MyIT

Enable users to be more productive with a consumer-like experience in the digital workplace

Digital Enterprise Management Solutions

AGILE APPLICATION DELIVERY

BIG DATA

DIGITAL WORKPLACE

SERVICE MANAGEMENT EXCELLENCE

MULTI-SOURCE CLOUD

SECOPS

IT OPTIMIZATION

PRODUCT DESCRIPTION

MyIT is a key component of BMC's innovative solutions for the digital workplace. With a simple, context-aware interface, MyIT delivers a personalized user experience to help maximize productivity.

BUSINESS CHALLENGE

Employees today are more digitally savvy than ever before. They use technology in almost every aspect of their non-work life and it has become a vital tool to help them make life easier and more productive. **They expect the same ease and functionality from their company's technology**. They want a consolidated, one-destination, one-click way of getting the things they need to do their job; a simplified, multimedia way to help them solve their problems; and the ability to use the devices and applications they choose, personalized to their environment, to help them maximize their productivity.

BMC SOLUTION

The BMC Digital Workplace is a family of integrated, unique, and personalized digital solutions to enable adaptation to new technologies, facilitate cultural change, and deliver digital augmentation of the workforce into an agile, productive, and engaged organization. **MyIT helps create consumer-like experiences, built upon an enterprise-strong infrastructure.**

KEY FEATURES

- **Intuitive, one-click user interface** – Simple icons provide a familiar way to help employees get what they need to maximize productivity

- **Personalized interface** – Easy to configure custom settings make it easy to adhere to branding requirements

- **Built-in starter catalog** – Start IT and Facility services right out-of-the-box with preconfigured, common service request definitions (SRDs)

- **Everywhere** – Beyond mobile Apple iOS and Android apps, MyIT is also available on devices supporting HTML5-based browsers

KEY BENEFITS

- Deliver a **consumer-like experience** for IT, HR, and Facilities needs

- Adapt to both employee and employer requirements with a **custom, modular framework**

- Fast track time to productivity with an **easy to deploy and compelling experience** out of the box

Consumer-like user interface

PRODUCT DETAILS

Self-service: MyIT delivers a context-based, real-time, mobile, and self-service environment so employees can easily resolve their issues.

Knowledge-sharing: MyIT integrates native collaborative workplace capabilities to help better identify best known practices from fellow colleagues throughout the company and around the world.

Enterprise Service Store: MyIT provides an intuitive, consumer-like storefront for employees to order hardware, software, and services in a single-click manner—all while adhering to enterprise-set security and workflow policies.

Employee Journey: From welcoming new employees to the company, to rolling out new perks, to enacting retirement benefits, MyIT provides a simple, icon-driven way to help employers and employees engage and efficiently interact.

Powerful concierge and wayfinding features

Smart Office: In the digital workplace, the smart office is powered by mobile technologies such as MyIT, where employees can use the power of the device to not only locate important work-related resources, but also to interact in-context for everything from break-fix, to environment controls, to scheduling a concierge appointment for in-person assistance.

FOR MORE INFORMATION

To learn more about BMC Digital Workplace and MyIT, please visit **bmc.com/it-solutions/myit**

Self-service

Automation

Mobility First

Enterprise Agility

Legacy Modernization

Enterprise App Store

BMC's Digital Workplace connects environments, applications, and services critical to business success.

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