

101 Reasons for Remedyforce



Why buy Remedyforce

The answer is very simple – To solve a business issues using the IT capabilities Remedyforce provides. Think of capabilities as a strategic advantage to your organization for the services that you deliver and support. Remedyforce supports process; process that people in your organization use for your services and products. Remedyforce helps organizations deliver new and improved business services faster and smarter than ever before. IT Service Management (ITSM) by its very nature is dependent upon IT and the business is dependent upon IT's capabilities and resources it provides for the practice of Service Management.

Remedyforce and The Practice of Service Management

Organizations today want to run more effectively, grow their business and innovate for business value. Their practice of delivering and supporting services are met with numerous constraints related to their capabilities and resources. Companies today want to focus on their core competency related to the nature of their business. Sometimes there is too much focus on technology capabilities and resources that distract from effective, efficient, and economic delivery and support of services that are core to the business.

Technology should be an enabler of business value. Technology solutions should be delivered quickly to support business services. This helps to maintain business competitiveness and relativeness. One of the focuses of the practice of Service Management within organizations is on the business value of

IT Service Management and how to get the most value from IT capabilities and resources for the management of services.

Consumerization

IT Services should be easy to consume meaning they must be accessible and intuitive. They should also support the customer decision making process. Customers do not want to be IT experts, they want services that helps them make better decisions related to their personal and work life. The salesforce.com platform helps extend how you can consume Remedyforce for business value, especially as it relates to the "internet of things".

Industrialization

IT today has to become a service broker. The capabilities and resources in IT today do not have to live on premise but can be anywhere and should be available anytime the business customer needs the service. The essence of a service is the relationship that is built between the customer and supplier. IT, as a service broker, should consider cloud services as a means to delivering value to its customers. The attributes of a cloud solution such as availability, security, scalability and configurability enable business agility and purposefulness.

Digital Services

Today, Consumerization and Industrialization come together in the form of digital services. Digital services make IT seamless or transparent to the user. People use information technology everywhere in normal day-to-day activities without thoughts of how "IT is done". IT makes this possible with its ability to manage the complexity for delivery and support of digital services. For example: When you use a device (i.e. computer, phone, tablet, etc.) to make a flight reservation, find a restaurant, book a taxi, request support, etc. you are connecting to the digital world and becoming a consumer of it. Behind the scenes is a complex value network that has been industrialized to support you in the form of a digital service. IT's ability to be efficient, effective and economical can be demonstrated with the usage or consumerization of digital services.

Remedyforce as a Digital Service.

There are many business reasons, based on capabilities and features of Remedyforce, that help customers and IT departments deliver value. The nature of companies is

that they are different and, in some aspects, the same as it relates to IT Service Management. The differences are noted in distinct capabilities that distinguishes one from another. Some of the similarities are in commodities such as processes and tools. Transformation of the commodities in application of business outcomes creates the difference in the distinct innovation and usage of these capabilities and resources.

Remedyforce, built on the salesforce.com platform, is a digital service tool that can help create distinct successful organizational capabilities for the practice of IT Service Management.

This list is NOT in any particular order since different organizations have different needs to solve business issues. The reasons listed can help with your overall Practice of Service Management for the support and delivery of your business services. [Circle the reasons that resonate with you for business value.](#) Visit www.bmc.com or follow [@BMC_Remedyforce](#) on twitter for more information.

101 Reasons for remedyforce

1. ITIL certified
2. End to end Process integration for value – Incident/Problem/Change/etc.
3. Built on the Salesforce.com platform and takes advantage of Salesforce.com capabilities
4. Developed using BMC Software's 30+ years of ITSM experience and expertise
5. Easy to use – intuitive
6. Helps industrialize IT
7. More Affordable
8. In the cloud
9. Try for free
10. Fast setup and configuration
11. Designed for your company size
12. Everything needed for a service desk/help desk
13. Supports various level of IT maturity
14. Delivers next generation, social, mobile, collaborative ITSM
15. Helps users help themselves
16. Innovative – three feature-rich releases per year
17. Easy to manage
18. Social capabilities
19. Mobile capabilities for self-service
20. Enables improved IT productivity
21. High availability and performance (<http://trust.salesforce.com/>)
22. Unparalleled security
23. High reliability
24. Builds business value
25. Reduce service desk wait time
26. Improve 1st call resolution by up to 90%
27. Wizards help with setup
28. Track inventory and assets
29. Chatter integration
30. Mobile solution for IT
31. Incident management
32. Problem management
33. Configuration management
34. Release management
35. Self-Service
36. Service Request management
37. Service Catalog
38. Requestable Catalog
39. Product Catalog
40. Knowledge management

41. Service Level management
42. Dashboards and Analytics
43. Reporting for decision support
44. Real time collaborative tools
45. Out of the box functionality
46. Asset discovery
47. Patch management for fixes
48. Remote control of IT environment
49. License management
50. 100's of customer successes
51. Customer Surveys
52. Feedback monitoring
53. Record management
54. No software maintenance
55. No infrastructure upgrades
56. Intuitive user experience management
57. Best of suite solution
58. Other BMC product integrations
59. Highly rated by industry analysts
60. Integrates with BMC End User Experience Monitoring
61. Integrates with BMC FootPrints Asset Core
62. Excellent Return on Investment (ROI)
63. Free web-based training for administrators, IT staff and end users
64. Alignability tool integration for best practice alignment
65. Integration with salesforce.com knowledge management
66. Improved customer satisfaction levels
67. Change management approval automation
68. Reduce service risk
69. Better ITSM governance
70. Root cause analysis
71. Impact analysis
72. Topographical views of IT
73. Protect integrity of existing services
74. Shopping cart based catalog of service
75. Intuitive reducing training requirements
76. Improved troubleshooting of known issues
77. Manage operational level agreement
78. Manage underpinning contracts
79. Customizable quick views of information for decision support
80. Manage key performance indicators (KPI) better
81. Manage capacity data better
82. Helps with governance and compliance to process
83. Customer focused enhancements delivered with each release
84. Seamless Cloud delivery and support
85. Best in class BMC premier support
86. Best in class BMC services support
87. Best in class Remedyforce Customer Success Team
88. Seamless upgrades
89. True multi-tenant platform
90. Point and click application set-up
91. Easy drag and drop creation of reports
92. Common administration across salesforce.com
93. Integration with Salesforce.com Service Cloud connecting IT & Customer services on one platform
94. Uses AppExchange value added applications
95. Mirrored data centers with near real-time replication
96. Leverage current salesforce.com investment
97. Extensive talent pool for implementation and administration on platform
98. Easy customizations and configurations
99. Amazing change calendars
100. Enhances your service desk culture
101. Remedyforce is sexy !

Well there it is! The 101 reasons for Remedyforce. Guess what, there are other reasons, such as the ability to connect to the "internet of things". The reasons listed in this paper all are business enablers supporting business outcomes. What are your business challenges? Let us know and we can tell you how BMC Software helps solve those issues.