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Buckeye Partners, a primary distributor of petroleum in the U.S., slashes audit preparation time by 95% with powerful cloud-based ITSM

96% faster audit prep

Increased SLA compliance

Dramatic gains in productivity

BUCKEYE PARTNERS, L.P.

Buckeye Partners L.P.

📖 **INDUSTRY**
Oil & Gas: Liquid Petroleum Products Pipeline

❓ **CHALLENGE**
Automate ITSM processes to ensure compliance with industry and government mandates, accelerate audit preparation and increase IT staff productivity.

🔑 **SOLUTION**
BMC Remedyforce captures, tracks, and reports on ITSM data automatically, increasing IT efficiency and slashing audit preparation time.intervention isn't required.

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BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.
BMC – Bring IT to Life

BUSINESS CHALLENGE

Managing over 6,200 miles of petroleum pipeline distribution and 100 truck loading terminals in the U.S., Buckeye Partners is subject to compliance with a number of industry standards and government regulations. IT plays a vital role in demonstrating compliance with these mandates by providing detailed data for the rigorous audits that occur twice each year. Buckeye needed to automate incident, problem, and change management to transform its audit preparation from a laborious, 25-hour manual effort to a simple auto-reporting process.

BMC SOLUTION

Buckeye chose BMC Remedyforce to revamp its ITSM processes and address the industry's demanding audit requirements. Remedyforce delivers robust ITSM functionality through the Salesforce.com cloud platform. Automated incident, problem, and change management processes enable the staff to capture data related to these IT disciplines and generate detailed reports with just a few clicks.

BUSINESS IMPACT

Automation through Remedyforce has yielded dramatic efficiency and productivity gains, positioning the current staff to accommodate the company's rapid growth.

- **Ready availability of detailed reports cuts audit preparation time** from up to 25 hours to just one hour.
- ITSM in the cloud frees up data center space, reduces power consumption, and saves staff time that would otherwise be spent on implementation, management, and upgrades.
- Meaningful reports and dashboards support data-driven decision making.
- With data capture and reporting, staff members gain visibility into SLAs, enabling them to improve SLA compliance from 65% to 80%.
- All change request activities are captured, providing **a complete audit trail for compliance purposes.**

"We're a small IT group with a lot of things to manage," says Eric Gleason, service desk manager at Buckeye Partners. "A SaaS solution like Remedyforce makes sense for us because we don't have to spend staff time on implementation, ongoing administration, and upgrades. We know that patches will be put in on time and, when an upgrade occurs, we know it's been thoroughly tested."

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