



BMC Service Desk Express Suite

BMC Service Desk Express Suite is an easy-to-use, browser-based support automation tool. It enables mid-sized businesses to improve service, achieve compliance, and increase process efficiency throughout the organization.

Key Benefits

- » Improved optimization through embedded ITIL best practices
- » Simplified installation process
- » Enhanced e-mail integration
- » Integration with change and asset management

Business Challenge

BMC Service Desk Express Suite (formerly Magic Service Desk Suite) increases overall business value with business visibility metrics that reduce operational costs and improve efficiency. These out-of-the-box metrics help you determine the cost of key activities, such as incident resolution, change management, and system maintenance, helping you to proactively manage the cost of IT operations. BMC Service Desk Express Suite enables you to:

- » Optimize IT assets through better resource efficiency
- » Lower risk and achieve compliance by automating key service management processes
- » Boost process efficiency by implementing IT Infrastructure Library® (ITIL®) best practices

Benefits

Increase user productivity

Improve user productivity with the ability to easily locate and display important information by sorting and filtering data through a query design wizard. It also includes a multi-language dictionary, spell checker, and other features that increase usability.

Improve end-user satisfaction

Improve IT processes using ITIL best practices so you can better monitor service levels and deliver the service quality business users demand.

Provide more secure system access

Out-of-the-box integration with Active Directory provides a unified authentication system that allows users to securely access the service desk system without requiring additional login IDs or passwords.

Provide 24-hour access to end users

Employees or clients can submit requests for service through e-mail or the Web at any time. They can check the status of their requests and search frequently asked questions (FAQs) on their own.

Make better decisions

With detailed management reports that provide business value metrics and trend analysis, you can make decisions that improve your bottom line. Administrators can define the reports they may view and access.

Reduce calls

Automated workflow reduces calls by keeping your customers informed when changes occur. Reducing the number of help desk incidents also helps lower IT costs.

Cut abandon rates

Optional telephony integration automatically identifies your customers and sends their information to the screen, which helps reduce call time and allows agents to field more calls.

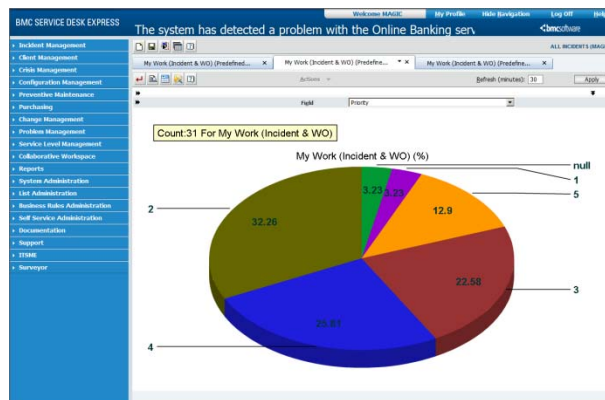


Figure 1: Easily display powerful query results in chart, table, or calendar formats

Features

- » ITIL V3 compatible
- » Self-service ticketing
- » Service level management
- » Asset management
- » Web services integration
- » Work orders
- » Purchase requests
- » Integration with Active Directory
- » Dynamic forms
- » Workflow engine
- » Real-time reporting
- » Dashboards
- » Administration tools
- » Integration engine
- » Error logging and diagnostics

**BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC SOFTWARE.**
Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC provides a comprehensive and unified platform that helps IT organizations cut cost, reduce risk, and drive business profit. For the four fiscal quarters ended March 31, 2010, BMC revenue was approximately \$1.91 billion. Visit www.bmc.com for more information.

Improve teamwork

BMC Service Desk Express Suite improves communication across all departments by integrating a workflow system with support, service, engineering, marketing, facilities, and sales. The browser-based interface makes it easy to access and also fosters a team environment within your organization.

Simplify form customization

An image object allows you to insert your own static logos and graphics onto forms. New sizing and alignment features make it easier to create forms.

Increase efficiency

A centralized repository allows you to store, retrieve, and distribute information efficiently. BMC Service Desk Express Suite can also centrally maintain all information, notes, testing results, and attachments, making them accessible to anyone, anywhere.

Reduce operational expenses

No software is required on the desktop, so installation and upgrades are quick and easy. This allows your staff to focus on more strategic initiatives.

Integrate with legacy systems

BMC Service Desk Express Suite helps you to reduce costs further by integrating with your existing legacy systems to exchange data and reduce manual entry. By using industry standard out-of-the-box connectors, you can improve efficiencies, time to resolve issues and customer satisfaction by easily connecting your service desk with other key business applications.

Automate request processing

Every request is logged, approved, and submitted electronically following established procedures, allowing you to streamline, track, and effectively report on the process.

Expedite the installation process

A configuration wizard tool helps new users to install and start using the suite quickly. This tool assists users in populating key pick lists, such as subject/category, status, urgency, etc., as part of the installation process.

Effective administration tools

Using error logs and detailed error diagnostics on fields, forms, database tables, and business rules, the administrator can easily diagnose and resolve issues around the working of the product.

Integration Engine Increases Your Return on Investment

In its endeavor to constantly deliver business value, BMC Service Desk Express Suite includes an integration engine, which provides strong out-of-the-box integration capabilities that lead to improved efficiency and performance of the service desk, as well as an improved service delivered to end-users. The integration engine includes out-of-the-box connectors (including Web Services, ODBC, SNMP, XML, LDAP/ADSI, and Text/CSV) that provide the capability to integrate with generic external applications. These integrations are built at the user interface (UI) level, thereby eliminating the need to make detailed and complex database-level packages for integration.

Part of a Comprehensive Solution

BMC Service Desk Express Suite is part of the BMC ITSM Express solution, which enables you to deliver greater business value from IT through better management of technology. BMC ITSM Express provides integration points for linking key service management processes to the service desk, including discovery, asset management, change management, configuration automation, and availability management. Additionally, the integration engine ensures proactive service management through synergy of different solutions as part of BMC ITSM Express.

For More Information

To learn more about BMC ITSM Express, please visit www.bmc.com/sde.