



Remedy ITSM and Platform Roadmap

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BMC CONFIDENTIAL

Agenda

1. Service Support Vision and Strategy

Vision

2. Remedy Customer Survey Highlights

Design

3. User-centric Design Approach

Smart IT

4. Smart IT – The New Way of Working

Next

5. What's Next for ITSM and AR Platform

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1930



2015

SERVICE **DELIVERY**



1957



2015

USER EXPERIENCE

Users Demand more

- I need it faster
- I need it mobile
- Make it more intuitive
- Make me more productive



The Business Demands More

- How can I understand the impact of IT on critical business services?
- How can I get insights into the health of the business?
- How can we improve the customer experience?
- How can we save money?



You Demand More (and you should!)

- How can I meet the needs of users and the business?
- How can I get the most out of my IT solutions?
- How can I get to new innovations faster?
- All while protecting your investment



Remedy Customer Survey Results *(July 2014, n=808)*

750+

Custom
Applications
Built

24% Project Mgmt.
17% Human Resources
16% Security (Access Req.)

Percentage who
would like an
application on the
AR platform

570+

Integrations
With BMC and Third
Party solutions

89%

Say Remedy Meets or
Exceeds Expectations
for ITIL Adherence

70+

Unique Third Party
Applications
Integrated

144

Willing to Be a
Reference

Our Vision

Re-invent ITSM to Deliver Breakthrough Business Productivity

BUSINESS CONSUMER

IT & SERVICE DESK STAFF

PLATFORM USER

Global Business User

Service Desk Agent

System Admin

Service Delivery Manager

Business Analyst

Process Owner

Developer

By delivering extreme automation via a powerful platform to empower the digital service revolution

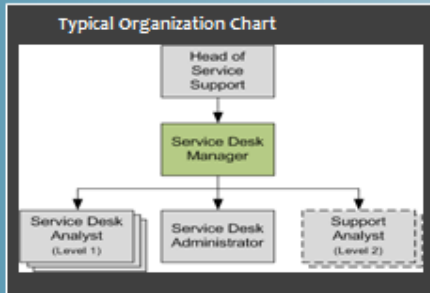
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User-Centric Design and Development

JIM, SERVICE DESK AGENT



Typical Organization Chart



Background

Name	Jim
Age	Early 30s
Education	Higher Ed or university graduate, with technical, humanities, or business-focused degree.
Persona Type	User
Variations	1st-line SD Agent (Frontline) 2nd / 3rd-line SD Agent (Specialist) Field Support / Desktop Support Service Desk Manager
Computer Expertise	Strong computer skills, often with specialization in specific IT domain.

Goals

Deliver good customer service / customer satisfaction

Meet call handling metrics: # of calls answered, average speed of answer, etc.

Quality of incident management: correct classification, first call resolution rate, resolution without customer reopen, resolution within service level target, ...

Core Tasks

Responds to direct customer contact via phone or other medium. Responds to incident tickets referred from other SD agents.

Records information about the customer's issue / request in the ITSM system.

Attempts to resolve the customer's issue / complete the customer's request, in collaboration with the customer. Leverages knowledge & tools for this.

If unable to resolve / complete, finishes the recording of the ITSM record (or updates the record) and reassigns it to other SD agent / specialist.

After resolution of issue, communicates with customer (via phone, email or other medium) to confirm issue can be closed.

Provides customer with information on other logged tickets/requests, and logs new tickets

Manages the day to day operation of the ServiceDesk (role assignment, work rotas, etc)

Oversees the queue of assigned work (incidents, work orders, tasks, ...)

Travels to customer/facility locations to support customer or perform scheduled tasks on infrastructure.

Handles customer service escalations.

Records outages

Monitors ServiceDesk performance against KPIs and manages intervention processes where necessary.

Manages development of ServiceDesk staff.

Participant in "war room" for large multi-change implementations

Take proactive steps to ensure SLAs are met

Shares knowledge/tools/templates to improve team performance

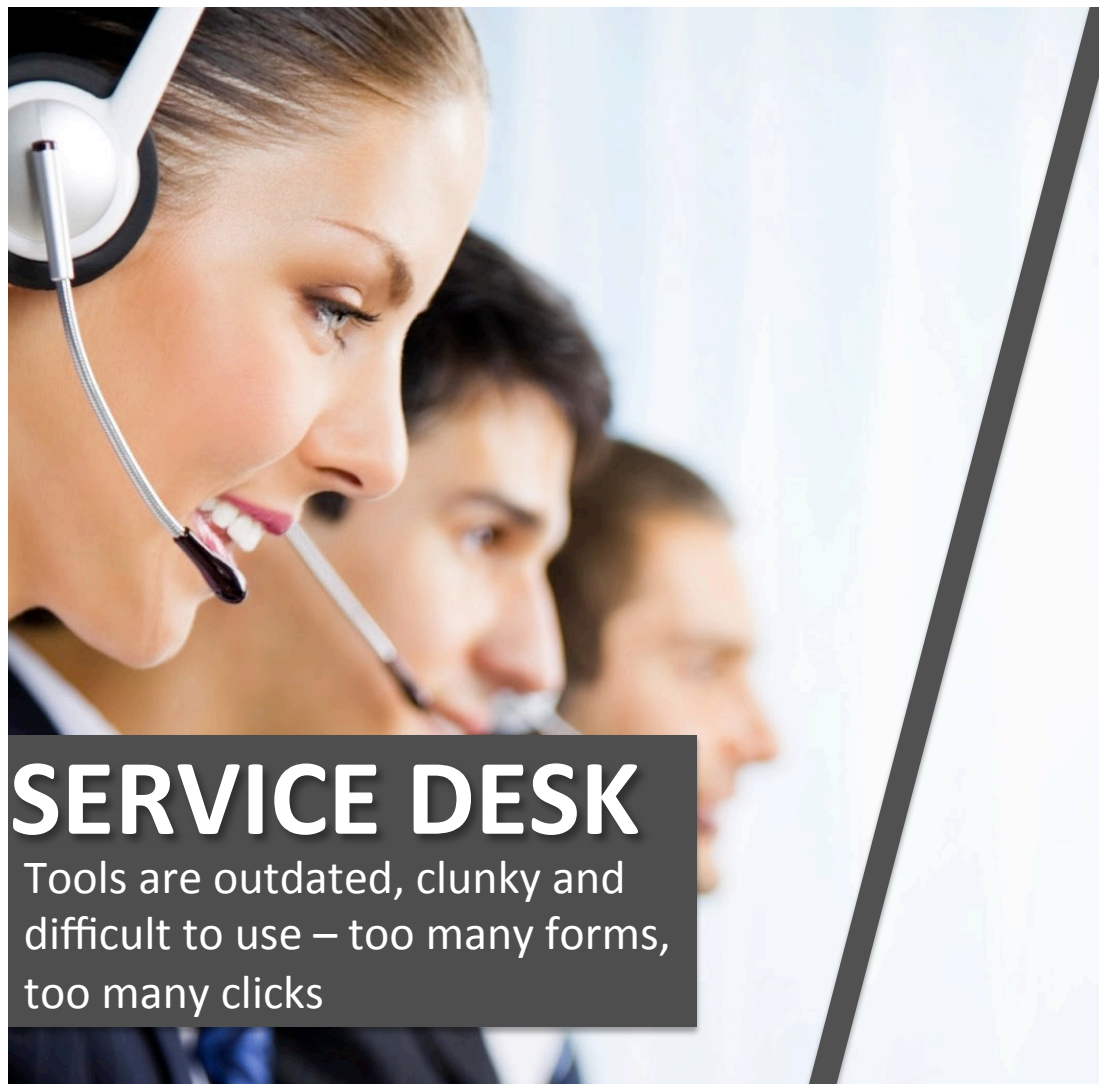
User Centric Design Approach

Contextual
Proactive
Insightful
Flexible

Rewarding
Connected
Efficient
Delightful

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SERVICE DESK

Tools are outdated, clunky and difficult to use – too many forms, too many clicks

EXISTING TOOLS:

✗ Built around process not people

✗ Takes too long to input data

✗ Relevant data gets lost in the tool

✗ Fixing issues takes too long

✗ Mobile apps are limited

Introducing BMC Remedy with Smart IT



Context-aware, formless user experience for Remedy IT users that drives quick, personalized service



Social platform for IT teamwork and collaborative success and learning built around service delivery and support



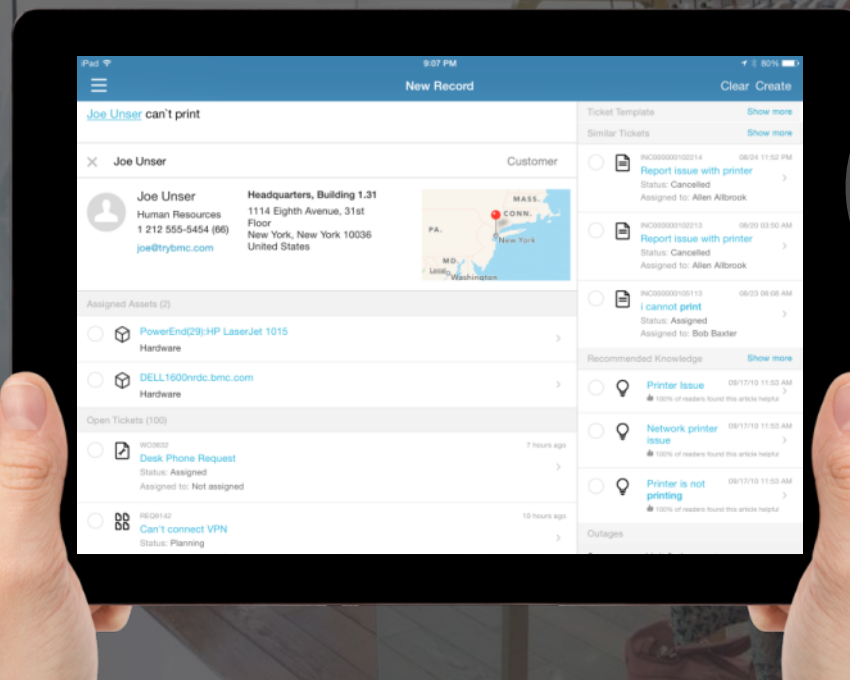
Responsive, mobile toolset with modern field support features at no additional license fee

INTELLIGENT INTERACTIONS

More Insight, Less Effort

Formless &
Context
Aware

Dynamic
Suggestions &
Collaboration



Find
Answers &
Solve
Problems
Quicker

More
Productive
with Better
Service

BEAUTIFUL EXPERIENCE

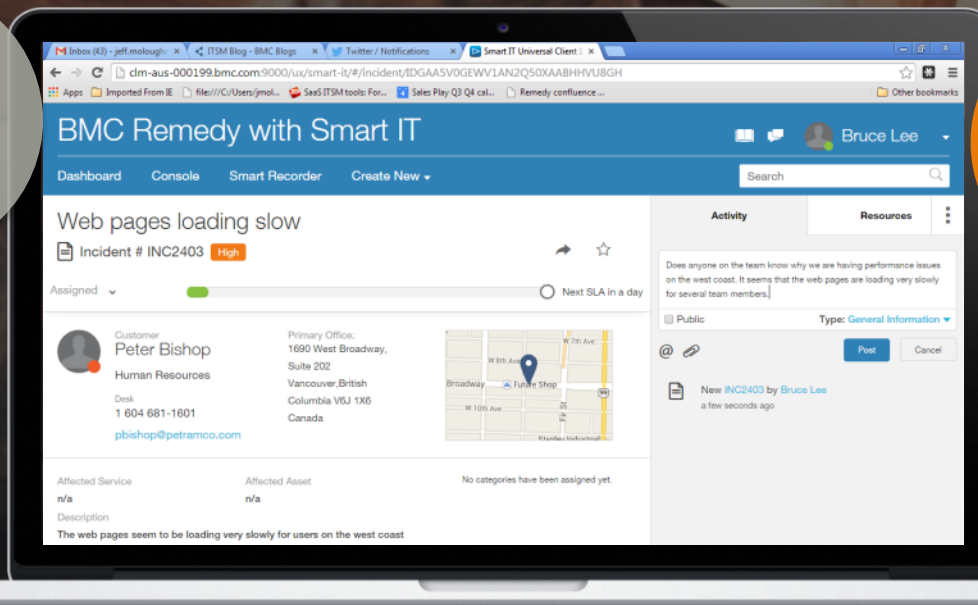
More Functionality, Fewer Clicks

Consumer-Style Experience

Social Based Interactions

Quick Learning & Shared Knowledge

Fast User Adoption & More Satisfaction



MOBILE ACCESS

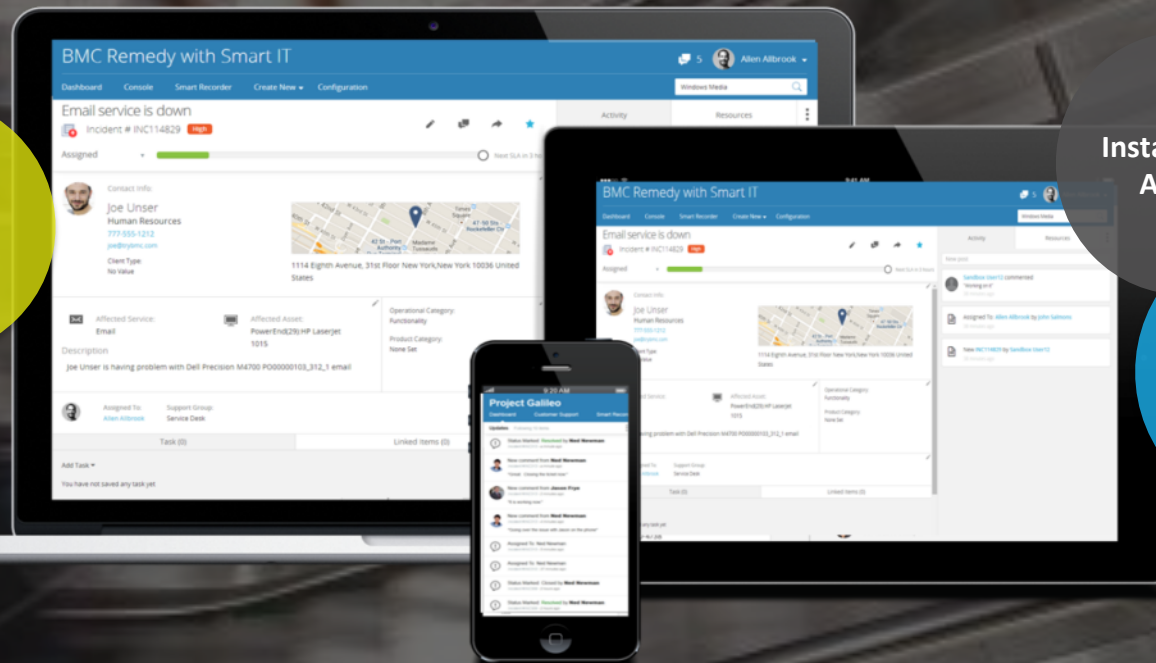
Same Service Desk, Any Device

Location-Aware

Comprehensive & Native Device Integration

Instant Data Access

Better Customer Service, Everywhere



COLLABORATION & INSIGHT

Real time sharing & issue resolution through crowd-sourced information

Instant Data
Access

Collaboration

Social Discussion

Knowledge
Search

Common VPN connection issue

KB12422

Updated 5 days ago by [Johny Walker](#)
Draft 2/26/14 - 1:51pm

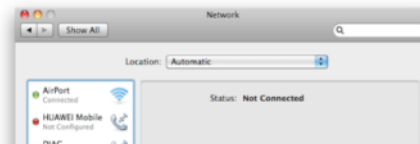
[Joshua Davis](#) posted on March 4, 2014 at 8:22
Here are several techniques you can use to troubleshoot common VPN connections.

There are four types of problems that tend to occur with VPN connections:

- The VPN connection being rejected.
- The acceptance of an unauthorised connection.
- The inability to reach locations that lie beyond the VPN server.
- The inability to establish a tunnel.

The VPN connection is rejected

If your VPN server is rejecting client connections, the first thing you need to do is to check to make sure the Routing And Remote Access service is running. You can check this by opening the server's Control Panel and clicking on the Administrative Tools icon, followed by the Services icon.



Resources (14)

Comments (4)



[Mark Doe](#) commented.

Today at 11:30am.

"Walked the customer through the steps for uninstalling the Windows Security Essentials patch described in the referenced knowledge resource."

[Reply](#)



[Nicole Eyrie](#) commented.

May 2, 2014 at 4:45pm

"When I saw this window, I was literally shocked! It was the most amazing thing I have ever seen in my entire life! Thank you guys for your work, we are..."

[Reply](#)



[Nicole Eyrie](#) commented.

May 1, 2014 at 12:10pm

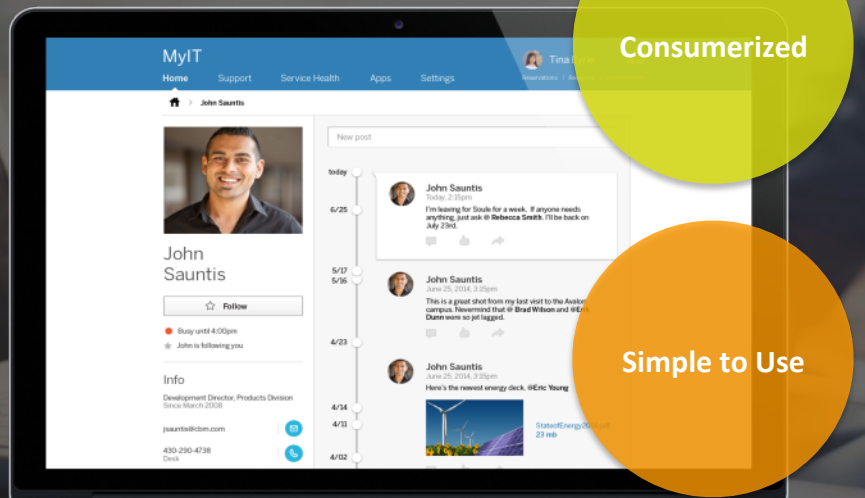
"I will check out details and reply."

[Reply](#)

The Smarter Service Desk

Knowledgeable workforce, satisfied customers & productivity on both sides of the service desk

MyIT



Consumerized

Simple to Use

Remedy with Smart IT



Persona Based

People Not Process



Thank You.