



BMC Service Desk Express Client Services

Improve customer service and reduce costs by offering self-service options to end users

BENEFITS

- > Reduce the costs of support by offering self-service capabilities to end users
- > Improve the end user experience through an intuitive, personalized, and highly customizable user interface
- > Improve the value of your support staff by freeing up their time to pursue strategic initiatives
- > Reduce call volume by extending knowledge management to end users

The IT departments of midsized businesses are exploring ways to simultaneously offload work and improve end-user satisfaction. With BMC Service Desk Express Client Services, you can reduce support costs and increase customer satisfaction by providing your end users with a quick and easy way to manage incidents, changes, service requests, and purchases.

End users often overload the service desk with non-critical calls, such as status checks, thus limiting your team's ability to focus on critical incidents and restore vital services to the business. These non-critical requests can form a substantial part of the total call volume and add significant support costs. What's more, in spite of your team's effort to support every call, your end users can still end up being frustrated and dissatisfied.

BMC Service Desk Express Client Services provides online self-service functionality that presents significant cost savings over typical agent-based call handling and, at the same time, gives users complete visibility into the status of their requests, thus improving customer satisfaction. This solution expands on the basic self-service capabilities included within BMC Service Desk Express Suite.

FEATURES

Personalized and powerful home page

Using the BMC Service Desk Express Client Services home page, your users can open predefined incidents and other forms with one click, and can easily access a list of open incidents and other requests that require their attention. What's more, through the use of whiteboard tickers, they can receive notifications en masse, thereby preventing a flurry of calls to your service desk.

Intuitive and flattened user interface

Data is presented in an intuitive format that can be customized to your specifications. Forms are flexible and easy to submit. The user interface is flattened, providing tabular controls that eliminate the need to toggle back and forth between pop-up windows.

Highly customizable forms

Forms, navigator bars, and selection lists are highly customizable without requiring any special programming knowledge. The easy-to-use form design enables anyone familiar with a business process to quickly develop unique forms.

Three-tier data segregation

Management can view and manage all incidents and requests within individual departments.

Multilingual support

BMC Service Desk Express Client Services provides navigator bars, forms, and selection lists in English, French, German, and Spanish, with the ability to add more languages of your choice.

Online registration

If your clients are not registered within your system, they can quickly and easily register themselves and immediately begin utilizing BMC Service Desk Express Client Services without calling into the service desk.

Manage incidents

Your end users can submit and track incidents any time of the day. The intuitive interface displays all of their incidents in a tabular form, including those that were logged via phone or e-mail. Additionally, they can reopen incidents if they are not satisfied with the resolution.

Automated purchasing and service requests

BMC Service Desk Express Client Services enables you to automatically distribute and track tasks linked to services, such as hiring, termination, facilities, and purchasing. Using this feature, you can automate the fulfillment of commonly requested services.

Change assessments

You can let end users assess the risks, costs, and resources associated with change requests, as well as determine the impact that those changes may have on critical services. In addition, your end users can submit the assessment details through the self-service interface.

Change approvals

You can further automate the change management process by soliciting approvals through the self-service interface. End users can select their decision, and provide information as required to submit the approval form.

Knowledge tools

BMC Service Desk Express Client Services allows end users to access frequently asked questions (FAQs) about products and processes. They can also search your knowledge base and find resolutions on their own.

Discussion forum

With BMC Service Desk Express Client Services, you can encourage collaboration among end users and support staff through discussion forums. End users can post, read, and subscribe to specific topics on the discussion forum. The forum helps you to improve customer service by giving you feedback on key issues, and improves the efficiency of your service desk through greater knowledge sharing.

Seamless integration

As your solution grows, you can provide direct access to any custom modules you've created with BMC Service Desk Express Suite by easily extending the functionality online to end users — without the cost of programming.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.

Date & Time	Event Description
11/20/07 10:57:52 AM	5th floor printers are not working due to a network problem.
11/20/07 11:00:56 AM	All fax and phone lines will be under maintenance on 24/11/2007 from 10.00 to 14.00 GMT.

BMC Service Desk Express Client Services home page

ABOUT BMC SERVICE DESK EXPRESS SUITE

BMC Service Desk Express Suite has been helping IT organizations of midsized companies gain control of IT processes through automation, integration, and IT Infrastructure Library (ITIL®) best practices. BMC Service Desk Express Suite is an easy-to-use and easy-to-implement solution that has demonstrated product leadership with innovative features and functionality that focus on delivering business value to customers.

To learn more about BMC Service Desk Express Suite and other industry-leading IT service management solutions for the midsized business, visit www.bmc.com.



To learn more about how BMC can help activate your business, visit www.bmc.com or call (800) 841-2031

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