



BOOST REMEDY SOFTWARE PERFORMANCE WITH SUPPORT AUTOMATION

Automated. Unified. Accurate. No matter how your support calls originate or where they end up, your company relies upon BMC® Remedy® service management applications to track incidents and streamline your IT service operations.

But as pressure mounts to reduce IT operations' costs and increase service levels, organizations are extending the benefits of their Remedy applications through support automation.

With integrated SupportSoft solutions for Remedy, you can manage and optimize the entire incident management process, from early detection and diagnosis through real-time resolution, issue tracking and final analysis.

SupportSoft: The Remedy for Support Automation

With SupportSoft for Remedy, you can extend your call tracking environment with a unified solution that helps drive more support requests to lower-cost channels and achieve a broader range of benefits, including:

- **Faster time to service**
- **Faster, more consistent resolutions**
- **Accurate problem diagnosis and automated resolution**
- **Accurate reports on incident frequency**
- **Fewer errors and escalations**
- **Faster incident routing**
- **Improved ticket-closing statistics**

SupportSoft can enrich the Remedy Action Request System® (ARS) with more accurate information, and extend its effectiveness with industry-proven support automation capabilities.

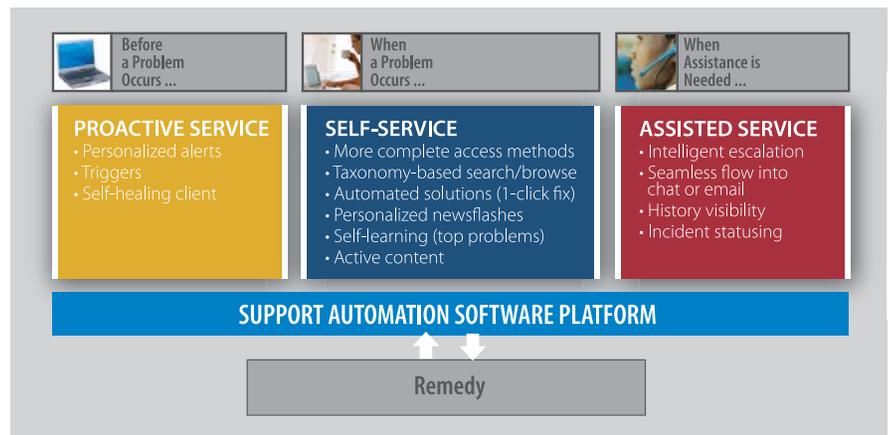
Remedy AR System provides:

- A **single system of record** for all support interactions, including SupportSoft best-of-breed Web-based chat and remote control solutions
- **Workflow automation** to ensure forms are complete and technicians follow the right processes
- **Issue classification and categorization** to help with tracking, trending and reporting

SupportSoft extends and enhances Remedy AR System with:

- **Best-of-breed support automation channels** that excel where others fail—from serving consumers with unknown configurations or behind firewalls—to employees with “locked down” computers, such as those within financial institutions
- **Automated problem diagnoses** to reduce troubleshooting time, eliminate manual data entry, and ensure Remedy from data is accurate
- **Automated problem resolutions** that can increase end-user satisfaction and dramatically reduce handling times

To reduce reliance on costly phone support resources, SupportSoft’s out-of-the-box implementation flows guide users to the most effective support channel for the fastest problem resolution. SupportSoft automatically populates the Remedy database with Web portal session and self-service histories, storing the last search an end-user made or the articles an end-user viewed. The integrated solution dynamically links and synchronizes both SupportSoft and Remedy databases, regardless of how the incident was opened or where the user was sent.



SupportSoft dovetails with Remedy so both analysts and users view the same history and incident information, no matter if they are using self-service tools, chatting with support analysts online or consulting with Tier 2 technicians.

Six Ways to Make the Most of Remedy

SupportSoft for Remedy allows you to extend the best of Remedy ARS to enable proactive self- and assisted-service.

1 ► Automatically create, fill, and wrap trouble tickets.

Auto-fill forms save analysts precious time by populating fields with problem descriptions provided by the end-user and automatically gathered diagnostic data. SupportSoft software can automatically complete the Remedy ticket with the entire transaction record, including status or close code, and incident duration.

2 ► Take the guesswork out of data gathering.

SupportSoft software can poll systems in real-time for hard to find configuration and diagnostics data. This data can be gathered in both self-service and assisted service flows to help route tickets, find SupportSoft Knowledge Center™ solutions, and diagnose root causes for faster time-to-resolution. You can also use SupportSoft software to automatically protect and repair personal network settings and other data unique to an end-user's system.

3 ► Get the right answers fast with SupportSoft Knowledge Center.

SupportSoft Knowledge Center can give analysts context-aware, one-button access to the right answers right away. SupportSoft Knowledge Center can even auto-fill search fields with the problem text originally entered by the user. In addition to deploying SupportSoft Knowledge Center, you can use the solution to enhance your existing technical knowledge base or leverage pre-integrated solutions from third parties.

4 ► Streamline communication and boost confidence with two-way updates.

Appropriate Remedy ticket information can be made available to end-users online—even for incidents that are handled over the phone. The convenience of online status look-up can increase customer confidence and encourage adoption of lower-cost self-service support channels.

5 ► Meet SLAs with on-demand remote assistance.

Some issues are too complex to solve until an analyst has hands-on access. In these cases, SupportSoft's on-demand, remote assistance tools allow authorized analysts to remotely diagnose and resolve issues for higher first-contact resolutions and lower handling times. Unlike other remote assistance solutions, SupportSoft works securely on a wide variety of software platforms, over WAN connections, through firewalls, and in "locked-down" enterprise PC environments.

6 ► Leverage pre-built best practices and proven fixes.

SupportSoft helps you offload your costliest resources with pre-built, automated solutions that save time and minimize escalation. We analyze millions of rows of real-world, cross-industry incident data to determine the top problems that need to be solved, and then we can automate resolution to those issues that are most likely to be call drivers for our customers. For instance, with automated resolutions, a Tier 1 analyst could wrap-up a corrupt email mailbox incident in as little as three minutes—rather than the 30 minutes or more typically required for a multi-step, manual repair.

Where users go, data follows.

SupportSoft ensures that all incident information follows the end-user across support channels and along escalation paths. Remedy tracks and stores incident data, so IT analysts or automated systems always have visibility into the end-user's status and incident history. Wherever the end-user goes, SupportSoft and Remedy software work together to create a single system of record that is accessible to everyone in the incident management workflow.

Ensure an Accurate Big Picture for Problem Resolution

SupportSoft for Remedy makes it easier than ever to measure and analyze your service organization's performance, efficiency and success. View activities and status across all support channels to identify problem areas, best practices, and the most effective automated solutions. SupportSoft gives you actionable data culled from the experience of your support organization—data you can use to meet SLAs and cut costs.

With SupportSoft solutions, you can:

- View the full history of proactive, self-service and assisted support activities
- Gain greater visibility and classification of all issues
- More easily identify root causes through rich configuration and resolution data
- Evaluate the success of resolution techniques, such as scripted fixes and automated resolutions

SupportSoft: Your Remedy for Soaring IT Service Costs

With SupportSoft support automation solutions, your organization can gain more value from your Remedy software investment, drive down the costs of incident management, and deliver better and faster service to more end-users. With Remedy serving as the single system of record, SupportSoft's automated solutions route incidents to the most efficient channel, increase analyst productivity and effectiveness, improve end-user satisfaction, and offer better visibility into the history and performance of all service channels.

Find out how SupportSoft can help you make the most of your Remedy Action Request System. Visit www.supportsoft.com.



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