

Large North American Food Manufacturer Delivers Improved Service Experience with BMC Helix



+480

US plants installed



104%

increase in solution adoption



52%

decrease in service desk calls

Company Overview

This large North American food manufacturer with \$3.94 billion in revenue sought a solution to improve the customer experience for its service desk, human resources (HR), and manufacturing plants by applying automation across its business. The company wanted to derive the agility and cost reduction benefits of moving to SaaS while delivering an ITSM solution that was easy to use to promote rapid adoption. Even further, they wanted to be able to expand the service to other lines of business in the future.

Business Challenge

For several years, the food processing company had an ITSM solution that was on-premises and was not well-adopted by the enterprise. The lack of buy-in resulted in high call volumes and time-intensive email processing by the small service desk team. With low system performance reliability, their existing solution often did not meet service expectations and resulted in lengthening the time to resolve tickets. This company needed a solution that helped them provide a transcendent customer experience and benefit from automation everywhere to free-up staff to focus on higher level business demands. HR specifically needed to have the ability to isolate and route tickets to specific users due to sensitive HR-related matters. Additionally, HR needed an automated, streamlined solution for creating tickets from inbound e-mails sent from people no longer employed by the company. Lastly, they wanted users working in their plants to be able to submit service requests via mobile devices, removing the need to place a call or send an e-mail to the service desk.

BMC Solution

The food manufacturer selected BMC Helix ITSM with BMC Helix Digital Workplace to achieve a modern, intuitive, single self-service portal to serve its lines of business and IT. BMC Customer Success provided expert configuration using an agile, iterative approach, and along with Education Services for IT team members, contributed to on-time delivery of the solution. To derive the most benefit from BMC Helix capabilities, the company prioritized out-of-the-box functionality. With improvement of the service catalog and knowledge articles, the company was able to shift to adoption of end-user self-service for many of its core service requests. This also allowed IT to start forming policies to embed the use of self-service, resulting in 52 percent fewer calls to the service desk and reduced e-mail request submissions.

The company also improved the quality of its data by benefitting from the ticket segmentation embedded in BMC Helix ITSM. Tickets can now be precisely routed for action. Additionally, only specified users are able to see and modify tickets, which increases the accuracy of company data and responses. The food manufacturer also benefits from Smart Reporting, the solution's easy-to-use, web-based report writer, which enables better alignment to service level agreements (SLAs) and makes it easier for system users to see the progress of their tickets.

With many of the company's staff operating in plant environments and not sitting at computers, being able to interact with the service desk via mobile devices was critical. BMC Helix Digital Workplace enabled staff in more than 480 plants and corporate sites to easily submit or approve tickets, reducing response times. This has contributed to a 52 percent reduction in call volume and has allowed the company to boost user adoption by 104 percent within just six months.

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