Remedyforce to BMC Helix ITSM Migration

Executive Summary

The past decades have seen Emergys emerge as a preferred BMC Elite Partner through the organization's successful implementations of BMC solutions. With multiple expert interactions and a focused business approach, Emergys offers a comprehensive solution for global corporations that are seeking to migrate their existing Remedyforce platform to BMC Helix. Smooth migration with technical support across all stages; we ensure customers receive great value through a partnership with us.

Overall Scope

The migration service includes a workshop, gap analysis, and data extraction to understand the current setup and customize the migration to BMC Helix ITSM. Our team will build the entire Helix ITSM environment, inclusive of integrations, and perform transaction data migration. The team will also provide end-user and support staff training to facilitate a smooth transition.

Services Offered

Workshop with stakeholders to understand current setup and detailed demo of Helix ITSM capabilities.

Conduct gap analysis between Remedyforce and BMC Helix to map existing functionalities within both.

Study existing integration between Remedyforce and third-party applications within the customer environment.

Build Helix ITSM environment according to final signed off solution design document.

Extract foundation data for migration.

Prepare ITSM process data for migration.

Build Integrations (Standard migration offering includes:)

1. Active Directory Integration to create Helix ITSM user profiles automatically.

2. Remedy Single Sign On (RSSO) with active directory or any other third-party Identity Provider (IDP).

3. Email integration to parse incoming emails to incidents.

Transaction data migration

1. Data preparation.

2. Data migration for 30K records.

End user and support staff training.

Deliverables

Project Plan

Gap Analysis Report

Requirement Document

Solution Design

Construction Document
(Technical Configurations)

User Guide
(IT Support Staff)

End User Guide

Test Cases

Estimated Timeline

This service is typically delivered in 12 to 14 weeks

Why Emergys?

At Emergys, we deliver exceptional value through our BMC solutions with the following key features:

Dedicated Team
A specialized group focused on achieving measurable business outcomes.

Rich Experience
Expertise in DSOM, workload automation, RPA, and IT automation.

Seamless Integration
Cloud-to-cloud and cloud- to-on-premises integration services for better interoperability.

Global Reach
Onsite and remote implementation services to meet your needs worldwide.

End-to-End Management
Comprehensive project and support management throughout the BMC solutions lifecycle.

Expert Consultants
Over 350 certified BMC professionals providing tailored consulting & implementation services.

Application Development
Enhancements using the BMC Helix platform for optimized operations.

In-House R&D
A dedicated lab ensuring our consultants are equipped with the latest industry knowledge.

Certified Add-Ons
Additional functionalities available through the BMC Marketplace.

Proven Success
Over 650 successful BMC engagements demonstrating our ability to deliver results.

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

Connect with us!

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