



BMC Remedy Customer Support

Build customer loyalty through exceptional customer service

With BMC® Remedy® Customer Support, you can increase customer satisfaction, continually improve service quality, and enjoy considerable agility in meeting your customers' evolving service requirements — all while reducing service costs.

As a customer service professional, you have a key role in ensuring your company's success. By improving customer satisfaction, you can help increase revenue and lower costs. Because satisfied customers become loyal repeat customers, you can help your organization close more sales at lower costs.

To ensure high customer satisfaction, you have to resolve customer issues quickly and effectively. That's not easy, especially if yours is a large organization — one that offers sophisticated products and services, or one that works with other businesses (B2B). You have to manage customer issues across a complex web of functional groups, customer interaction channels, priorities, company approval chains, contracts, warranties, entitlements — the list is nearly endless. Complicating the problem is that your customers' expectations evolve rapidly, driven by exposure to service in other industries, as well as by your competitors' actions.

BMC® Remedy® Customer Support, the flagship product of the BMC® Remedy® Customer Service and Support Suite, can give you the help you need. BMC Remedy Customer Support helps you deliver exceptional service and boost the productivity of your service and support staff — even in the most complex and demanding service environments. With BMC Remedy Customer Support, you can enjoy compelling business benefits, including:

- > Increased customer satisfaction to drive repeat business
- > Reduced customer service costs through higher employee productivity
- > Continual improvement in the quality of service processes
- > Greater agility in meeting your customers' evolving needs

Built for complex service environments

As a leader in Service Management, BMC has developed a thorough understanding of the complexities of service and problem management processes. We bring this expertise out of the help desk and into the customer service center with

our BMC Remedy Customer Support product. BMC Remedy Customer Support provides:

- > Flexible process modeling for guiding service and support agents through established call management workflow processes by category, resulting in effective issue resolution, efficient collaboration, and comprehensive work order tracking for both ad hoc and predefined tasks
- > A panoramic, role-based customer view that includes customer interaction histories and enables service and support agents to deliver personalized and efficient service every time
- > Coordination of customer interaction across multiple channels, including telephone, fax, e-mail, and the Web, ensuring continuity regardless of the channels used
- > A solutions database with efficient search tools that helps agents resolve problems faster, often on the first call
- > Ability to create, manage, and enforce service entitlement (service contracts) with flexible overrides, helping increase service and support profitability without jeopardizing customer relationships
- > A variety of assignment, escalation, and notification options that get issues to the right people at the right time to ensure fast and effective support delivery
- > Self-service functionality that permits customers to search a knowledgebase and submit, update, and check issues over the Web, improving customer satisfaction while reducing the load on the call center

In addition, the optional add-on product, BMC® Remedy® Flashboards®, provides real-time, dynamic, graphical displays of key metrics, permitting you to detect problems at a glance and move proactively to head off problems before they result in service

degradation. The rich out-of-the-box functionality of BMC Remedy Customer Support facilitates implementation, boosts employee productivity, and permits the effective management of issues through to resolution, including closing the loop with customers when problems have been resolved.

With BMC Remedy Customer Support, you are free to develop service processes that are wrapped around your customers, without worrying that the resulting operational intricacies may hamper your ability to manage issues effectively. This flexibility gives you the freedom and confidence to develop business practices that deliver exceptional customer service and build strong customer loyalty.

Readily adaptable to your unique requirements

BMC Remedy Customer Support is built on BMC® Remedy® Action Request System® (AR System®), a service process management platform noted in the industry for its easy adaptability. As a result, you can quickly and easily configure BMC Remedy Customer Support to meet the unique needs of your organization and industry — without complex programming or complicated upgrades. Because of the rich out-of-the-box functionality and the ease of adapting that functionality to your unique business processes, you'll be up and running quickly. That means you'll realize a fast time to value. What's more, because of its ready adaptability, BMC Remedy Customer Support is easy to reshape to meet your changing business requirements and customer expectations. You can stay agile and keep ahead of your competition in delivering the kind of service that keeps customers coming back. At the same time, you'll keep maintenance costs low. And low maintenance costs combined with low implementation costs translate into low total cost of ownership. Best of all, you can continue to leverage your investment in BMC Remedy Customer Support well into the future.

Part of an integrated suite

BMC Remedy Customer Support is part of the BMC Remedy Customer Service and Support Suite, which also includes BMC® Remedy® Service Level Agreements and BMC® Remedy® Quality Management. In addition, BMC provides BMC® Remedy® Citizen Response, a vertically focused adaptation of BMC Remedy Customer Support designed specifically to help government agencies respond to citizen requests and inquiries. These applications can work stand-alone, or in concert, to create a powerful service center solution that helps you meet and exceed customer expectations.

About BMC Software

BMC Software helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions ensure that everything IT does is prioritized according to business impact, so IT can proactively address business requirements to lower costs, drive revenue, and mitigate risk. BMC solutions share BMC® Atrium™ technologies to enable IT to manage across the complexity of diverse systems and processes — from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. For more information, visit www.bmc.com.

BMC Remedy Customer Service and Support includes:

- > BMC Remedy Customer Support
- > BMC Remedy Quality Management
- > BMC Remedy Service Level Agreements
- > BMC Remedy Citizen Response

You can increase the value of your investment with these AR System options:

- > BMC Remedy Dashboards
- > BMC® Remedy® Knowledge Management
- > BMC® Remedy® Enterprise Integration Engine

System requirements

- > BMC Remedy AR System version 6.0 or higher
- > Relational database
- > 1GB server RAM
- > 500MB server disk space

To take advantage of Web capabilities, you must meet the necessary system requirements for the BMC Remedy AR System 6.x Web-Tier (Mid-Tier).



To learn more about how BMC can help activate your business, visit www.bmc.com or call 800.841.2031.

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