

Health Check on BMC Products

Engagement Summary Document

Executive Summary

The last two decades have seen Emergys emerge as a top contender and trusted BMC Partner for implementation, execution, and maintenance of BMC solutions and services for global customers. This is backed by our technical expertise, fast turnaround time, and long-standing association with BMC.

Emergys offers a Technical Solution Health Check service aiming to understand the current BMC Remedy/Helix ITSM solution performance within an organization and identify any perceived problem areas experienced.

The service involves collaboration with key stakeholders to gather insights into the health of production systems and covers analysis activities that evaluate the architecture aspects and functional areas of solutions. Upon completion, Emergys provides a Health Check Summary document containing recommendations based on the findings collected during the engagement.

The goal of the end-to-end service is to enhance the performance of the BMC solution within the organization by addressing issues identified during assessment.



Services Performed

Emergys as a partner, will assist by



System Performance Best Practices: Examining BMC Remedy/Helix ITSM configuration files and providing best practice recommendations to optimize system performance.



License Optimization: Assess the current BMC Remedy/Helix ITSM licenses and provide recommendations for optimization to reduce costs.



Service Catalog Review: Comprehensive analysis of the BMC Remedy/Helix ITSM service catalog, leveraging industry best practices to optimize efficiency and improve customer experience.



Utilization and UX Optimization: Conducting usability assessment to evaluate BMC Remedy/Helix ITSM usability and identifying opportunities for improvement, ensuring applications are completely utilized to deliver an optimal user experience.



Error Log Identification: Analyzing error logs to identify important messages and address any issues found.



Usability Assessment: Conduct a usability assessment of the BMC Remedy/Helix ITSM solution to identify any user experience (UX) issues and provide recommendations for improving the user interface and overall usability.



BMC Solution Integration Analysis: Assess the integration of the BMC Remedy/Helix ITSM solution with other systems and applications to identify potential gaps or issues and provide recommendations for optimization.

Scope Summary

Emergys' services include examining configuration files and error logs to optimize system performance, assessing and optimizing BMC Remedy licenses to reduce costs, conducting usability assessments to improve user experience, analyzing the service catalog and BMC Remedy/Helix ITSM integrations to optimize efficiency, and evaluating application usability to identify opportunities for improvement. Our expert teams provide comprehensive recommendations to ensure that your BMC Remedy/Helix ITSM solution delivers the best possible value to your organization.

Deliverables

The assessment documents all its findings and recommendations in a report, which would be presented to the organization. This report would include a summary of the assessment, a detailed analysis of the issues identified, recommendations for resolving issues and improving the overall performance and stability of the ITSM solution.

Estimated Timeline(s)

This service is typically completed in two weeks.

Ready to elevate your IT operations with BMC solutions? Contact us today to discover how Emergys can transform your business.

Global Presence



Connect with us!

Morrisville | Guadalajara | Pune | Chennai
 +1-919-484-1690 | +91 (20) 6728 5000
 connect@emergys.com



www.emergys.com



info@emergys.com



www.linkedin.com/company/emergys-llc