

# CASE STUDY

BMC Remedyforce and BMC Client Management implementation for global manufacturer and distributor of High Pressure Laminates and other engineered composite materials.



# The Client

“The client is a global manufacturer and distributor of High Pressure Laminate, Quartz, Solid Surface, Coordinated TFL and Edgebanding and other engineered surface options for use in furniture, office and retail spaces, countertops, worktops and other applications.

The client currently manufactures in two US locations, plus Canada, United Kingdom, France, Germany, China and Thailand.”

## The Challenge

- Client was facing number of challenges as their earlier service desk tool was not as efficient in reporting and tracking.
- Assignment of tickets to correct support queues was not efficient
- No validations and inefficiency in incident process flow
- Need for streamlining the IT processes and removing the inefficiency in IT support.
- Employee On-boarding was tedious process
- Change Management process was on paper, lengthy and time -consuming

## The Solution

- Implementation used by employees and staff of the client.
- Configuration and customization of modules of Remedyforce, namely Incident, Service Request, for internal IT support.
  - Categories, Profiles, Queues
  - Validation rules
  - Assignment rules, Email notifications
  - Workflows, SLAs
  - Custom fields
  - SSO
  - Apex classes, triggers, Job schedulers
- Service Catalog configured.
- CIs populated in CMDB
- Active Directory Integration
- Single Sign On
- Reports and Dashboard configured
- Provide Post implementation support, upgrades and enhancements
- Online training sessions, classroom training and user manuals provided for the support staff and end users.

## The Benefits

- Cloud based, robust and rapidly & highly scalable ITIL based ticketing system at an acceptable price point.
- Streamlining due to well configured system and compliance with efficient reporting and analysis.
- Timely Approvals and streamlining of Employee On-boarding process
- Categorization of tickets providing effective reporting ability.
- Proper assignment of tasks and notifications improved the efficiency of the IT support staff.
- Immediate gain in business value due to structured, efficient change management process.

