

BMC Knowledge Management Express

Identify information needs and solve problems faster

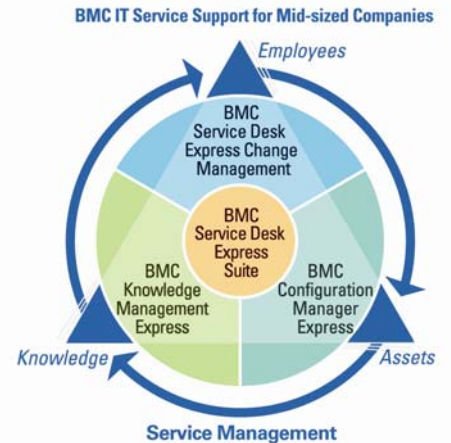
WITH BMC KNOWLEDGE MANAGEMENT EXPRESS, YOU CAN:

- > Reduce the cost of service and support
- > Provide a consistent experience for users
- > Improve customer satisfaction
- > Maintain 24x7 availability
- > Scale with demand

BMC Knowledge Management Express helps protect and extend your existing Service Desk implementation with robust knowledge tools that help you identify information needs and solve problems faster and more efficiently.

Every support organization today, whether help desk, technical support, or customer service, is concerned with getting the right information to the right people at the right time. But a typical service operation has a set number of service representatives to handle incoming calls. Fixed resources with fixed capacity can be devastated when there are spikes in demand. During these periods, employees experience longer hold and response times, which can translate into poor customer service and higher costs.

BMC Knowledge Management Express (formerly Magic Knowledge Management) helps you build an effective knowledge management system by plugging easily into your existing BMC Service Desk Express Suite implementation. With BMC, you can protect and extend your investments, harvest information from your most skilled, knowledgeable workers, identify information needs, and resolve issues faster. The separate self-service module can be added to empower end users and customers to find solutions to common problems, further reducing costs and improving customer satisfaction.



CUT COSTS, NOT QUALITY

To savvy IT professionals, BMC Knowledge Management Express is an effective tool to cut IT costs without sacrificing customer service quality. It helps IT personnel meet the increasing challenge to stay informed on diverse, changing technologies. You can also reduce long calls and resolution cycles, and eliminate inconsistent or outdated resolutions.

BENEFITS

Optimize Service Desk Resources

With features such as Web-based self-help and automated knowledge base updates, your support staff can reduce call volume and escalation rates, accelerate resolution cycles, and lower your overall costs.

Improve IT Process Efficiency

Improve overall process efficiency by leveraging IT Infrastructure Library® (ITIL®) best-practice service management. For example, you can quickly and accurately provide answers, determine which content in the knowledge base is obsolete, identify information to be researched and added to the knowledge base, limit duplicate research, and help new hires get up to speed more quickly.

Improve Compliance and Risk Management

With automated knowledge management, you can ensure the integrity of your database and more easily meet compliance standards. You also lower the risk of staff turnover by using BMC Knowledge Management Express to harvest and retain critical knowledge, even after subject-matter experts leave the organization.

KEY FEATURES

Rich- Text Authoring

BMC Knowledge Management Express delivers best-practice authoring with extensive rich-text HTML editing tools. It supports spell checking, linking, in-line or linked graphics, as well as other rich-text features. Industry-standard authoring templates ensure that your information is consistent and useable.

Authoring Process Workflow

With BMC Knowledge Management Express, you can get the right subject-matter experts plugged into the authoring process. You can also customize the authoring process to fit your organization's unique workflow and processes. Finally, you can make these processes simple or sophisticated, depending on your organization's requirements.

Web Self-Help

The optional BMC Knowledge Management Express Web Self-Help solution provides a powerful integration with BMC Service Desk Express Self-Service, allowing users to search for their own solutions and to create their own trouble tickets. Self-Help users can use "Frequently Asked Questions" to immediately find popular solutions. These lists are dynamically updated and you can customize them for different user communities. You can plug in different users to the parts of the knowledge base they use most.

Watch Lists

Users can monitor their own personalized lists of solutions and be notified when one of their solutions is updated or modified. This way, users can determine which information conduits they need.

Easy Implementation and Lower TCO

To meet the needs of the midsized help desk, BMC Knowledge Management Express is easy to implement, maintain, and customize. This translates into a lower total cost of ownership (TCO) for you.

ITIL Best Practices

Leverage ITIL best practices to reuse knowledge and link it back to the core issues. This helps you eliminate duplicate research, troubleshoot weaknesses, and take steps to remedy the issues. Establish enforceable authoring processes to ensure your content has met certain standards. Newly created documents are stored in an "unofficial" state and become official after an approval process.

Multiple Source Searching

Help desks and support centers often have more than one repository of information. BMC Knowledge Management Express enables the user to search across multiple sources and view information in an integrated hit list. Our powerful search engine allows for simple searching using Natural Language Query as well as sophisticated Boolean searches.

Notifications

When a document enters a new authoring process, the correct person or team can be notified that the document is awaiting input or approval. This accelerates the authoring process and helps to reduce bottlenecks in the workflow.

Security

Your organization may have more than one user community that requires access to different domains or solutions within your knowledge base. With BMC Knowledge Management Express, you control who has access to the knowledge.

Metrics and ROI Reporting

Reporting tools help you record and report on how your knowledge base is being used. For instance, you can track which subject matter experts contribute the most information so you can identify your most valuable employees. You can also identify recurring training or technical issues for your organization, and take steps to resolve them.

PART OF A COMPREHENSIVE SOLUTION

BMC Knowledge Management Express is part of the BMC ITSM Express solution, which enables you to deliver greater business value from IT through better management of technology. ITSM Express provides integration points for linking key service management processes to the service desk including asset management and discovery, change and configuration management, availability, and identity management. Learn more about BMC ITSM Express by visiting www.bmc.com/itsme.

ABOUT BMC SOFTWARE

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2008 revenues of \$1.73 billion. Activate your business with the power of IT. www.bmc.com.



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