

## BMC Remedy Knowledge Management

Advanced knowledge management for extending the effectiveness and value of BMC Remedy IT Service Management applications

### KEY BENEFITS

BMC® Remedy® Knowledge Management helps you:

- > Improve support staff productivity
- > Lower support costs
- > Improve support quality
- > Increase customer satisfaction
- > Reduce support call volumes
- > Enforce and ensure accurate knowledge base content

**BMC® Remedy® Knowledge Management provides a world-class knowledge management system that can improve staff efficiency, customer service and satisfaction, and business service quality. When savvy IT managers implement BMC Remedy Knowledge Management, they increase support staff productivity, reduce operating costs, and significantly improve the ROI of their help desk investment.**

### BUSINESS CHALLENGE

IT executives are looking for a flexible, affordable way to apply their employees' systems knowledge into their service management processes. Seasoned IT executives know that when armed with the right knowledge management solution, their employees can support new technologies quickly, find the information users need accurately and quickly, and capture new knowledge for future use.

### WHY ADVANCED KNOWLEDGE MANAGEMENT?

Reducing operating costs and improving the ROI within a help desk provide strong value propositions for an IT economic buyer. Especially in the current market, where companies are being forced to do much more with far fewer people and resources, the value of an effective knowledge management solution has become more compelling than ever. Below are some of the challenges that your help desk may currently face:

- > High call volumes, long call times, and high escalation rates
- > Expensive new hire training costs
- > Inconsistent, inaccurate, or outdated answers
- > Duplicate resolution research
- > Knowledge attrition due to employee turnover

### FEATURES

#### Rich XML Authoring

BMC Remedy Knowledge Management delivers best-practice authoring with extensive rich-text XML editing tools. It supports spell checking, linking, inline or linked graphics, and other rich-text features. Industry-standard authoring templates ensure that your information is consistent and usable.

#### Authoring Process Workflow

Authoring processes are customizable and enforceable. These processes can be simple or sophisticated based on your requirements. Newly created documents are stored in an "unofficial" state and become official after going through the approval process. When a document enters a new authoring process, the correct person or team can be notified that the document is awaiting their input or approval. This speeds up the authoring process and helps to reduce bottlenecks in the workflow.

#### Multiple Source Searching

Help desks and support centers often have more than one repository of information. Users can search across multiple sources and view them in an integrated hit list. The powerful search engine allows for simple searching using Natural Language Query and sophisticated Boolean searches. Furthermore, any combination of fields within the BMC Remedy applications, such as "Summary," "Category," "Type," and "Item," can be passed to BMC Remedy Knowledge Management automatically, making complex searches easy for any user.

#### Decision Trees

Decision trees lead the user through a complex resolution procedure. They also interactively collect a detailed audit trail of the branches followed by the user and integrate this data into the case record, thus providing



This product integrates with BMC Atrium technologies.

## KEY FEATURES

- > Rich XML authoring
- > Authoring process workflow
- > Notifications
- > Multiple source searching
- > Decision trees
- > Problem resolution
- > Security and multitenancy
- > XML architecture
- > Web self-help
- > Metrics and ROI reporting
- > Ease of implementation

## 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. Only BMC provides best practice IT processes, automated technology management, and award-winning BMC® Atrium™ technologies that offer a shared view into how IT services support business priorities. 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 2006 revenues of more than \$1.49 billion. Activate your business with the power of IT. [www.bmc.com](http://www.bmc.com).



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powerful liability protection and verification that the user followed each prescribed step in the procedure. The information collected also becomes valuable data for managers performing root cause analysis.

### Problem Resolution

BMC Remedy Knowledge Management is much more than a knowledge base used for referencing or linking a solution to a help desk case. BMC Remedy Knowledge Management is an integral component of the powerful problem management workflow included in BMC® Remedy® Service Desk. In addition to the decision tree data described above, BMC Remedy Knowledge Management goes beyond just providing faster answers — it is a valuable tool for seamlessly creating known errors and helping to identify root causes, important aspects of problem resolution and incident prevention.

### Security and Multitenancy

Your organization may have more than one user community that requires access to different domains or solutions within your knowledge base. With BMC Remedy Knowledge Management, you control who has access to the knowledge. XML templates and Visibility Group Management enable the support of sub-document or field level security. The administration of groups through the main administrator console allows visibility and rights to be administered in one place.

### XML Architecture

XML-based documents and templates allow for greater flexibility in repurposing or reusing data in other systems. They also enable easy customization. A change can be made to a single template and applied not only to documents authored in the future, but also to previously authored documents. This is the same pattern of flexibility followed by forms within BMC® Remedy® Action Request System® (AR System®), and it allows for easily embedding self-service knowledge management functions within other applications, such as Web portals.

### Web Self-Help

The BMC Remedy Knowledge Management Web Self-Help solution provides a powerful integration with the BMC Remedy Mid-Tier, allowing users to search for their own solutions and create their own trouble tickets. Self-help users can use “Frequently Used” and “Frequently Viewed” solutions lists to immediately find popular solutions. These lists are dynamically updated and can be customized for different user communities. What’s more, an audit trail, including the steps the user performed, can be captured and sent with the trouble ticket. This information provides the technician with more insight on how to resolve the issue.

### Metrics and ROI Reporting

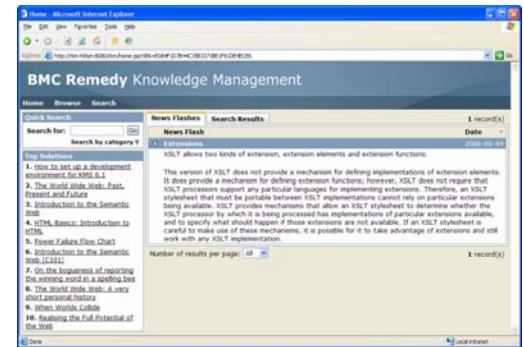
Metrics are recorded and available for reporting on such areas as:

- > Who is contributing the highest quantity and most frequently used knowledge?
- > Who is linking solutions to trouble tickets and who is not?
- > What searches are yielding no usable solution (so that needed solutions can be authored)?
- > What are the most frequently asked questions and the most frequently used solutions for each user community?
- > What percentage of trouble tickets are being handled through BMC Remedy Knowledge Management Web Self-Help?

These metrics and reports enable you to effectively measure your ROI, and reward individuals who are contributing knowledge.

### Ease of Implementation

BMC Remedy Knowledge Management inherits the ease of implementation and maintenance of BMC Remedy AR System to meet the needs of the smaller help desk, but also allows for the power and scalability needed in an enterprise. This translates into a low Total Cost of Ownership.



BMC Remedy Knowledge Management Console

