

# Product Datasheet

## PLANVIEW OPENSUITE FOR BMC REMEDY SERVICE DESK

### Seamlessly integrate BMC Remedy Service Desk with Planview Enterprise

The service desk plays a vital role within technology organizations to keep business systems running smoothly. Yet many organizations still find it challenging to integrate their service desk operations around projects and initiatives and show how operations support business objectives. As the service desk's role continues to expand, it is imperative that organizations are utilizing resources effectively on work that has been prioritized with other key initiatives.

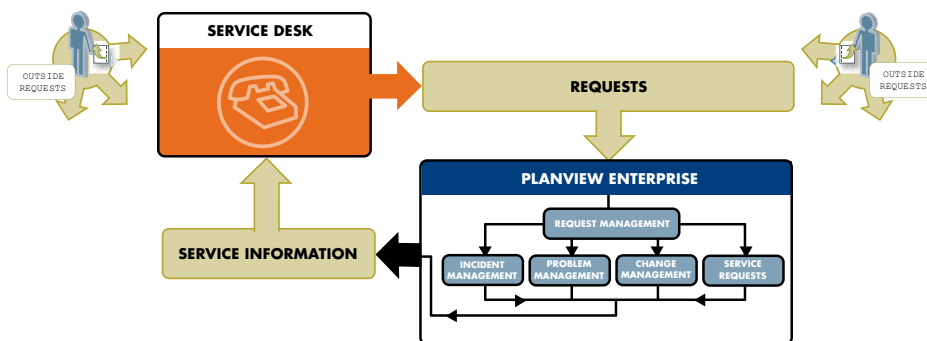
With Planview® OpenSuite for BMC Remedy Service Desk, you can now seamlessly integrate the industry-leading IT portfolio management solution Planview Enterprise® with the leading service desk in the market today – BMC Remedy Service Desk. When these two powerful technologies are bridged, organizations can take advantage of an efficient approach to managing service requests that map to overall strategy and ensure that their resources are being optimized.

Planview OpenSuite for BMC Remedy Service Desk automatically transfers specific incident tickets directly into Planview Enterprise. This integration provides users with the ability to create projects from service desk work and prioritize this work against business objectives to balance the portfolio of innovation and sustaining activities.

Service desk personnel are able to manage corrective actions and coordinate support efforts with great efficiency within BMC Remedy Service Desk while pushing project work into Planview Enterprise where it is efficiently handled. Planview OpenSuite for BMC Remedy Service Desk represents an integrated approach to request management that reduces service work, increases staff productivity, and delivers reliable solutions designed to keep your business healthy and moving in the right direction.

### A Comprehensive Approach to Service Desk Actions

With Planview Enterprise, a service request can come from a number of sources. This example illustrates what happens when a third-party ticket comes through your BMC Remedy Service Desk. Once a ticket is created in Remedy, it is automatically sent to Planview Enterprise as a new request via the service desk bridge. As service work is executed against approved requests, Planview Enterprise automatically updates your service desk application with the latest infrastructure and service information. This is a closed-loop process designed to ensure that your service desk cases are handled in the most efficient manner possible, without duplicated effort.



Planview OpenSuite for BMC Remedy Service Desk routes requests from your service desk into Planview Enterprise.

### Planview OpenSuite

Planview® OpenSuite™ delivers out-of-the-box interoperability between the portfolio management benefits of Planview Enterprise® and the technology solutions you rely on every day. Now, you can easily share data in disparate systems to make the most informed decisions, while enabling those systems to do what they do best – manage IT service delivery, control the product development lifecycle, ease collaboration and productivity, and more – without dedicating scarce technical resources to the often arduous task of integration.

Learn more at [www.planview.com/OpenSuite](http://www.planview.com/OpenSuite).

### Use Planview OpenSuite for BMC Remedy Service Desk to:

- Automate, monitor, and manage support for service work
- Avoid redundant tickets
- Reduce the overall volume of service desk tickets
- Enhance collaboration on service desk tickets
- Improve resource management
- Increase service ticket and infrastructure visibility



## Align Resources with Business Demands

Planview Enterprise allows you to balance IT resources with business demands, ensuring that your resource capacities support your overall strategies. You can perform top-down planning on high-level factors such as FTEs (Full Time Equivalents) and organizational units, aligning these efforts with the bottoms up planning performed by project managers. When Planview Enterprise is paired with BMC's Remedy Service Desk, organizations can confidently prioritize and deliver service work that supports the goals of the business.

## Improve Visibility Throughout Your Organization

Planview OpenSuite for BMC Remedy Service Desk enables you to leverage the power of Planview Enterprise by integrating Remedy tickets into a consolidated service management approach. By elevating a request to the project level in Planview Enterprise, service work can easily be tracked, assigned a manager, and monitored. The progress of this service work and associated status can be viewed using Planview dashboards, allowing leaders in your organization to receive quick, high-level summaries of its overall status.

## Manage Service Tickets Across the Enterprise

All BMC Remedy Service Desk tickets are routed to a central repository in Planview Enterprise, providing a single point of contact for service desk personnel. This enables multiple Planview Enterprise users to check status, track results, collaborate across geographically diverse areas, delegate work, coordinate internal efforts, improve service desk productivity, and reduce support call duration and volume. This information is updated in the original Remedy ticket so the service desk can track the progress and keep the requestor apprised of the situation.

## Support Service Request With Built-In Lifecycles

Planview Enterprise is driven by built-in lifecycles that provide a structured approach. These lifecycles automatically manage the process, enabling you to collect the right information at the right time, notify the appropriate user when an action is needed, and ensure that prerequisite actions are completed before status changes occur. This enforces standardization and repeatability, streamlines work processes, and gives your organization the best approach to successfully manage services.

## Empower Your Service Desk

This integrated approach to problem and incident management reduces service desk workload, increases staff productivity, and delivers reliable, long-term solutions designed to keep your business running smoothly.

Learn more about Planview OpenSuite for BMC Remedy Service Desk at [www.planview.com/opensuite](http://www.planview.com/opensuite).



For 20 years, Planview has been advancing the discipline of portfolio management, helping our customers change the way they manage people and money to make better business decisions. With a singular focus on portfolio management, Planview is the only company that combines customer-driven software, unmatched domain expertise, and proven best practices to solve each customer's unique business problems. For more information, visit [www.planview.com](http://www.planview.com).

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