Liberation that's oh so logical.

Ready for a smart approach to IT service management? It's called Remedyforce. And it's about to free your business to do so much more. Built on the tried-and-true Salesforce1 Platform and with BMC's ITSM expertise, Remedyforce is easily shaped to your company's systems. It sensibly takes command of your most time- and cost-consuming tasks. And it delivers a rich set of capabilities that liberates your business to be its very best.

Privacy in Product and Policy

Implementing an on-premise ITSM system can be expensive both to install and to maintain, but it also means you're supporting it on your own. Cloud ITSM systems bring the advantage of provider support—but some come at the cost of data privacy. Remedyforce is uniquely positioned to ensure data security through both product design and product support policies.

> " Nothing is more important than the privacy of our customers' data. No Salesforce.com employee has access to unencrypted customer data without explicit permission being granted by an authorized user of the customer, typically to customer support personnel to obtain assistance. When granted, the access is limited to the role of the grantor and is strictly time-boxed to the duration selected by the grantor. "
>
> —PARKER HARRIS, EXECUTIVE VP TECHNOLOGY AT SALESFORCE.COM

REMEDYFORCE OFFERS UNPARALLELED PHYSICAL & LOGICAL PRIVACY POLICIES

- *Explicit permission required for each instance*
- *Support access is time-boxed*
- *Role-based permissions limit data access*

REMEDYFORCE IS CERTIFIED FOR SECURITY

- *Full ISO27001 certification*
- *SOC-1, SOC-2, SOC-3 certified*
- *SSL 128-bit VeriSign transmission-level security*
- *Approved for US Government agencies*

The Power of the Platform

Moving to cloud-based systems simply makes sense for businesses looking for cost efficiency, simple implementation, and flexible growth. But as a true platform solution, Remedyforce takes ITSM one step further.

A FUTURE-PROOF INVESTMENT

- *The Salesforce1 Platform is used by 125,000+ customers globally*
- *If you're already a Salesforce.com customer, users will already be familiar with our tools and interface—which means less training*
- *Our proven enterprise platform implements quickly, in weeks not months*
- *As a mature platform with a well-defined API contract, Remedyforce delivers seamless system upgrades and requires no re-coding for your customizations*
- *The Salesforce1 Platform readies your business for future expansions; AppExchange offers more than 2,400 ready-to-use apps to improve additional business processes*

A Complete ITSM Solution

RemedyForce has the tools to customize the ideal ITSM solution for your business requirements.

SALESFORCE1 MOBILE CAPABILITIES
- Remedyforce available on any desktop or mobile device
- Same user experience
- Built as part of the Salesforce1 Platform; no time-consuming or force-fit reprogramming for mobile devices

SERVICE REQUEST AND SERVICE CATALOG
Remedyforce customers show significant time/cost savings
- 25% increase in first-case resolution
- 20% less time per resolution
- 50% fewer calls to IT teams

SELF-SERVICE PORTAL
- Submit new service requests
- Search the vast BMC-provided knowledge base
- Chat formally or informally with IT about a specific case
- View status of incidents, and more

CHATTER SOCIAL COLLABORATION
- Social functionality eads to quicker, better incident resolution
- Only Remedyforce takes full advantage of collaboration capabilities made possible by Chatter
- Chatter "records" each thread ensuring gained knowledge is not lost

KNOWLEDGE MANAGEMENT
- Search and resolve common help desk issues
- A rich knowledge base developed by BMC
- Includes publishing, review, approval, and retirement for knowledgebase articles

CONFIGURATION MANAGEMENT
- Visualize upstream and downstream impacts
- Achieve faster issue recognition and resolution
- Only Remedyforce leverages the same metadata model as Atrium CMDB

INCIDENT AND PROBLEM MANAGEMENT
- Manage incidents, problems, service requests, and tasks
- Customizable tools
- Improve customer satisfaction and resolution rates and agent efficiency

CHANGE AND RELEASE MANAGEMENT
- Track timing and prioritization of IT changes to minimize impacts
- Visual change calendar shows change schedules, related tasks, and urgency

REPORTING, ANALYTICS, AND SERVICE LEVEL MANAGEMENT
- Easy to configure with very discrete controls
- Impressive visibility and analytics on the Salesforce1 Platform
- Track key performance, accountability, and maintain SLAs
- Customizable quickviews, dashboards, and an excellent range of process, performance, and workload measurements out of the box

ITIL-BASED BEST PRACTICE PROCESSES OUT OF THE BOX
- Alignability Process Model gives access to industry best practices
- Reduce training needs, speed resolution, and mitigate risk and compliance/governance

SURVEY
- Create, configure and administer surveys
- Easily schedule and manage distribution, plus centralize the feedback data
- Use dashboards and reports to monitor emerging trends

Take advantage of the ITSM solution that is liberating these businesses to be their best.

Visit Remedyforce.com or call 1.800.667.6389