

# CASE STUDY

**Upgrade to BMC Remedy ITSM 9.0, MyIT 3.0 at  
Abu Dhabi's Large Bank**



## Client Overview

The client is a full-service commercial bank offering a wide range of products and services such as retail banking, wealth management, private banking, corporate banking, commercial banking, cash management, investment banking, corporate finance, foreign exchange, interest rate and currency derivatives, Islamic products, project finance, and property management services. The client represents 57 different countries and speaks a multitude of languages and dialects.

## Project Overview

The company had old ITSM 7.x version which is obsolete now. The performance and enhancement to this system is a challenge looking at growing services in this leading bank.

## Business Challenges

- Multiple point tools were being used by the service provider to cater various modules of IT Service Management.
- Very limited self-service for end users
- Absence of a single dashboard to view business metrics.
- Non-standard reports which are non-customizable.
- Difficulty in obtaining compliance and audit logs.
- No asset management and traceability/ownership.
- Low user adoption.

## Solution

### 1. Implementation of BMC Remedy ITSM 9.0

- BMC Remedy ITSM Suite – IM, PM, CM, AM, SRM, SLM, RKM, Atrium Dashboard and Analytics

### 2. Implementation of MyIT 3.0

- Advance UI for end users add and track incident, request, approval etc.
- Universal client for desktop, mobile.

### 3. Various integrations

- AI jobs to Integrate with Active Directory, Oracle HRMS.
- Web service based integration with HP monitoring
- Java based integration with SMS gateway (Zylog)
- Web service based integration with vendor ticketing system like CyberArk
- Integration with Knowledge management system

### 4. Advance Reporting using Dashboard & Analytics and Smart Reporting

- Advance reports to business team from Dashboard & Analytics using SAP BO
- ITSM, CMDB and compliance reports and collaboration through Smart Reporting

## Business Benefits

All brand new features implemented in BMC Remedy ITSM 9.0, like providing stakeholders accessibility of ITSM application through mobile devices using MYIT, enriched self-service, improved support consoles to manage the request and issues more effectively and efficiently.