

# everis turbocharges employee productivity with BMC Helix ITSM and BMC Helix Digital Workplace

“BMC Helix is more than an ITSM tool at everis. It’s a business process solution that enhances the performance of our employees so they can provide the best possible service to our customers. It’s mission critical for our business.”

José Carlos de la Rubia | Manager of Infrastructure and Governance | everis



an NTT DATA Company



## Self service

and back-end efficiency save thousands of hours/year



## Automated discovery

improves efficiency and frees up valuable staff time



## Significant savings

due to merging of L1 and L2

everis is passionate about helping its clients navigate the changes brought on by disruptive technologies. An NTT DATA Company, everis provides consulting and outsourcing in all industries and sectors. Its 24,500 employees work with clients around the world—in Asia-Pacific, the Middle East, Europe, Latin America, and North America—to accelerate digital transformation and apply innovative technologies to achieve success in a highly connected world.

Nurturing and developing the talents of the company’s highly skilled professionals is a top priority. These are the people who consult with clients, learn about their unique requirements, and develop realistic and pragmatic initiatives that drive digital transformation. Improving their efficiency and performance has a positive impact on the company’s bottom line. Keeping them engaged, challenged, and productive is essential to business success.

With this in mind, the IT organization is leveraging the latest technologies to eliminate obstacles that hamper employee productivity. One example is Click, an automated service request system that everis built on BMC Helix solutions. Click streamlines, simplifies, and automates service request and fulfillment processes, not only for IT services but also for services provided by multiple other departments and functional areas at everis.

## The Challenge: Provide a scalable, high-performance request management platform for the company’s highly skilled workforce

For a number of years, the company’s internal service desk has handled IT incidents and requests using BMC Helix ITSM. However, the company didn’t

have a unified process for managing service requests from other departments. Consequently, employees wasted valuable time tracking down the right team to handle a particular request type and then submitting requests to the team by phone or email. Requests were tracked by disparate tools, and in some cases, manual processes.

Recognizing that employees are the company's most important asset, everis knew it needed to consolidate and simplify the submission of all types of service requests and ensure timely processing and fulfillment. To that end, the IT staff defined a comprehensive catalog of services across multiple functional areas and departments and made all services available through a single, unified platform.

## The Choice: BMC Helix ITSM and BMC Helix Digital Workplace

Using BMC Helix ITSM and BMC Helix Digital Workplace, the IT staff built an end-to-end request management platform with a comprehensive service catalog and an intuitive interface that allows employees to request virtually any item or service that can be fulfilled through a business workflow. everis named the platform Click. BMC Helix Digital Workplace provides the consumer-style interface for submitting requests and checking request status. With a few simple clicks, an employee can order a chair or a laptop, report a burned-out light bulb, get help with an IT issue, sign up for training, request a visitor parking permit, schedule personal time off, and much more.

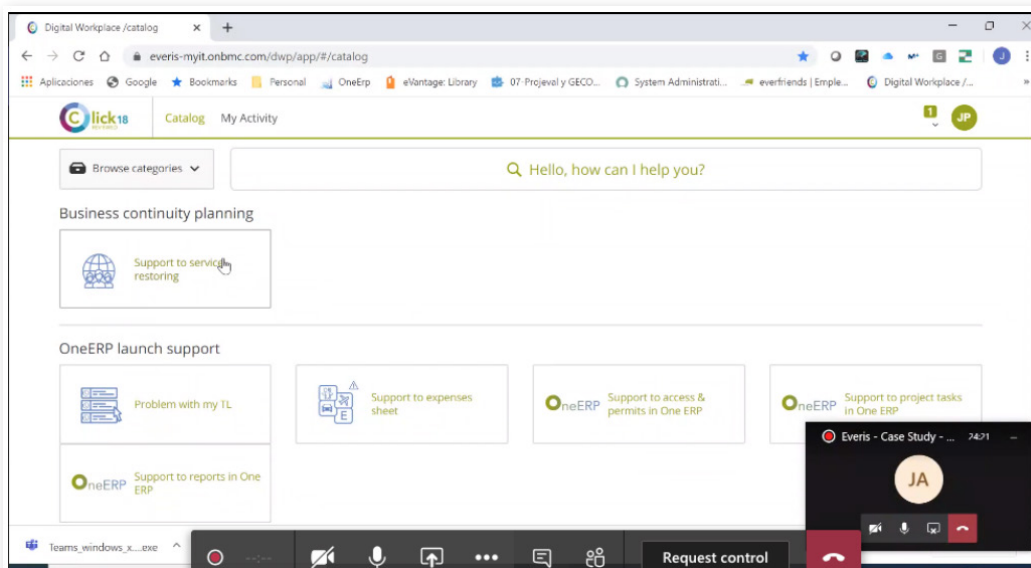
Behind the scenes, BMC Helix ITSM runs sophisticated business workflows that automate and accelerate approval

and fulfillment processes. These workflows move requests through review and approval, procurement, receiving, and installation. Along the way they touch multiple systems across the enterprise. For example, requests include a project code that ties associated costs to a particular project. The cost information is passed to the capital improvement program (CIP) system, where it is added to the total project cost.

“Click aligns with our corporate focus on empowering the professionals who make up our workforce,” says José Carlos de la Rubia, manager of infrastructure and governance at everis. “By eliminating activities that get in the way of productivity, we’re freeing up our consultants’ valuable time so they can focus on assisting customers with innovative approaches to digital transformation. By automatically allocating cost data to the right projects, we make it easier for project managers to track costs and we have a more accurate picture of true project costs. Combined, these capabilities boost employee performance, increase customer satisfaction, and improve the bottom line.”

everis employees have quickly adopted Click because its consumer-style interface allows greater autonomy in submitting requests and resolving issues. The increase in self service combined with automated workflows that fulfill routine requests has translated into significant time savings for the various support teams. Self service and enhanced efficiency of backend processes is saving a significant amount of time for the IT staff.

everis is leveraging other BMC Helix solutions as well. The BMC Helix configuration management database (CMDB) serves as a single repository for all IT assets. It enhances



incident management by automatically populating incident tickets with details regarding the user reporting the issue along with the IT assets involved. This speeds ticket creation and improves accuracy. Historical data in the CMDB enables IT to identify recurring issues and then take steps to eliminate them to reduce disruption to users.




The company recently rolled out BMC Helix Discovery to automate asset discovery and dependency mapping. This solution automatically populates the BMC Helix CMDB with comprehensive asset data to enhance visibility into hardware, software, and services across on-premises systems as well as multi-cloud environments. Service and support teams and other stakeholders can leverage this information to increase efficiency and improve decision making. This automated discovery is freeing up staff hours to devote to more critical tasks.

When everis deploys BMC Helix ITSM change management in the near future, the CMDB will provide change managers with visibility into IT asset relationships and dependencies, enabling them to fully understand the impact of any changes they deploy. This will accelerate the change process and improve the change success rate.

## Business Impact and Outcomes

- The combination of Click and BMC Helix Discovery has already yielded substantial cost savings and the staff expects additional savings as the level of automation rises.
- The end-to-end request management platform saves time for everis professionals, giving them more time to work on revenue-producing efforts.
- Built-in scalability means IT can easily onboard new departments, quickly adding their services to the catalog and increasing the return on investment in BMC Helix solutions.
- Self-service submission reduces the number of calls and email messages to the service desk.
- Built-in governance is provided by reporting, change control, service level management, and other capabilities.
- Easy integration with Jira, CIP, procurement and billing systems, and other corporate systems increase opportunities for automation and higher efficiency.

### To learn more:

-  Visit the BMC Helix ITSM web page
-  Visit the BMC Helix Digital Workplace web page
-  Visit the BMC Helix Discovery web page