SWOT Assessment: BMC Remedy v9

Analyzing the strengths, weaknesses, opportunities, and threats

Summary

Catalyst

The increased use of cloud computing and the rise of a hybrid and multicloud strategy by many large enterprises is bringing into focus the need for a service management capability that can deal with this complexity. The recent trend in ITSM has been to simplify the process and make it more consumable by mid-market customers, but for large enterprises this simplification fails to provide the ability to manage services as these companies transition to become digital enterprises. This report examines how Remedy has been developed to meet the challenges of a multicloud environment.

Key messages

- Remedy has the ability to quickly discover assets on premises or in the public cloud.
- Remedy uses AI technology to automate the process of ticket categorization, routing, and remediation.
- Remedy has a persona-based UI (web and mobile) that delivers information in the context needed by users to perform their role.
- Remedy is packaged simply as a suite or as two separate modules (service desk and service optimization) that can be consumed as SaaS or on premises.

Ovum view

The process-centric frameworks used for the past decade or more were a reaction to the shift from managing the infrastructure or systems to managing the service delivery. These frameworks became popular because they delivered practical advice and guidance on managing the lifecycle of service delivery. However, as we move toward a more complex, hybrid world, where the cloud is assuming a greater proportion of the responsibility for delivering services, and agility and speed are the new currency of success, new thinking is needed to manage this new environment. One of the key capabilities and practical first steps needed as organizations move to a cloud-like approach to delivering IT is to support DevOps. Remedy has been designed with collaboration and DevOps in mind, because it sees the role of agile development and software lifecycle management as critical to the role of ITSM in the cloud-era.

Recommendations for enterprises

Why consider Remedy?

With Remedy, BMC has repositioned the role of ITSM in large organizations as the key capability required to ensure service delivery is both secure and efficient. The focus for Remedy is on three core principles. First, it is about making the user experience more relevant to the activities and goals of users through the persona-based concept. Second, is the ability to operate in a multicloud environment in terms of asset discovery, ticketing, and configuration management. Finally, it is about ensuring that the deployment of the solution and management of it can be done with zero downtime and impact on business operations. Ovum believes that by focusing on these core principles, Remedy

is providing answers to some of the most difficult ITSM management questions about the transition to a cloudy world.

SWOT analysis

Strengths

Multicloud visibility

Remedy has developed its asset discovery capabilities to extend to multicloud environments. The multicloud discovery is a simple agentless approach that means it can be deployed rapidly and quickly by returning results of both on-premises and public cloud assets and dependencies. The discovery procedure is secure and uses standard security certifications including Common Criteria EAL2. It is based on a virtual appliance that has been hardened and complies with NIST STIG, and supports FIPS 140-2 encryption standards.

Persona-based UI

BMC developed the Digital Workplace solution to improve the experience of getting support for IT and other services and to improve employee self-service and productivity. Remedy has incorporated the concepts of a consumer-like user experience, making IT support staff more efficient through mobility, collaboration, and proactive context-aware insights. Remedy uses the persona of a user so that information contextualized for users' needs is delivered, avoiding the need to flood users with lots of information that might be irrelevant to them.

Uses AI to deliver cognitive service management

One of the biggest technology growth areas is the rise of AI and machine learning, and Remedy uses a BMC-developed cognitive microservice that integrates with AI platforms to accelerate and improve the ITSM processes. One of the AI platforms that BMC has integrated with is IBM Watson. BMC Remedy, powered by cognitive technologies, enables incidents and change requests to be evaluated, categorized, and automatically routed or remediated with minimal user intervention. Cognitive uses the historical data within Remedy to learn how problems and incidents are dealt with so it can apply the most appropriate response.

Aggressive pricing approach

ITSM is a mature market and most organizations will have some form of ITSM solution. Driving new customers therefore typically means replacing an incumbent supplier. Remedy has created some key differentiating capabilities and value propositions that support the argument to change. However, price is always a concern for CIOs, and BMC has packaged Remedy so it can be consumed in a more predictable cost-effective way. Ovum likes the concept of the service management suite that can be purchased on premises as a perpetual license or as a SaaS PAYG model. The other interesting pricing feature is that customers can purchase only the relevant module (Service Desk or Service Optimization) if they are not ready for the complete suite.

Weaknesses

Some limitations with the Overview console can become problematic

Because of limitations with the database query, the Overview console cannot display incident requests and change requests for people who belong to a large number of support groups.

Opportunities

Limited data center footprint in developing/emerging regions

The global footprint of BMC's data centers is impressive, with 13 different locations. However, these locations are all in developed countries where ITSM is a mature solution. Ovum would like to see some partnerships in emerging regions.

Threats

Competitors are offering simplified solutions

Many ITSM vendors that have traditionally offered technology aimed at large enterprises are introducing solutions with scaled-back functionality and at a lower price point in a bid to grow revenues and broaden market appeal. With Remedyforce, BMC was one of the first vendors to adopt such a strategy, but it could face a challenge from other vendors that are also now pushing the simplification message.

Data sheet

Key facts about the solution

Table 1: Data sheet: BMC Remedy

Product name	Remedy Service Management	**Product classification**	Service management
Version number	9.1	**Release date**	June 2017 (latest update)
Industries covered	All	**Geographies covered**	All
Relevant company sizes	Large enterprise, service providers and government organizations	**Platforms supported**	Windows, Linux (Red Hat, SuSE, CentOS), Solaris
Languages supported	Remedy platform supports English, Danish, Dutch, Finnish, French, German, Icelandic, Italian, Norwegian, Portuguese, Spanish, Swedish, Albanian, Croatian, Czech, Hungarian, Polish, Romanian, Slovak, Slovenian, Russian, Estonian, Greenlandic, Lappish, Latvian, Lithuanian, Japanese, Traditional Chinese, Simplified Chinese, Korean, Standard Thai. Remedy Service Management applications are localized out-of-the-box for English, French, German, Italian, Spanish, Japanese, Simplified Chinese, Korean, Russian, Brazilian Portuguese	**Licensing options**	Named user and concurrent licenses; subscription or perpetual licensing
Deployment options	SaaS and on-premise, and MSP	**Routes to market**	Mixed
URL	www.bmc.com	**Company headquarters**	Houston, Texas, US
European headquarters	Amsterdam, Netherlands	**Asia-Pacific headquarters**	Singapore

Source: Ovum

Appendix

Methodology

Ovum SWOT Assessments are independent reviews carried out using Ovum's evaluation model for the relevant technology area, supported by conversations with vendors, users, and service providers of the solution concerned, and in-depth secondary research.

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We hope that this analysis will help you make informed and imaginative business decisions. If you have further requirements, Ovum's consulting team may be able to help you. For more information about Ovum's consulting capabilities, please contact us directly at consulting@ovum.com.

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