

## Customer Background and Landscape, ITSM Scope

# ARJO

Leading company in Medical Technology &  
Healthcare

- Page 01** Cover
- Page 02** Introduction
- Page 03** Challenges & Objectives
- Page 04** Solution & Benefits

# ARJO

Leading company in Medical Technology & Healthcare



- Arjo is a market-leading supplier of medical devices and solutions that improve quality of life for people with reduced mobility and age-related health challenges.
- The customer develops innovative products and services for the residential and the business market.
- In alignment with Arjo's vision for ITSM Transformation & Cloud migration, TechMahindra migrated the existing set of BMC Remedy ITSM applications to BMC Helix set of applications.

## CHALLENGES IN ENVIRONMENT\_\_\_\_\_

- ✓ Isolated processes, across multiple locations leading to process gaps and reporting
- ✓ Multi-lingual global users
- ✓ Heavily customized environment
- ✓ Remote user trainings globally

## PROGRAM OBJECTIVES\_\_\_\_\_

- ✓ ITIL Process realignment
- ✓ On-premise to Cloud (Helix) migration
- ✓ Service desk consolidation
- ✓ Intelligent auto assignment
- ✓ Reduce customizations
- ✓ KPI Reporting

**80%**  
**Reduction in**  
**calls / mails**  
**to Service**  
**desk**

**25%**  
**improvement in**  
**overall**  
**resolution time**

**90% tickets**  
**getting**  
**categorized**

**50+ KPI and**  
**Performance**  
**Reports**

## SOLUTIONS

- Process & Tools maturity assessment for identifying gaps
- Process standardization & governance
- BMC Helix ITSM Modules and Smart Reporting
- BMC Digital Workplace
- BMC Discovery & CMDB
- Helix Integrations: Email Gateway, LDAP
- Legacy data migration & delta data migration

## BENEFITS

- ITIL Process consolidation & Standardizations: TechM appraised customer and got key stake holders from multiple countries in a single workshop to establish and agree on a common process
- TechM with its extensive experience around processes and BMC toolset, designed the solution aligned to OOTB (Out-of-the-box) functionalities, ~80% of the earlier customizations aligned to OOTB Helix tool functionality
- With extensive experience in providing remote training, TechM planned a training strategy to deliver 20+ trainings remotely
- Achieved ~12% License optimization thus cost saving when moved from on premise to Cloud
- TechM helped in expanding BMC tools to business functions thus realizing more ROI
- Using BMC Helix Cognitive capabilities, Arjo achieved 90% auto assignment and auto-categorization of tickets.
- TechM designed and developed more than 50 KPI & Performance reports, using BMC Smart Reporting.

1

**1000+**

End users supported

2

**300+**

Support staff

3

**20+**

Sites and Locations  
spread across the globe

4

**12000+**

CI-Assets