



Tific Support Automation Suite for Remedy ITSM

Tific's second-generation support automation platform uniquely exploits knowledge and information to detect, diagnose, and resolve Windows client computing problems—often before users know they exist. Tific Support Automation reduces the number and duration of support calls, increases resolution success rates and improves customer satisfaction — *substantially reducing support supply-chain costs.*

Key Benefits

Organizations using Tific Support Automation Suite have been able to decrease service requests and support loads by 30% to 40%—while some have been able to claim an astounding 80% reduction.

In addition to call deflection savings, Tific Support Automation Suite can also deliver a 10% to 30% decrease in the total time to resolution.

Q: What problems does Tific address for BMC Remedy ITSM customers?

For Windows desktops and laptops PCs, Tific directly addresses the following BMC value drivers.

- » Reduces IT support costs: Tific dramatically reduces the number of support desk calls
- » Improves quality of service: The customer's quality of experience is the cornerstone of the Tific solution
- » Maximizes customer satisfaction: Tific detects and resolves problems before they affect the end user, guides the end user through self-help for successful remediation, and improves the service desk experience when escalation is required
- » Enables proactive service: Tific actively monitors, detects, and resolves client-side computing problems before they impact end-user productivity. Tific opens and closes Remedy incidents to maintain effective, ITIL based incident management practices.

Q: Where does Tific fit into the support infrastructure?

For IT operations, Tific provides a content development platform that enables the IT subject matter experts (SME) to automate knowledge and self-healing/self-service processes. End users can access this SME knowledge and associated self-healing scripts to diagnose and resolve their problems automatically.

For Remedy ITSM analysts, Tific provides detailed configuration information, and a history of problem diagnosis and resolution steps that have already been taken by the end user. This dramatically lowers the average handling time for a help desk support representative and shortens the time to resolution.

For End-Users, the Tific Client enables end users to seek self-help and ultimately to resolve problems on their own, without the need to contact the service desk. Tific automatically detects problems when they occur on the desktop, alerts the user that a problem exists, and explains how to fix it or automatically repair it (self-healing).

Q: Why haven't first-generation support automation solutions had a bigger impact?

According to Gartner research, only 10% of service requests are resolved at Level 0 by end-users through support automation (self-help or self-service) technology. There are two primary reasons for the lack of adoption:

- » First-generation tools were technically complex and difficult for support staff to learn
- » Self-help interfaces did not offer assistance in the context of the problem. Users searched through an excessive store of knowledge to find a possible cure to the problem and often failed to find the right information—finally giving up in frustration.

Gartner predicts that second-generation support automation solutions, combined with better standardization and management of desktop configurations, will result in a much improved success rate for self-service. Gartner predicts that as much as 40% of service requests will be resolved at Level 0.

Q: How is Tific different from first generation Support Automation solutions?

Tific approached second-generation support automation by addressing problems along the support supply chain that existed in first-generation attempts. Tific's end-to-end approach excels in the following areas:

- » Automatically detects and resolves client-side computing problems even before they impact the end-user; i.e. self-healing.
- » Simplifies end-user self-help to increase the success rate of end users solving problems without contacting the service desk.
- » Shortens call duration for the service desk agent and improves problem resolution success rate.
- » Simplifies the development and maintenance of support content (knowledge), self-healing automation, and self-help with step-by-step guides, thereby lowering support engineering costs and shortening the delivery time for support automation.

Q: How does Tific differ from first-generation and other conventional solutions for the end user?

The Tific Client can proactively monitor end user configuration information and settings to ensure that the system is set up properly—identifying and resolving issues even before they become a problem.

Tific provides a self-help template based on the Tific Style Guide that delivers information to the end user in a form that is always consistent and designed to guide the end user through the problem diagnosis and resolution process step-by-step.

Additionally, Tific directs end users to self-help content that is specific to their client-side environment and relevant to their specific issue. Tific monitors the users' behavior and system configuration to enable them to quickly locate relevant answers in the knowledge base, shortening navigation time and reducing user frustration.

Reducing unnecessary information by ensuring that all information is relevant is the cornerstone to improving the success rate of self-help.

Q: How does Tific improve the effectiveness and value of self-service knowledge management?

Tific provides a visual programming environment for developing knowledge-based self and- mass-healing automation. SMEs with experience in specific disciplines and without computer programming experience can quickly and easily develop self-healing scripts using a visual drag and drop interface. Rapid development of new automation processes is easy with the use of re-usable components (objects).

Tific provides a collaborative content development environment that encourages the user population to contribute to the knowledge base. The Tific Style Guide ensures that content is published quickly upon approval and delivered in a consistent, repeatable manner.

Q: How does Tific work with BMC Remedy Knowledge Management?

Tific uniquely integrates automation with knowledge and is designed to ensure that end users succeed at self-help. Tific delivers knowledge-based automation in the context of the end-users configuration. Using Tific's patented technology, end users receive only information that is relevant to their specific configurations and problem at hand—dramatically improving the success rate of self-help.

Remedy KM's comprehensive knowledge management platform covers the needs of the support supply chain—service desk agents, support engineering, IT operations, and line-of-business personnel. However, BMC Remedy KM does not incorporate the concept of automated problem resolution.

Tific adds value to BMC Remedy Knowledge Management by enabling the launch of Tific based automation fixes from within a knowledge article. In addition, RKM can recommend the launching of the Tific application by the end user to see if an approved fix is available for a particular problem.

Tific's knowledge-based automation is available to end users or service agents via the Remedy KM interface or directly from the Tific Agent or Support Analyst Console.

Q: How does Tific work with BMC Configuration Automation for Clients (BCAC)?

BCAC is a tool used by IT operations to automate and enforce consistent and compliant desktop software configurations. It uses policy-based management to ensure that clients are maintained in a desired state as defined by IT policy. BCAC delivers software patches to the client, installs applications, and can assist with operating system and application migrations, among other things.

Tific support automation complements BCAC-managed installations by identifying and resolving immediate end-user problems that are not addressed by IT configuration policy or other problems that require a long-lead time to repair through a change or patch management process (e.g. browser configuration issues, network printer connectivity problems).

Additionally, in cases where a laptop or desktop is disconnected from the network or encountering VPN issues, Tific's local knowledge-based automation still functions.

Q: How does Tific assist the Remedy ITSM service desk agent?

If end users cannot identify and resolve issues on their own, Level 0, the next step in the process is to submit an incident to the service desk. Tific attaches two important items to the incident:

- » Detailed desktop configuration data
 - a) Recent additions and deletions to the system
- » History of the steps taken so far by the end user in trying to identify and resolve the issue through self-help

The support representative uses this information to jump-start the process of problem identification and resolution. This knowledge reduces the average handling time of a call, increases the probability of closing the incident on the first call, and improves end-user satisfaction.

When the end user doesn't have network connectivity, Tific generates an error code to the end user which is verbally communicated to the service desk. This code provides meaningful diagnostics to the service desk agent in determining the user connectivity problem.

Q: Does Tific replace other BMC Remedy ITSM solutions?

No. Tific expands the scope of BMC Remedy Self-Service by extending its reach to end users and Windows clients with second-generation support automation (self-healing and guided self-service).

- » Tific is not an incident management system. All incidents, whether resolved by Tific automation, self-service, or assisted service are recorded and managed by BMC Remedy Service Desk.
- » Tific is not a general purpose Knowledge Management system. Tific content is created as automated knowledge and specific to the Windows client (hardware platform, connected peripherals, operating system, network devices and installed applications).

- » Tific is not a configuration management system. Tific discovers and monitors Windows client configuration information, uses that information for support automation targeting, and reports that information for assisted service.
- » Tific is not a change or patch management system. Tific support automation is specifically designed to help end users identify and resolve problems that are typically a result of their day-to-day use of a Windows client (network connectivity, printer connectivity, “how to” issues, etc.).

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