BMC MyIT (ITSM)

Transform the IT experience with
next-generation self-resolution IT

PRODUCT DESCRIPTION

MyIT is a modern self-service app that reduces IT friction, cuts support costs, and boosts customer satisfaction. Imagine the ease of formless IT, productivity of context-aware services, and freedom of social collaboration—and you have MyIT.

BUSINESS CHALLENGE

Today, IT organizations face a common problem: people are used to the ease of Facebook, speed of Twitter, and service of Amazon.com, and they want those same experiences at work. If IT can't deliver, users will look elsewhere—increasing risk and rendering the service desk irrelevant. At the same time, IT struggles just to keep the lights on. There's seldom time and resources for critical IT transformation projects.

BMC SOLUTION

MyIT uses location, role, and personal preferences to guide your employees to the specific information and services they need, here and now. You'll see employees become more productive because they can collaborate instead of wasting time on technology-related issues. You'll cut support costs by deflecting level-one calls to the service desk. And you'll see increased customer satisfaction due to reduced IT friction and an amazing user experience.
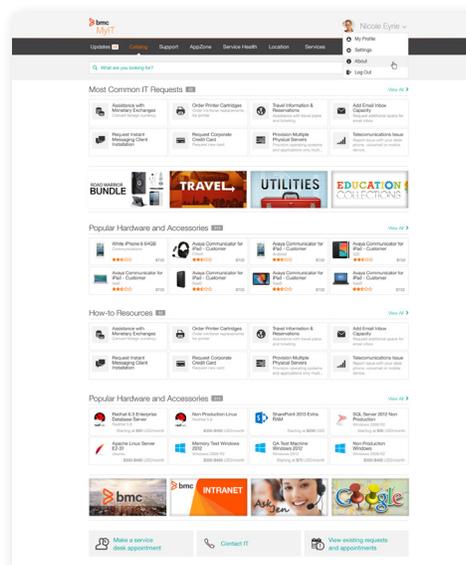
KEY FEATURES

MyIT ushers in a new era of self-service.

- **Fast and easy** – write a post for a service request, and swipe to see alerts and service updates

- **Personalized** – set appointments with experts at the time and place convenient for you

- **Everywhere** – beyond mobile iOS and Android(TM) apps, MyIT is available on amy device with an HTML5 browser

KEY BENEFITS

- **Decrease level-one ticket costs 33**% by deflecting routine help-desk calls

- **Cut IT-related downtime 25**% by connecting business users to IT services anywhere, anytime, on any device

- **Free up time and resources** for critical IT transformation projects
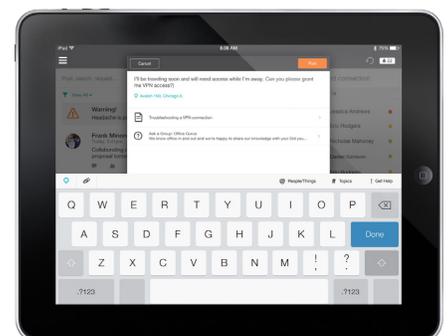
MyIT is formless so you can request services, set appointments, and report incidents with simple text posts.

In the unified catalog, you find the apps, hardware, and services you need for work.

PRODUCT DETAILS

Social IT: When you open MyIT, it gives you a snapshot of your day, displaying your activities feed with upcoming appointments, pending requests, unresolved issues, and alerts from systems you use in your daily work.

Formless IT: No more forms, no more fuss. Instead of filling out a long form when you need help, simply write a short post saying what you need.

Crowdsourced IT: Now everyone can help IT discover and manage the IT environment. Users can add assets to the location-aware floor maps with drag-and-drop ease.

Unified Catalog: Deliver hardware, software, and service from various catalogs in one single app—now with adapter to BMC Cloud Lifecycle Management.

Appointments: For IT help, you can schedule in-person assistance or virtual sessions via chat or phone, Skype or Google+.

ⓘ FOR MORE INFORMATION

To learn more about BMC MyIT, please visit
myit.bmc.com
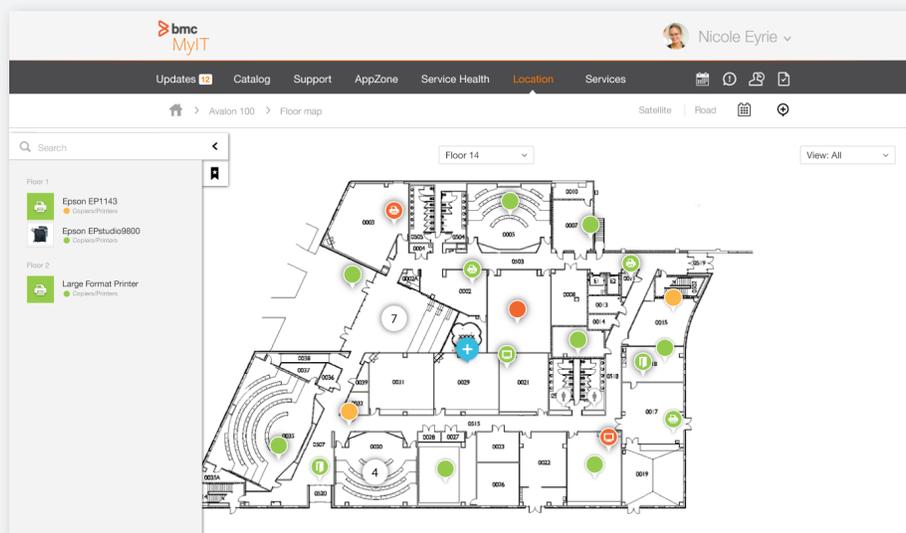
MyIT is context-aware, allowing you to find people and resources in your vicinity. When you need a conference room, for example, the office map displays available rooms and equipment.

BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage. From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe :

- **Technology is the heart of every business**
- **IT drives business to the digital age**

BMC – Bring IT to Life

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