

xMatters (*alarmpoint*) for BMC Remedy ITSM

The challenge

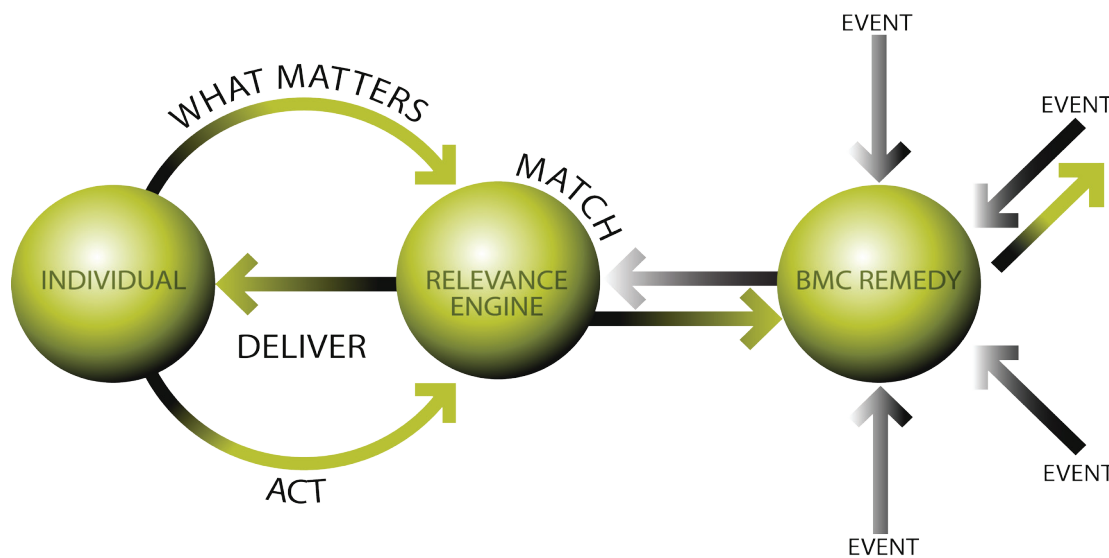
As IT professionals, your job is to deliver IT services that work on time, every time. Today you've been mandated to do more with less, use fewer human resources, avoid capital expenditures and innovate to beat your competition. A tall order! The good news is xMatters can help. Our relevance engines designed specifically for you, work with our partner applications to make them even more relevant and effective, your operating costs will drop while your firm's efficiency will soar.

The combination

That's where the magic happens - the combination between BMC Remedy ITSM, your manager of managers or other systems with the xMatters relevance engines. The combination extends the useful life of your investment, delivering business value. By reducing time to assign, time to restore and reducing your first call resolution ratio - you will revolutionize the help desk. Whether or not you consider yourself a "relevance revolutionary" or just a really smart IT professional, we can assist.



View all critical incidents in real time from any mobile device



Connect people with what they need to know at the exact moment they need to know it, so they can act quickly and intelligently to move business processes forward.

BMC combinations

xMatters provides relevance engines for BMC's service delivery and support products including:

- BMC Remedy ITSM
- BMC Service Desk Express
- BMC Control M
- BMC Service Impact Manager
- BMC Performance Manager

xMatters also provides integrations for other leading monitoring, automation and service applications as well as business solutions.

The results

xMatters relevance engines are configured for common IT functions and processes:

Service Desk: Automates ticket assignment, incident notification and escalation leading to faster resolution times. You should expect a reduction from dispatch to assignment by 85% on average.

NOC: Automating the call out process, eliminating manual call outs, conference calls and schedule spreadsheets, you should expect a reduction in incident response times by more than 33%.

Change: Accelerating the change approval process for run book automation, provisioning and emergency changes, our clients experience a savings of over 80%.

IT Operations: Providing self-service management, automated scheduling and automatic notification and escalation with mobile access to any IT system reduces the time it takes to complete core IT processes. IT Operations functions should expect to provide real time process and personnel visibility, accountability across the teams and service impact alerts. Net effect? Costs plummet, decision making cycles shrink, happiness soars.

Partners matter

xMatters is the leading provider of relevance engines. A new approach to enabling people to interact with BMC Software products and ITIL processes at the moment that matters. This combination provides a rapid return of value to our happy clients

Who is xMatters?

xMatters builds relevance engines that connect people with what they need to know at exactly the right moment - so they can take immediate action. Over 900 global enterprises use xMatters to make processes, products and services more valuable and more effective. More information is available at www.xmatters.com or 1-866-xMatters (USA) and +44(0) 1483 722 001 (UK).

\$1.9 M

Saved by MITRE, reinvested by taking on new projects

33%

Faster response time for top 5 global bank

20x

Faster service impact messages for Vodafone

30 min

Saved on every incident by General Electric

900

Clients are doing what matters better than before