

# BMC Service Excellence

Our services' engagement methodology

## BUSINESS CHALLENGE

Technology is enabling companies to advance at such a rapid pace, that organizations are grappling with the pressure to evolve or cease to exist. That evolution often means centering corporate strategy around technology and becoming an Autonomous Digital Enterprise (ADE). Those leading these business critical transformations understand technology investments do not always produce the results that are expected. What makes or breaks the ability to deliver the results from technology investments that were promised to executive leadership or boards of directors are a tight knit vendor partnership backed by a consistent and methodical experience focused on achieving your business-critical outcomes.

Not all customer experiences are created equal. What differentiates a professional services' customer experience from basic to outstanding is one rooted in a strong methodology that centers around you and your desired outcomes. The methodology must have a dynamic design that synthesizes the efforts across all the activities and contributors and has a lifecycle that allows for constant, iterative advancement of your solution adoption journey.

## BMC APPROACH

BMC Service Excellence (BMCx) helps you maximize the impact and adoption of key capabilities and your BMC solution aligned to your objectives and desired outcomes. Our approach is a proven model with prescribed phases to help you progress smoothly, and effectively while also incorporating key alignments you care about like IT, employees, and end users critical to your goals.

BMCx is composed of three core phases that deliver consistency and focus to your interactions with BMC. We leverage playbooks and prescriptive plans to help you adopt the use cases you prioritize as well as offer the ability to execute agile and waterfall approaches depending on your preference or needs. While you progress through the methodology, your BMC Customer Success team will provide the necessary guidance and support during each phase with a focus on the agreed success criteria. Even further, once you have gone live with the BMC solution, our team will provide insights on what to tackle next to get even more from your BMC investment.

“ I have already been able to accomplish a few projects in my career. I would like to emphasize that I have never had one that went so smoothly, efficiently, and very professionally .....This is how projects are really fun. ”



**70%**  
Of digital transformations fall short of the objectives



**44%**  
Of projects create some value but do not meet targets and resulted in limited long-term change



**26%**  
Of projects create little value (<50% of target) producing no sustainable change

## METHODOLOGY DETAILS

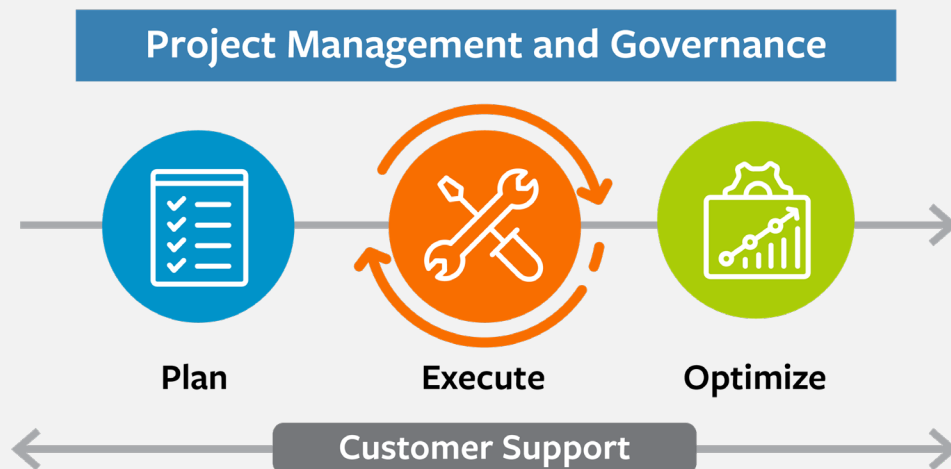
Below are the basic activities that align to each phase of BMCx.

- 1. Plan**—formulates the details of your success criteria
  - Facilitate a smooth transition for you from the sales cycle to planning and implementing by confirming your expectations for your solution.
  - Gather details on your priorities and objectives to create a schedule for goal attainment and orient the joint teams to critical criteria via a kick-off meeting and planning sessions.
  - Document your people, process, technology, and business requirements to form a solution design and execution plan.
- 2. Execute**—performs the activities prescribed in the plan phase
  - Build and document the solution using the reviewed and approved design artifacts.
  - Educate user, conduct testing, and provide services outlined in the scope of your contract with BMC.
  - Rigorously test to confirm the solution built is in accordance with the approved design artifact, your needs, and expectations.
- 3. Optimize**—delivers the solution and insights into where to go next
  - Bring the validated solution into final production or deliver final recommendations from an advisory service to demonstrate satisfying your business and technical requirements.
  - Confirm your ability to independently operate the agreed solution as well as inform how to access BMC Customer Support assistance.
  - Transition to your BMC Customer Success Manager and/or BMC Applications Managed Service\* to deliver continuous service improvement with a focus on solution adoption aligned to business outcomes

\* BMC Applications Managed Service is available via separate purchase

### FOR MORE INFORMATION

Contact your BMC Account Manager to discover how BMC Service Excellence can bring value to your business or visit [bmc.com/it-services/it-consulting-services](https://bmc.com/it-services/it-consulting-services)



### About BMC

BMC works with 86% of the Forbes Global 50 and customers and partners around the world to create their future. With our history of innovation, industry-leading automation, operations, and service management solutions, combined with unmatched flexibility, we help organizations free up time and space to become an Autonomous Digital Enterprise that conquers the opportunities ahead.

**BMC—Run and Reinvent**

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