

BMC ITSM Managed Services





Overview

IT Service Management (ITSM)

is a universal word that defines a strategic methodology to design, deliver, manage, and improve the way industries use Information Technology (IT). ITSM includes all the isolated activities and processes that support service during its life cycle, from service management to change management, problem and incident management, asset management, and knowledge management.

ITSM emphasizes IT service operation and improvement, while IT service delivery centers on the excellence of the work and meeting IT consumer expectations. ITSM's many processes and functions demand the usage of a sophisticated ITSM tool. BMC Remedy ITSM manages the workflow of service delivery, and allows communication between Business Users and IT Service providers.

We at Vyom Labs, Link automation to BMC Remedy ITSM and accelerate ITIL-driven service delivery and lower service desk costs.

www.vyomlabs.com info@vyomlabs.com

Customer is our highest priority and Vyom Labs is committed to supporting our customers through the COVID-19 (coronavirus) pandemic with our Support services program.

Level 1
Product
Support

Level 2
Administration
Support

Level 3
Automation
Support

- > Categorize, prioritize and track the incidents
- > Provide timely updates as per the SLAs defined
- > Escalate issues to the L2/L3 support team if required
- > End to end ownership of ticket resolution
- > Foundation Data, Process Data Administration, Adjustment to Configuration Data
- > Data Onboarding for new Tenant
- > Handle ITSM customization, configuration and integration issues
- > Day-to-day administration

- > Automation of Operations support tasks by bots
- Automation of Operations support tasks through BMC Developer Studio (ITSM work flow/code-level changes)
- > Integration with 3rd Party tools

Customized to fit customers' requirements. We can combine any support service with other offered services to help you meet your distinctive business goals or situation needs.

To fulfill your special needs with our support options;

you can Leverage our deep knowledge and dedicated support with programs that satisfy your specific needs. We help you drive the productivity and reliability of your BMC ITSM environment.

Skills and Expertise We Provide

Specialized
Subject Matter
Expert(s)

BMC Helix ITSM (SaaS) & On-Premise

- ITSM
- Chatbot (IBM Watson)
- Digital workplace
- Business Workflows

Innovative solutions for surpassing data implementation

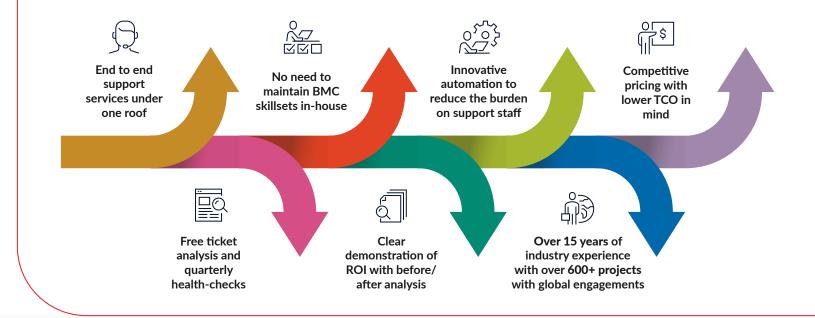
SCCM Integration, Performance TestEdge, AutomationEdge, and NLP Chatbot. Depth of service offerings

Professional Services, Managed Services / Remote Support, Upgrade Services, Training, product development Wide Reach

Satisfied clients in India, ASEAN, North America, Africa, Asia Pacific, Europe, Middle East

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Value Proposition



Our Clients - BMC Support Services



