



BMC Remedy IT Service Management Suite

IT organizations that are achieving process efficiency, effectively managing costs, achieving compliance, and delivering superior service quality understand the value of integrated IT service management. Replacing disjointed activities for incident, problem, change, configuration, and asset management with a unified service support strategy — including self-service functionality — is the key to providing business-aligned services.

Key Benefits

- Get the most out of every person, asset, project and activity
- Improve service performance and meet the expectations of your organization
- Demonstrate transparency by providing visibility into the "cost of IT"
- Ensure that IT activities, decisions, and services support business priorities
- Enable compliance controls

Business Challenge

Over the years, support activities have grown in volume and complexity: service level expectations have peaked at an "always available" level, and supported services have morphed into a mixture of onsite and offsite components, externally hosted and internally maintained applications, and global configurations. At the same time, IT budgets have decreased, placing added strain on already taxed systems and personnel. As a result, many organizations are still in "fire-fighting" mode, performing front-line triage for most of their support activities.

The BMC Solution

The BMC Remedy IT Service Management Suite removes complexity and costs, while also providing visibility into the resources, activities, and priorities required to deliver and support business services. This unified, ITIL™-certified suite includes industry-leading applications for service desk, asset and configuration management, change and release management, and service level management. It also offers fully integrated service request, identity, and knowledge management applications to provide self-service capabilities that enable increased operational efficiency and improved customer service quality.

BMC Remedy IT Service Management applications share the included BMC Atrium CMDB to coordinate processes around a single view of how technology components support critical business services. All are powered by the BMC Remedy Action Request System (AR System), the industry's leading service process management platform.

Service Desk

BMC Remedy Service Desk is the industry's leading incident and problem management solution. This robust, ITIL-based solution cost-effectively reduces the number of incidents handled, improves resolution times, and prevents future incidents from occurring — all while improving IT staff efficiency.

BMC Remedy Service Desk is helping thousands of customers respond quickly and efficiently to conditions that disrupt critical services. Regardless of whether a request is initiated through the web, e-mail, telephone, or desktop client — or by an event from a network or system management application — BMC Remedy Service Desk acts as a single point of contact that consolidates and handles requests from submission to resolution.



BMC Remedy Service Desk

Bmc Remedy Database Reference Guide

Standard and Poor's Corporation

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the text 'Standard and Poor's Corporation'.

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Wan,Hongwei Wang,2022-01-10 **Index Medicus** ,2004 Vols for 1963 include as pt 2 of the Jan issue Medical subject headings InfoWorld ,1996-12-09 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **Network World** ,2001-12-24 For more than 20

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Technical Editing Carolyn D. Rude,1998 A textbook for a graduate or undergraduate course presenting not lists of rules but principles and strategies of grammar punctuation style organization and visual design of technical information Revised from the 1991 edition to incorporate changes on the technology and the global marketplace s Data Sources ,2000

Hoover's Guide to Computer Companies Reference Press,1996 The second edition of Hoover s Guide to Computer Companies is an essential resource for anyone working in selling to investing in or researching the computer industry In depth profiles are given of 250 computer industry leaders including operations overviews company strategies histories and financial data By using the CD ROM users can search company information export to other programs and create mailing labels and merge letters

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Nogueira,2024-01-03 Security Owner's Stock Guide Standard and Poor's Corporation,1995 *InfoWorld* ,1996-02-05 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also

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Table of Contents Bmc Remedy Database Reference Guide

1. Understanding the eBook Bmc Remedy Database Reference Guide
 - The Rise of Digital Reading Bmc Remedy Database Reference Guide
 - Advantages of eBooks Over Traditional Books
2. Identifying Bmc Remedy Database Reference Guide
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Bmc Remedy Database Reference Guide
 - User-Friendly Interface
4. Exploring eBook Recommendations from Bmc Remedy Database Reference Guide
 - Personalized Recommendations
 - Bmc Remedy Database Reference Guide User Reviews and Ratings
 - Bmc Remedy Database Reference Guide and Bestseller Lists
5. Accessing Bmc Remedy Database Reference Guide Free and Paid eBooks

- Bmc Remedy Database Reference Guide Public Domain eBooks
- Bmc Remedy Database Reference Guide eBook Subscription Services
- Bmc Remedy Database Reference Guide Budget-Friendly Options
- 6. Navigating Bmc Remedy Database Reference Guide eBook Formats
 - ePub, PDF, MOBI, and More
 - Bmc Remedy Database Reference Guide Compatibility with Devices
 - Bmc Remedy Database Reference Guide Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Bmc Remedy Database Reference Guide
 - Highlighting and Note-Taking Bmc Remedy Database Reference Guide
 - Interactive Elements Bmc Remedy Database Reference Guide
- 8. Staying Engaged with Bmc Remedy Database Reference Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Bmc Remedy Database Reference Guide
- 9. Balancing eBooks and Physical Books Bmc Remedy Database Reference Guide
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Bmc Remedy Database Reference Guide
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Bmc Remedy Database Reference Guide
 - Setting Reading Goals Bmc Remedy Database Reference Guide
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Bmc Remedy Database Reference Guide
 - Fact-Checking eBook Content of Bmc Remedy Database Reference Guide
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development

- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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