



2.3MM batch jobs per month

100K users—improved service

Strong support for growth



## Eaton Corporation

### INDUSTRY

Power Management

### CHALLENGE

Support aggressive growth while driving out inefficiencies.

### SOLUTION

BMC Remedy IT Service Management Suite and BMC Control-M Workload Automation standardize and automate IT processes and support continuous improvement.

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

# Eaton supports its power management business and transforms its IT service experience with optimal automation and ITSM

## BUSINESS CHALLENGE

Eaton, a \$22.6 billion global enterprise, delivers advanced solutions for managing power in buildings, vehicles, machinery, and businesses. The company has grown significantly, organically and through acquisitions, resulting in an increasingly complex technology and application environment. IT needs to ensure seamless support for this “virtual city” of 100,000+ employees and 125,000+ external partners in 175 countries with a common operating model that encompasses standard IT processes, tools, and performance measures worldwide.

## BMC SOLUTION

BMC Remedy IT Service Management Suite and BMC Control-M Workload Automation enable IT to support Eaton’s rapidly growing, increasingly complex technology and application environment. IT leverages these solutions to enhance service support and keep Oracle®, SAP®, Microsoft®, and other business-critical applications running securely and reliably while driving efficiencies that cut day-to-day IT costs and free up budget dollars for innovation.

## BUSINESS IMPACT

BMC Remedy solutions provide process standardization, automation, and visibility that enable the staff to run IT like a business. IT uses Control-M to consolidate and automate workloads for single-point management to ensure successful, on-time completion.

- Data captured via standard ITSM processes and tools helps IT **measure performance, identify inefficiencies, and ensure continuous improvement.**
- Service management best practices **improve service quality for 70,000 PC users** who rely on the service desk for handling incidents, service requests, and inquiries.
- Workload automation ensures that 2.3 million batch jobs a month run reliably so critical business systems operate at peak performance.
- Accurate, consistent data supports Eaton’s enterprise IT strategy and roadmap for delivering consistent historical and operational analytics and reporting.

“Our business now demands that we operate in near real-time, continually adapting our services, infrastructure, and processes to be more responsive,” said Bill Blausey, CIO at Eaton, a \$22.6 billion power management company. “By executing on a Digital Enterprise Management strategy, we become much more proactive and rely on the BMC technologies to support our growing business.”