bmc helix

Global Aerospace & Defense Company Rapidly Modernizes Service Management with BMC Helix

Efficient upgrade

Faster time to value

Reduced MTTR

Company Overview

This global aerospace and defense company is based in Virginia, has significant presence in 13 states, and is in more than 70 countries across the globe. The company supports a telephone systems and services contract for a US federal government transportation agency.

The company was awarded a contract to support telephone systems and services in 2010. They implemented Remedy from BMC and experienced great efficiencies. Recently, as they sought to upgrade their service management technology, they prioritized maintaining the superior customer experience their federal agency customers had come to expect, as well as modernizing the experience for their agents staffing the service desk.

Business Challenge

In 2019, the company had a mandate to move its service desk for the federal transportation agency program to the cloud. Even further, they were required to select a technology that was FedRamp compliant. By participating in a BMC training program, the company determined that BMC Helix would help them meet their goal of a modern experience for their agents serving their government customers, while at the same time benefiting from new automation capabilities to reduce "swivel chair" processes and achieve faster response times.

BMC Solution

By selecting BMC Helix and BMC Customer Success to migrate their Remedy environment to the new platform, the global aerospace and defense company had an affordable and effective plan for shifting their data and getting live on the new system rapidly. BMC and Alderstone CMT together have an innovative solution that automates the movement of existing foundational, transactional, and application data to enable a very efficient transition to BMC Helix. By using Alderstone CMT, BMC Customer Success was able to transition the data from Remedy to BMC Helix for the approximately 100-person service desk in a very short period of time, and more importantly, with no degradation of service.

After the data was moved, BMC Customer Success helped the company activate the key use cases that were critical to higher service desk agent satisfaction and faster mean time to resolution (MTTR).

After moving to BMC Helix, the global aerospace and defense company activated asset management to use interactive voice response (IVR) to easily identify the caller as well as the asset aligned to them. This allows more robust customer service as agents immediately know who they are talking to and what assets are aligned to them. Even further, automation has eliminated the manual triaging of email to make sure tickets were routed to the right group. With BMC Helix Digital Workplace, the company now presents services to their end users in the form of a catalog, which saves them additional time and effort through automated ticket routing. With the very efficient ramp up to BMC Helix, not only was the company able to keep delivering excellent service, but they were also able to add features and capabilities to further modernize the way their company does business.

Learn More:

🌐 Visit the BMC Helix web page

🌐 Visit the BMC Services and Consulting web page

📇 Contact a BMC Customer Success Expert

524216