Go Beyond Basic ITSM with a Hub for Great Service and Less Risk

**Unified ITSM**

- Change management
- Business process workflow creation (HR, facilities, etc.)
- Problem, incident, or availability/performance management
- Integrated cross-silo support for DevOps
- Endpoint management (including mobile)
- Support for enterprise workflows
- Ease of software deployment and administration
- Consolidation of ITSM and business services
- Cloud-enabled ITSM
- Support for mobile access
- Integrated IT asset management
- Service catalogs with usage and costs
- Support for best practices
- Versatility and adaptability

**How REMEDYFORCE Stands Out**

- Dramatic savings: Annual license cost savings = $135,000, annual personnel savings given available skills = $100,000
- TOTAL ANNUAL SAVINGS = $315,000
- TOTAL ONE-TIME DEPLOYMENT SAVINGS = $400,000
- COMBINED SAVINGS = $715,000

**Customer Perspectives on Remedyforce Value**

- Our stakeholders really enjoy the ease of use and new capabilities we get with Remedyforce.
- Now we have a tool that integrates with everything we do, so we can strengthen our capabilities with fewer costs.
- Salesforce is much easier for our developers to work with.
- Our employees in the field can now easily log requests into the system using only their mobile devices.
- We’re working on getting out of the data center business and becoming a cloud business, and Remedyforce has everything we need.

**Support**

- Support for the data layer in business
- Support for standard configuration and customization
- Support for role-based access control
- Support for mobile devices
- Support for the service catalog
- Support for incident management
- Support for help desk processes
- Security and scalability

**The Versatile Remedyforce ITSM Hub**

- Omnichannel self-service capabilities with a service catalog
- Knowledge management with a knowledgebase
- Dashboards, reporting, and analytics
- OOTB ITSM/ITIL content with built-in IT best practices
- Multi-cloud and data center discovery and visibility
- Software distribution, patching, OS deployment, and remote control

**Your Additional Resource**

- Visit www.bmc.com/remedyforce for more information!