ESS
Beyond products and processes
Serving business objectives

Customer Background and Landscape, ITSM Scope

Global medical technology company (UK)

Leading company in Medical Technology & Healthcare
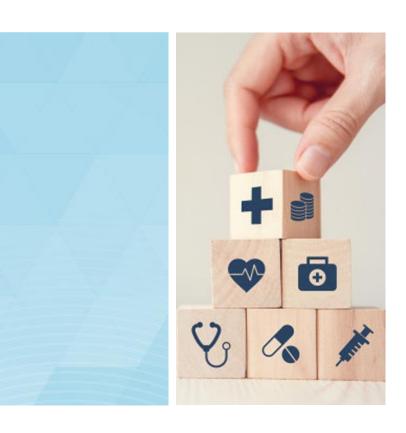
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- Customer is a market-leading supplier of medical devices and solutions that improve quality of life for people with reduced mobility and age-related health challenges.

- The customer develops innovative products and services for the residential and the business market.

- In alignment with Customer's vision for ITSM Transformation & Cloud migration, TechMahindra migrated the existing set of BMC Remedy ITSM applications to BMC Helix set of applications.

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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

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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, Customer 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