



BMC Remedyforce Service Desk

Take advantage of IT service management in the cloud from the industry leaders in service desk software and cloud application delivery: BMC Software and Salesforce.com. Deliver exceptional levels of service to your organization with a contemporary, comprehensive, and easy-to-use application — no capital investment, no infrastructure upgrades, and no software maintenance required.

Key Features

- » Rich IT service management functionality, including incident, problem, change, service request, service level management, and more
- » The world's most widely deployed and trusted cloud platform – Force.com from salesforce.com
- » Chatter® integrated social media platform for team collaboration
- » Mobile apps accessible to end-users and IT staff
- » Native integration to salesforce.com business processes and data

Key Benefits:

- » Accelerate time to value with easy-to-deploy, easy-to-use SaaS solution
- » Deflect calls, empower users, improve satisfaction, and reduce costs with robust self service
- » Avoid business disruptions with integrated change management
- » Enjoy hassle-free upgrades, maintenance, and back-up
- » Continually optimize performance through powerful reporting and analytics
- » Provide custom user experiences with new 'Workspaces' capability

The Service Imperative

The way organizations build and consume technology is changing at an unprecedented rate. The line between personal and corporate ownership of IT infrastructure is blurring — communication among individuals and groups has become instantaneous and collaborative. In parallel, the deployment and ownership of critical business systems are undergoing a revolution as SaaS and Cloud applications form a greater proportion of the IT portfolio. These developments and expectations bring new challenges to IT support teams — and new requirements for IT service management systems.

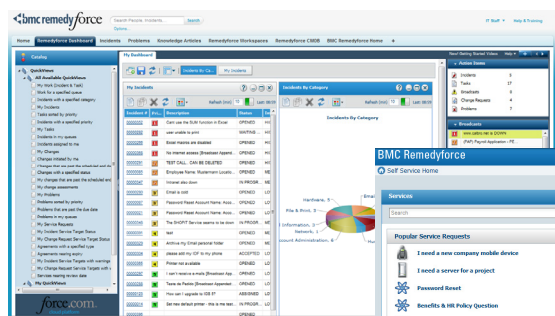
BMC Remedyforce Service Desk represents a cost-effective, contemporary, and best-practice response to the challenges of delivering high-quality service support.

Meeting the Challenge

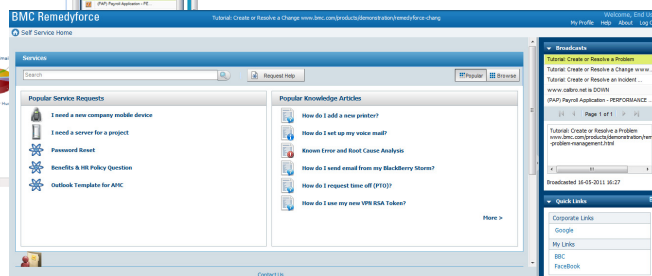
BMC Remedyforce Service Desk enables you to exceed expectations and deliver interactive IT support services — accessible anywhere, anytime. Not only will you manage evolving complexities across suppliers, consumers, and third parties, but you will do so while leveraging built-in best practices across key ITIL® service management processes for greater control and efficiency.

With BMC Remedyforce Service Desk, you will:

- » Deliver a comprehensive and modern self-service experience to users, while also increasing efficiency
- » Empower support teams with real-time social collaboration and knowledge management
- » Monitor and enforce service level agreements between the business, IT, and third parties
- » Reduce training and accelerate productivity with a simple and intuitive user experience
- » Keep pace with innovation and emerging best practices through seamless SaaS delivery



Customized dashboards help you get to important information quickly.



Comprehensive and easy-to-use self-service portal provides integrated service request management.



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Industry-leading service desk built on the leading cloud platform

- SALESFORCE.COM**

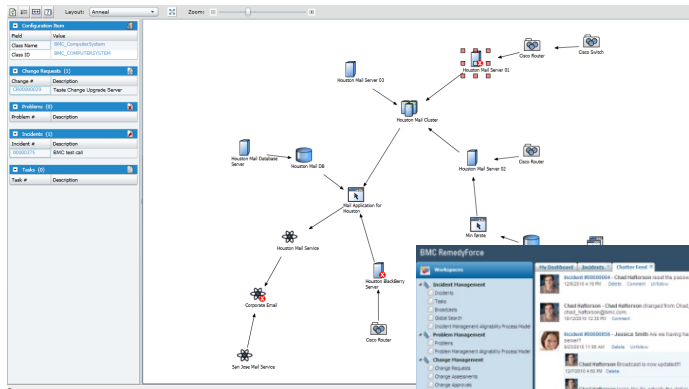
BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC SOFTWARE.

Simplify and Automate

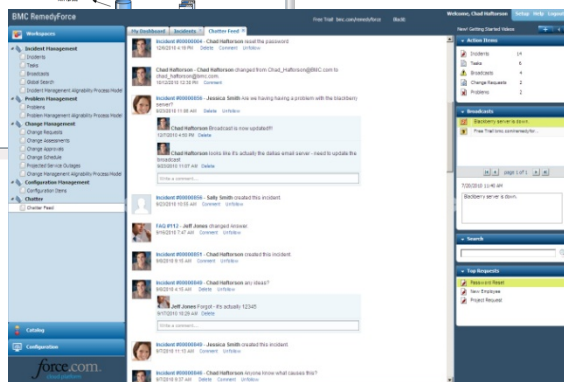
BMC Remedyforce Service Desk automates your complete IT support process — from incident to change to analysis — enabling your support staff to maximize service stability and increase customer satisfaction.

Through a range of pre-built, best-practice workflows, you can:

- » Eliminate up to half of your inquiries and maximize agent productivity with comprehensive end-user self service
- » Reduce the risk and cost of unplanned changes with advanced scheduling, including planned outages and automated approval process
- » Minimize the number of incidents generated by problems through effective root cause analysis and knowledge creation
- » Provide decision support to your agents with access to configuration management information and full visibility between processes and teams



Configuration Item Explorer speeds root cause analysis.



Chatter[®] promotes collaboration within the IT team.

Implementing BMC Remedyforce Service Desk can result in significant cost reductions and quick return on deployment for those who want a best-in-class service desk. Choose to pay for your IT service management implementation as an operational, rather than a capital, expense, thereby eliminating the need to keep hardware assets on the balance sheet.

With no software or hardware to install/manage and no servers to provision, you're up and running faster — and seeing a positive impact on your business — in a fraction of the time.

For a free trial or more on BMC Remedyforce Service Desk, go to www.kkc.net.au/remedyforce.

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