bmc

20% increase in first-call resolution

300% rise in self-service adoption

Strong ITIL® alignment

Mercator

📖 **INDUSTRY**
Retail

❓ **CHALLENGE**
Increase ITSM maturity and business-IT alignment.

🔑 **SOLUTION**
The comprehensive BMC solution includes **BMC Remedy ITSM Suite, BMC Configuration Management Database, BMC Atrium Discovery and Dependency Mapping,** and **BMC ProactiveNet Performance Management.**

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

Leading European retailer Mercator gains efficiencies and revenues with best-in-class ITSM solutions

BUSINESS CHALLENGE

With revenues of more than $3 billion USD, Mercator Group operates dozens of companies and businesses across Southeastern Europe through a corporate entity powered by nearly 900 servers, 2,600 network devices, 2,200 PCs, and 3,400 point-of-sale (POS) systems. As it outgrew legacy ITSM systems and models, the company sought to transform IT into a modern, business-oriented organization aligned with ITIL® best practices.

BMC SOLUTION

Mercator chose BMC Software solutions to drive its IT transformation, a decision based on the solutions' business service-based approach, including out-of-the-box support for ITIL; BMC's consistent placement in the Gartner leaders' quadrant for ITSM solutions; and the proven reputation and stability of BMC Software as a technology provider.

BUSINESS IMPACT

BMC solutions have helped Mercator mature its ITSM capabilities across the enterprise, with particular emphasis on service desk, performance and availability monitoring, change management, and release management.

- **The number of tickets submitted through a self-service portal has risen from 25% to 75%**, freeing up agents' time and increasing productivity.
- **First-call problem resolution** in Slovenia **increased 20%** in the first six months.
- **BMC solutions power an internal business unit** to sell IT consulting services and solutions, **creating a new revenue stream** for the company.
- **Consolidated monitoring and proactive resolution** enable staff to head off problems before they affect users and business services.
- Standardized ITIL processes and categorizations have **improved service desk efficiency and performance assessment.**
- Automated discovery provides a centralized repository of configuration items, enabling **faster problem resolution and informed purchase decisions**.

"We have just begun to move toward our goal of standardizing and optimizing IT processes and we are already realizing significant benefits," said Damir Suban, project manager for Mercator. "What's more, we now have a strong foundation for improving our efficiency even further with service modeling and change, release, and service level management. With each step, we're aligning IT more closely with the business."

462348