



Hill International

» BMC FootPrints enables Hill International to automate its IT and HR departments, eliminating manual processes for technical support and asset procurement.

BEFORE

- » Inefficient, standalone back office operations across multiple business units
- » Incomplete understanding of individual business unit performance
- » No big-picture view of overall business performance
- » Manual processes for change management and mobile device management, among others
- » Manual processes for organizing and tracking large volume of service tickets

AFTER

- » Single workspace/location dedicated to back office management
- » Automatic end user notification when service tickets are opened and resolved
- » Increased efficiency for help desk staff
- » Automated cost-effective procurement process identifies pricing and availability by specific geographic locations
- » Automated and streamlined change management process approves and communicates changes
- » Efficient access to tracking information for managers, eliminating need for outside reporting tool



GEOGRAPHY
North America

INDUSTRY
Services

SOLUTIONS
BMC Footprints

Hill International, a professional services firm headquartered in New Jersey, helps companies across the globe manage risk in construction projects. The firm's 3,100 employees work in offices in more than 130 countries worldwide, including London, Dubai and Sydney. Hill supports its global operations with approximately 40 IT staff members.

In 2008, Hill International had a problem. The consulting firm's back office functions, from asset procurement to IT to HR, were inefficient. The departments were operating in silos, making it difficult to manage the business as a whole or even get a clear view of how each unit was running. Many processes that could have been automated, such as mobile device tracking and change management, were performed manually by employees entering data into Excel spreadsheets.

Even Hill's IT support desk manually organized the service tickets originating from calls, walk-ups and over 1,000 emails every month. The company needed a dedicated workspace that could automate business processes and combine all back office functions onto a single platform. Such a single view could then track activities to identify opportunities for additional automation and efficiencies.

THE BMC DECISION

Hill's answer: Adopt BMC FootPrints, allowing the company to establish a single workspace that included all workflow streams and a single location dedicated to

backoffice management. The software automated IT support desk responses so end users are notified when their ticket is opened and notified again when the issue is resolved. For procurement, Hill used BMC FootPrints to build a workspace that helps employees identify a quote for the item they need based on pricing and availability in their geographical region. Once an item is purchased, it is updated immediately and automatically in the system.

BMC FootPrints has also allowed Hill to streamline change management. Updates on everything from software to mobile devices were moved from old, manually-updated spreadsheets to a business process automation function. Now processes have been put in place to efficiently approve changes, push them out globally and easily track the results and issues that arise.

“One of our favorite aspects of BMC FootPrints is its flexibility in customization,” said Jeff Danner, Hill’s director of system architecture. “Learning how to use and develop BMC FootPrints was much easier than our previous software. It’s also a tremendous tracking tool. Reports on historical issues can be run at the click of a button, so it’s easy to look back and see what worked, what didn’t and where we can improve.”

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DIRECTOR OF SYSTEM ARCHITECTURE

BUSINESS BENEFITS

While Hill has yet to conduct a formal return on investment (ROI) study for BMC FootPrints, the improvements the company has seen through business process automation are obvious. Establishing new workstations or projects has become much easier, freeing up employees to spend less time on administrative tasks and more time on business issues. Once a new project has been set up, adding categories and dependencies within the system is also more efficient. This streamlines workflow, allowing employees to sift through materials for relevant information.

The BMC FootPrints Executive Dashboard also gives Hill managers the ability to access and organize all tracking information recorded in the system. Not only does the Executive Dashboard eliminate the need for purchasing an outside reporting tool, it gives managers the ability to identify additional improvements that will streamline change management, ensure a cost-effective procurement process and create a more efficient support desk.

NEXT STEPS

Although Hill is using BMC FootPrints for a large number of business functions, Danner sees additional opportunities for utilizing BMC FootPrints as an internal IT tool, such as using it for a loaned device tracking system and to help organize the service catalogue.

CUSTOMER’S FINAL WORDS

“The bottom line on BMC FootPrints is that it makes me better at my job. Not only are Hill’s workflows more efficient, but manager visibility is so much improved that it is easy to identify further opportunities to streamline our procedures. Best of all, the software is simple to interact with: Almost anyone can learn how to use BMC FootPrints to cut costs and generate growth,” Danner said.

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ABOUT HILL INTERNATIONAL

Hill International offers extensive project management and construction claims consulting services worldwide. Having participated in over 10,000 project assignments with a total construction value of over \$500 billion, Hill has managed all phases of the construction process, from concept through completion. Engineering News-Record magazine recently ranked Hill as the 8th largest construction management firm in the United States. The Project Management Group is complemented by a world renowned Construction Claims Group, which has participated in over 50,000 disputes valued in excess of \$100 billion. Construction owners turn to Hill to help minimize risk and deliver projects on time, within budget with the highest quality deliverable.

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

Business runs better when IT runs at its best. That’s why more than 25,000 IT organizations — from the Global 100 to the smallest businesses — in over 120 countries rely on BMC Software to manage their business services and applications across distributed, mainframe, virtual and cloud environments. With the leading Business Service Management platform, Cloud Management, and the industry’s broadest choice of IT management solutions, BMC helps customers cut costs, reduce risk and achieve business objectives. For the four fiscal quarters ended March 31, 2012, BMC revenue was approximately \$2.2 billion. Visit www.bmc.com for more information.

