

Remedyforce eBook\_060116\_v10.indd 1 7/8/16 11:34 A



Remedyforce eBook\_060116\_v10.indd 2 7/8/16 11:34 AM

#### THE CHALLENGE

It's exciting when organizations grow, and new and helpful technology is implemented. However, growth and new technology can also cause an array of challenges, and oftentimes, the responsibility falls on the IT department. Let's take a look at some of these common challenges.

## 1. FRUSTRATED CUSTOMERS AND EMPLOYEES

Disparate systems often prevent different departments from resolving a customer's problem. Hit-and-miss, service-level management leads to unhappy customers and unfulfilled contracts. In addition, when HR software doesn't coordinate with other departments, new employees and contractors lack the tools or access to hit the ground running.

#### 2. OVERTAXED HELP DESKS

Bottlenecks in routing and poor service management workflow can overload IT teams and disrupt the balance between various support desks.

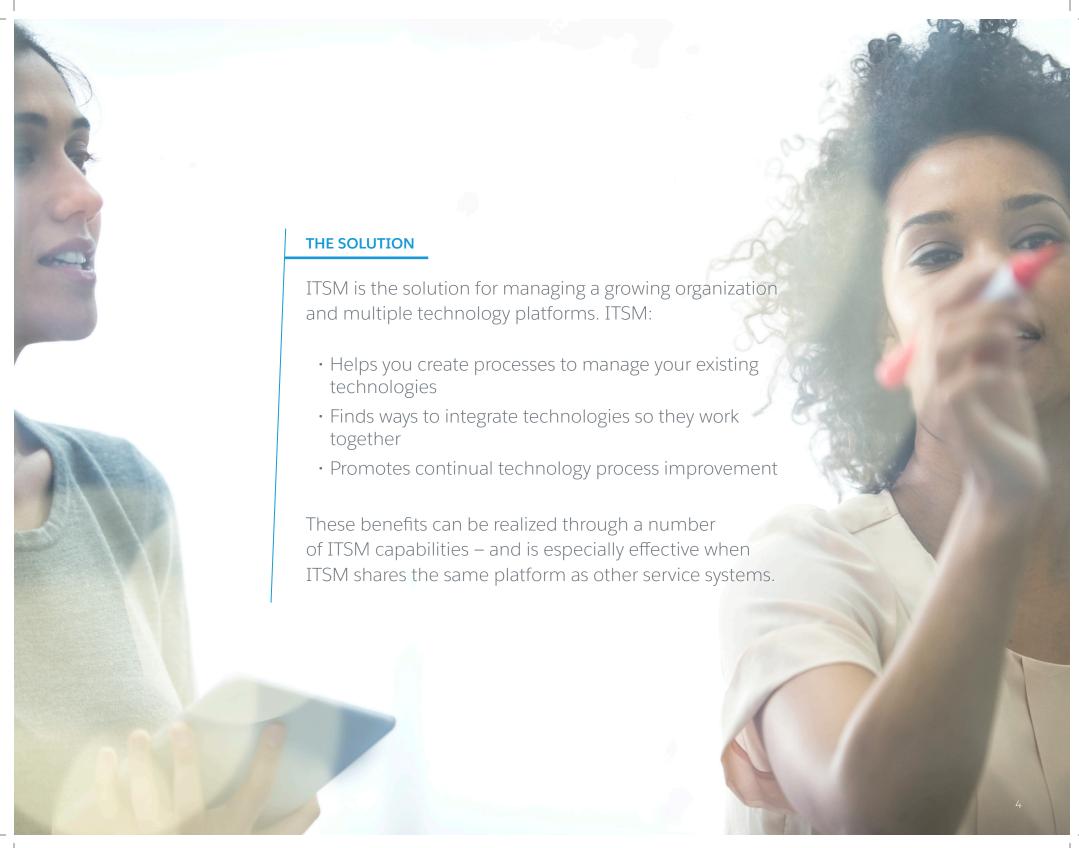
## 3. CLOGGED COMMUNICATIONS

With multiple technology systems, data can become siloed and inaccessible to other departments. This lack of interaction clogs and complicates communication. IT and customer communication channels that don't work together are exasperating at best – and audit-inducing nightmares at worst.

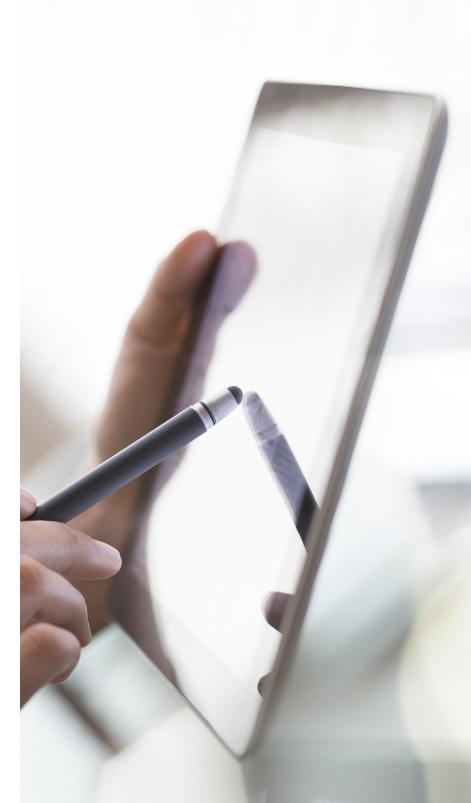
#### 4. PRODUCTIVITY LOSS

Approximately 86% of technology users lose 18 hours a month because IT issues prevent them from working, according to the Forrester Consulting thought leadership paper commissioned by BMC. In addition, when these technology systems go down, the loss of productivity is obvious.

)



Remedyforce eBook\_060116\_v10.indd 4 7/8/16 11:34 AM



#### 1. INCIDENT MANAGEMENT

When an issue arises, restoring service as quickly as possible is critical. Rapid resolution means more productive workflow and happier customers. In addition, when HR approves a hire, the right people are engaged to ensure that a new employee has everything on day one.

### 2. SELF-SERVICE AND KNOWLEDGE MANAGEMENT

An automated self-service portal provides quick answers to common IT questions. This can be enabled for internal users or customers and linked with service management tools for a full view of user history. Say goodbye to that overtaxed help desk.

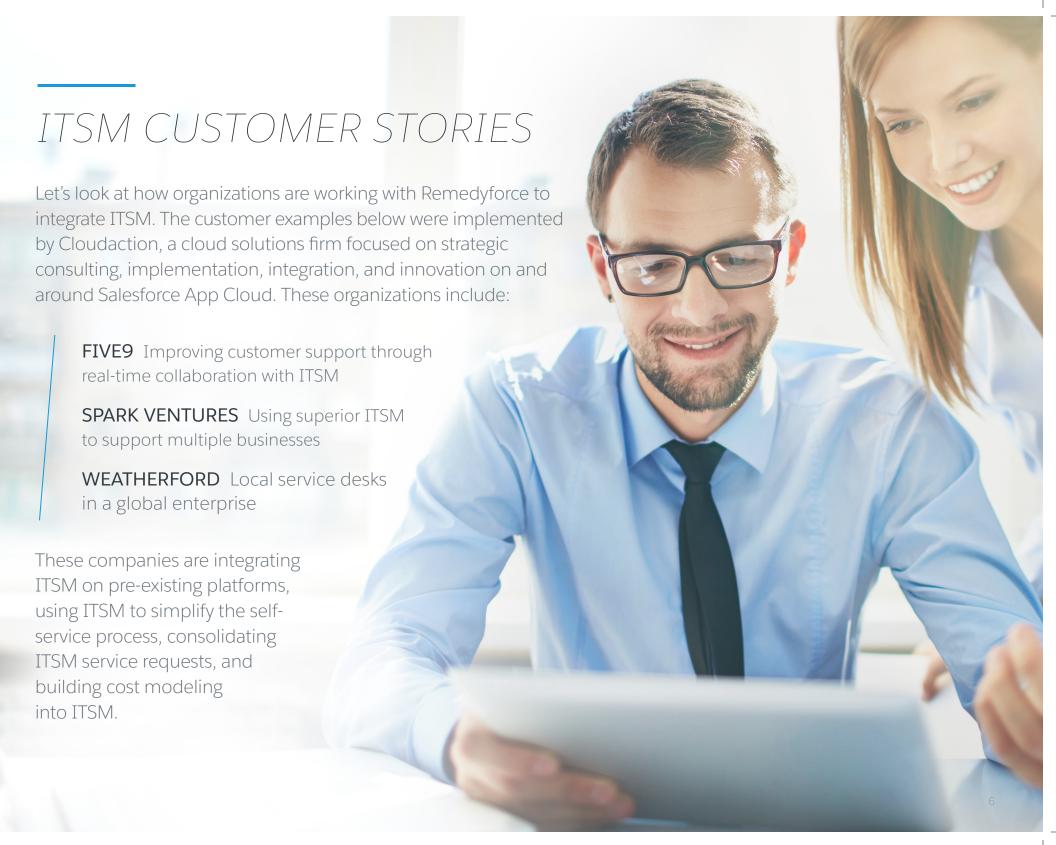
#### 3. PROCESS AUTOMATION

Many departments repeat the same tasks, such as requesting equipment and setting up accounts for new hires. ITSM can automate these tasks and sync with another service management system. Automate processes, spur productivity, and enable teams to communicate effectively and quickly.

#### 4. PROBLEM MANAGEMENT

Identifying recurring problems is critical to preventing communication bottlenecks, costly downtime, and outages. When ITIL (IT infrastructure library) incident-and-problem management is based on best practices, it reduces the number of incidents handled, improves resolution times, and prevents future incidents.

O



Remedyforce eBook\_060116\_v10.indd 6 7/8/16 11:34 AM



Five9, a global software developer, provides technical support for its 2,000+ customers; however, different levels of service use require different work-specific applications.

#### **CHALLENGE**

In the past, when a customer called to follow up on a query that had been escalated to level two or three, **Five9's** frontline customer support personnel had no way of knowing the status of that request and tracking down information was slow. They lacked a way to connect the two systems, share customer data, and provide automated incident management across all levels of both customer and IT support.



Remedyforce eBook\_060116\_v10.indd 7 7/8/16 11:34 A



#### **SOLUTION**

Five 9 added ITSM for cross-team collaboration on the same platform as its service management system. This created real-time IT ticketing connected with customer service management, and put everyone on the same page. This solution:

- Is accessible by any support team member
- Eliminates waiting for another location to respond to a query
- Accommodates multiple languages
- Encourages proactive decisions and keeps customers in the loop

#### **RESULTS**

Thanks to this automation, four full-time employees – all of whom had been pulled from other areas into the Five9 support department to handle the IT ticketing backlog – were able to return to their previous jobs. With their new ticketing system, any Five9 support employee can now provide a level of service that earns deep customer loyalty through proactive customer communication – such as smart answers before they're even requested – and faster response time.

Remedyforce eBook\_060116\_v10.indd 8 7/8/16 11:34 AM



Remedyforce eBook\_060116\_v10.indd 9 7/8/16 11:34 AM

# SOLUTION Spark Ventures implemente

Spark Ventures implemented IT service management to power its business and support services. The new solution enabled the Spark Ventures operations and platform delivery teams to achieve two key goals:

- Meep the product development and customer support infrastructure running at peak efficiency
- 2 Achieve substantial time and cost savings

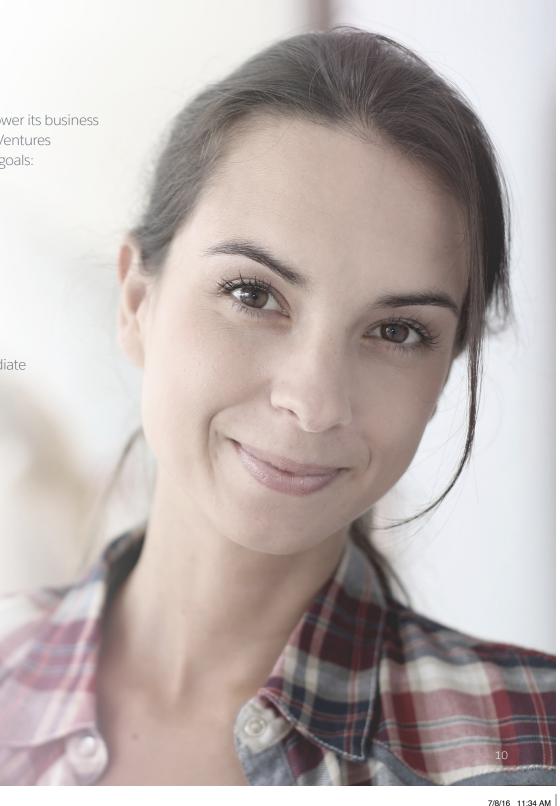
#### **RESULTS**

The innovative IT service management solution had immediate impact on efficiency, productivity, and compliance within Spark Ventures, including:

- · Changes were handled in minutes, not days
- One-click incident escalation
- 98% SLA compliance

It also enabled Spark Ventures to:

- Reinvent how the company managed changes, incidents, and service requests
- Develop new services more quickly
- Enhance existing services
- Win and retain customers



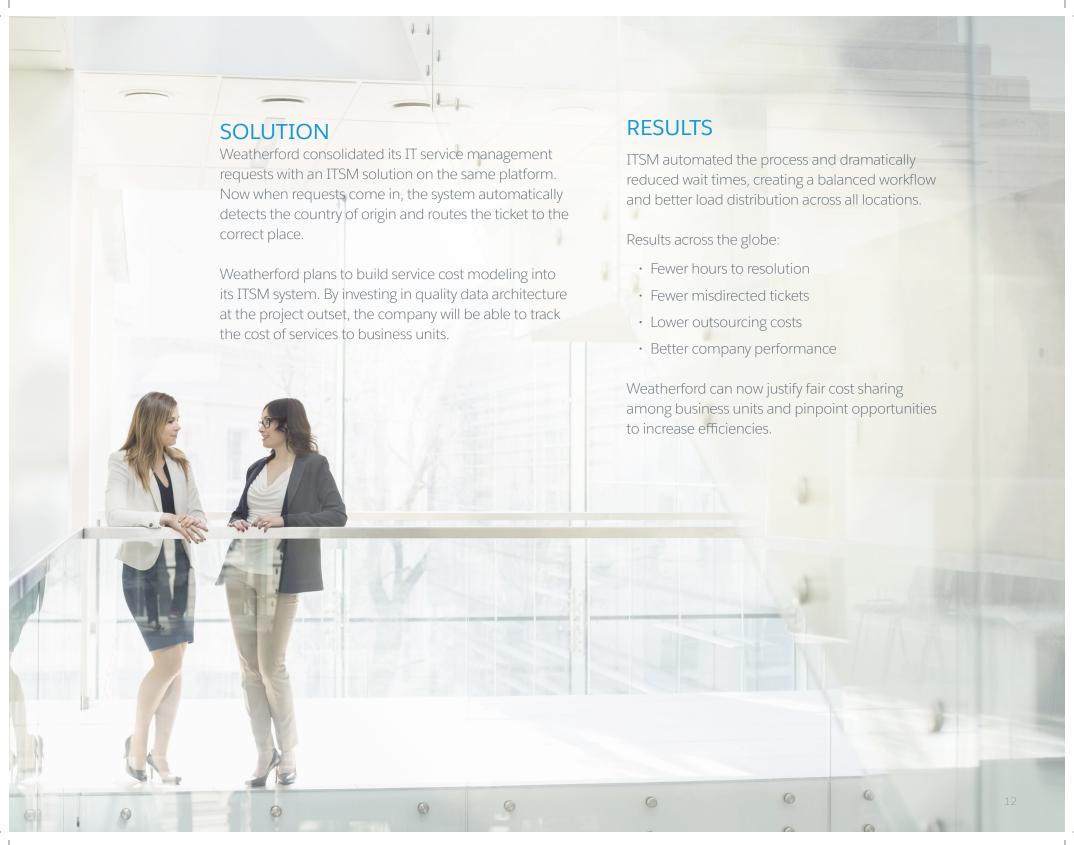
Remedyforce eBook\_060116\_v10.indd 10 7/8/16 11:34 A



Weatherford International operates in more than 100 countries, and has field and regional offices throughout the world. To assist employees in the various global offices, IT support teams relied on multiple on-premise systems.

#### **CHALLENGE**

Weatherford's international service management systems were inefficient. They did not work together, nor could they automate ticket routing at headquarters. As a result, help requests coming from various regions were not funneled to the correct group. With big gaps in time zones, languages, and local ticket systems, support was slow, incorrect routing was common, and employee frustration was high.



Remedyforce eBook\_060116\_v10.indd 12 7/8/16 11:34 AM

## REMEDYFORCE FOR ITSM

Remedyforce helped these customers meet their implementation, integration, security, and future-proofing needs. Built on the flexible Salesforce App Cloud, Remedyforce for ITSM:

- Shares data easily with existing Salesforce products
- · Integrates easily with other systems
- · Provides a complete view of customer data
- Leverages your existing data
- Offers proven security protocols other ITSM options don't have and inherits the strong, existing Salesforce security model

- Uses ITIL best practices in the Alignability Process Model
- Has built-in configuration management database (CMDB) created by industry leader BMC
- Features easily configurable workflows
- Integrates smoothly with third-party systems

#### **GET STARTED WITH ITSM**







Remedyforce eBook\_060116\_v10.indd 13 7/8/16 11:34 AM