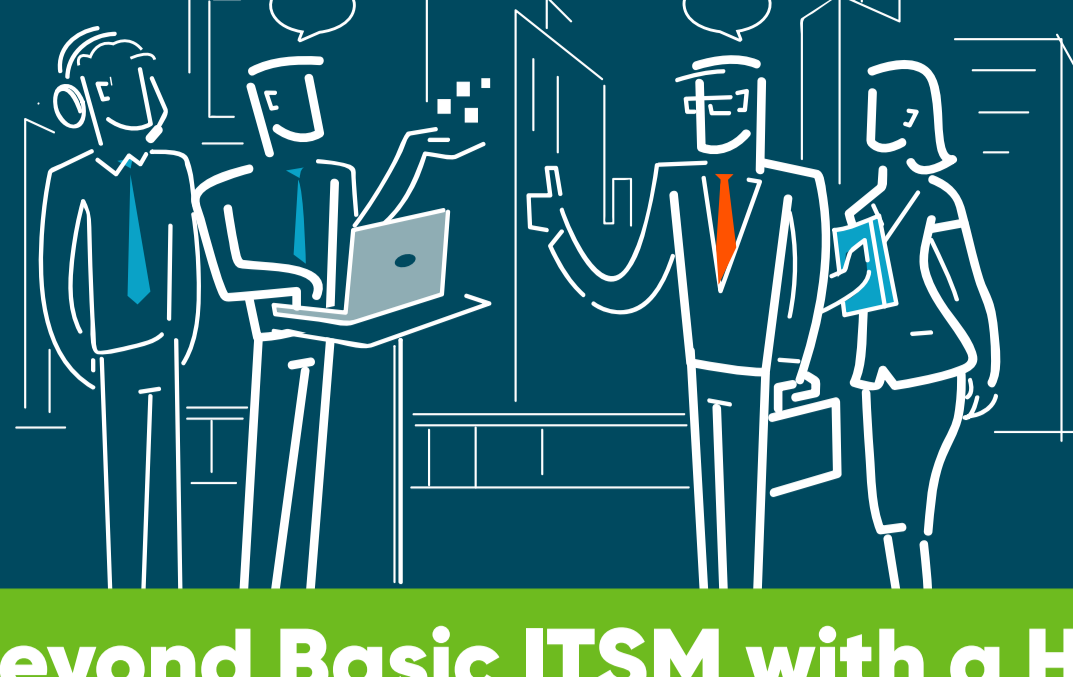


# UNIFIED ITSM

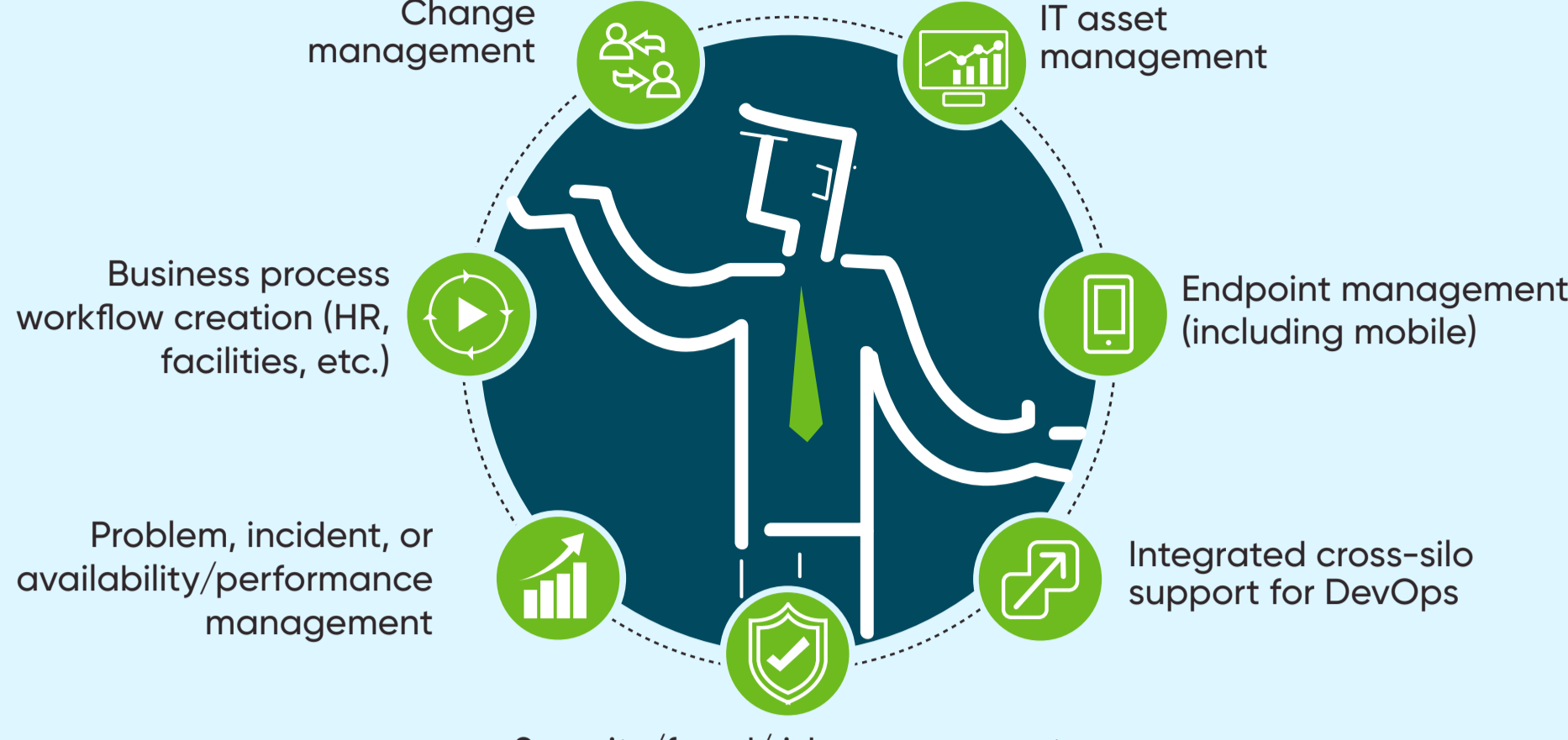
A VERSATILE SERVICE HUB FOR IT AND BUSINESS TRANSFORMATION



## 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."

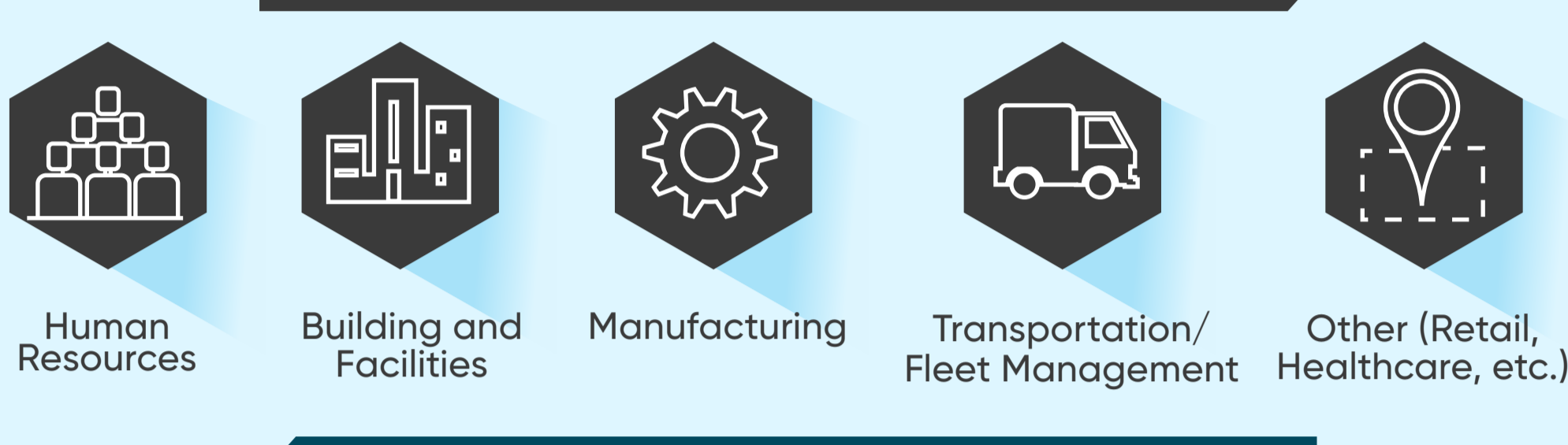
The hub should deliver integrated cross-silo support for...



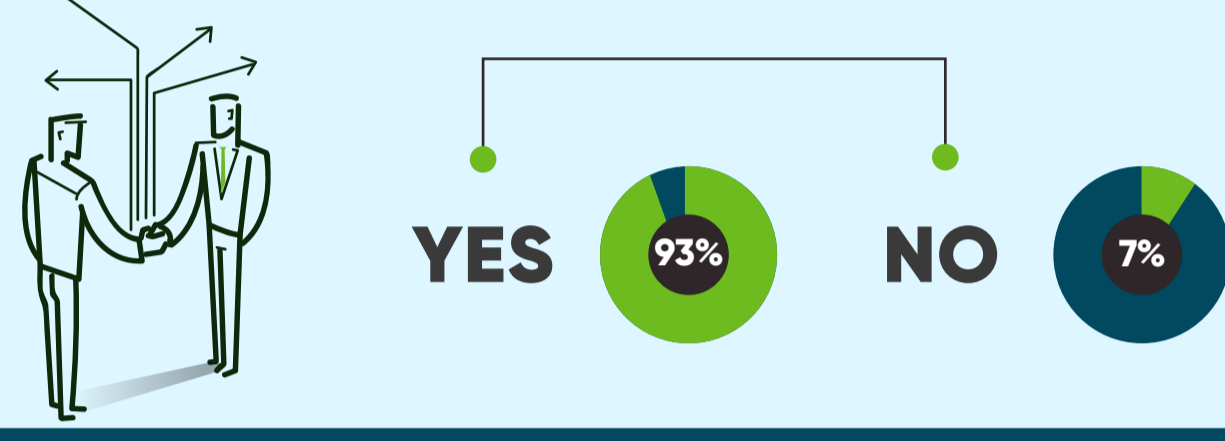
## ITSM and THE BUSINESS are Coming Together at an Accelerated Rate

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?



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



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

- Integrated change management for enterprise assets
- Integrated incident and problem management for enterprise assets
- Integrated asset 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



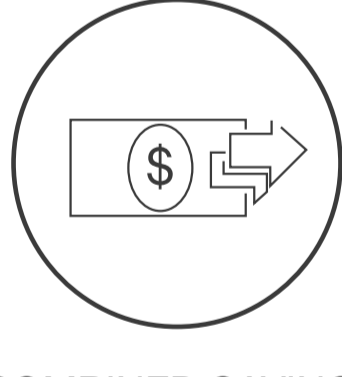
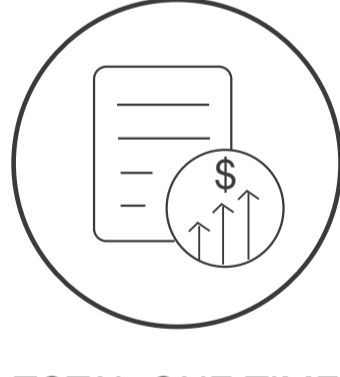
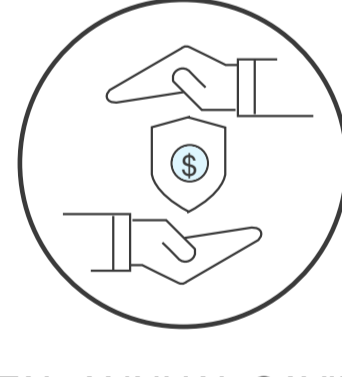
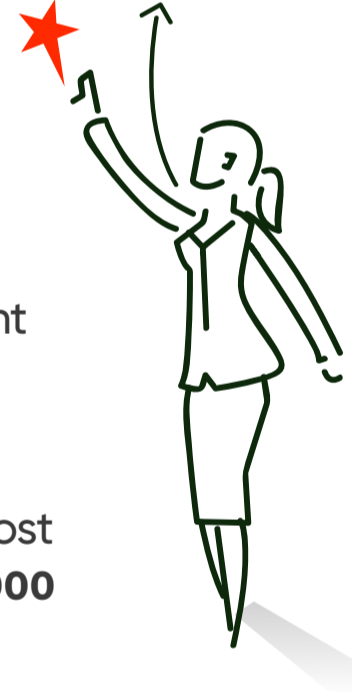
## The versatile Remedyforce ITSM hub delivers impressive value

### 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**



## 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
- Multi-cloud and data center discovery and visibility
- Software distribution, patching, OS deployment, and remote control
- Omni-channel self-service capabilities with a service catalog
- Knowledge management with a knowledgebase
- 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](http://www.bmc.com/remedyforce) for more information!