



BMC MyIT for Self-Service

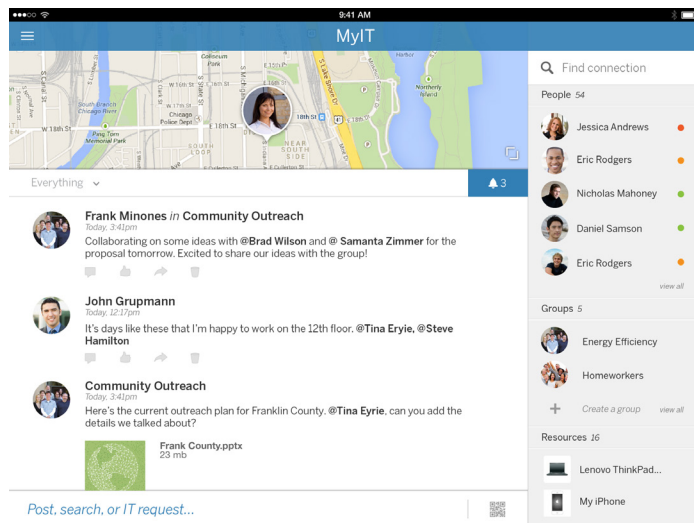
BMC MyIT brings formless requests, crowdsourced collaboration, and context-aware services to the enterprise.

BUSINESS CHALLENGE

Satisfying the needs of modern workers is hard. They pay bills with a click at home, so why can't they request smartphones with a swipe at work? They expect business tools to be as social as Facebook, mobile as Twitter, and easy as Amazon. At the same time, IT is pressured to cut support costs while the service desk is overrun by level-one calls. Customer satisfaction must improve, but there are no plans for IT modernization projects.

PRODUCT DESCRIPTION

With MyIT for Self-Service, employees can request help, report an issue, or set an appointment with a simple text post. No more forms, no more fuss. Context-aware services make it easy to find resources based on role, preferences, and location. And through crowdsourced collaboration, issues are resolved faster. This helps IT reduce operations costs as level-one help desk calls are deflected, boost employee efficiency as less time is wasted on technology-related issues, and usher in social, mobile, and cloud transformation to boost customer satisfaction.

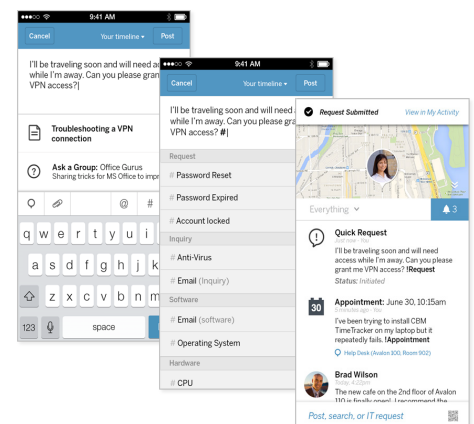


- In the activity stream, you can ask questions, contact experts, and track issues.

PRODUCT OVERVIEW

MyIT ushers in a new era of self-service.

- It's fast – With a swipe, your alerts and service updates appear.
- It's easy – Need something? Just write a post.
- It's personalized – Set appointments with experts at the time and place you want to be seen.
- It's relevant – Because MyIT knows you, it displays only the information you need there and then.
- It's ubiquitous – Beyond mobile iOS and Android apps, MyIT is available on any device.



- MyIT is formless so you can request services, set appointments, and report incidents with simple text posts.

APP FEATURES

Office Assignments: With a swipe and a click, employees can find and reserve work space, allowing facilities managers to optimize usage and cost.

Context-Aware Floor Maps: Allow employees to quickly find what they need, including Wi-Fi access points, conference rooms, and break areas.

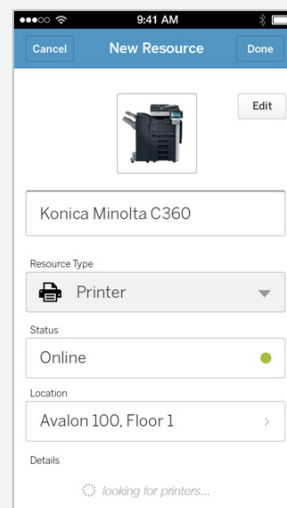
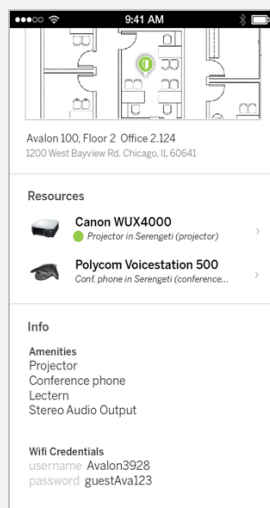
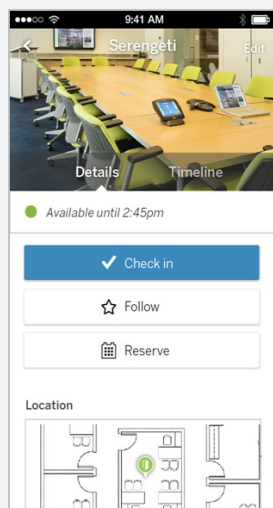
Crowdsourced Office: Lets employees share experiences and collaborate with IT on solutions.

App Store: Gives employees easy access to the hardware, software, and services they need in their daily work.

Concierge-Style Appointments: Enable employees to book their own appointments with office staff and IT when and where they want to be seen.

KEY BENEFITS

- Empower facilities managers to run any office environment around the world from a central location.
- Reduce downtime and keep productivity high by giving employees the ability to assign themselves a desk at any time.
- Get clear asset usage data for informed maintenance and purchasing decisions.
- Retain today's employees by offering them a modern, flexible work place.



MyIT is context-aware, allowing you to find people and resources in your vicinity. When you need a conference room, for example, the office map displays available rooms and equipment.

By empowering employees to update infrastructure information, IT friction – time lost due to technology-related issues – is limited.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. We have worked with thousands of leading companies to create and deliver powerful IT management services. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe that technology is the heart of every business, and that IT drives business to the digital age.

BMC – Bring IT to Life.



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