



Aspect Software Delivers Exceptional User Experiences with BMC Helix Remedyforce

“What once took hours, now takes minutes.
With BMC Helix Remedyforce, we spot critical alerts
immediately, process them, and engage all the right
people to resolve issues in short order.”

Tony Ashby | Sr Manager, Front Office Solutions Delivery at Aspect Software



55%

less noise, down from
12,000+ daily alerts



0

hours for coding the
additional integrations



23 to 1

reduction in
monitoring tools

Company Overview

Delivering exceptional customer and employee experiences has become a business imperative. With more than 700 worldwide patents and patents pending, Aspect Software is a leader in delivering solutions that address this critical need. That's why thousands of businesses depend on Aspect's award-winning contact center platform and self-service/IVR, workforce management, and digital consumer engagement solutions to connect with customers and employees.

In response to the company's rapid growth, the information systems (IS) organization is transforming its service management strategy. IS recently completed phase 1 of a multiyear initiative to automate service management processes, streamline monitoring of customers' cloud infrastructure and software, and communicate seamlessly across the service desk, the service operations center (SOC), and customer care team to enhance customer interactions. The new strategy is equipping Aspect employees with the tools they need to deliver exceptional service and support to Aspect customers.

Business Objective: Implement a Consolidated Platform for Proactive Handling of Alerts, Issues, Incidents, and Changes

In the past, the service desk, the SOC, and the customer care organization were limited in their ability to collaborate and share information about alerts, issues, and incidents. All three groups were struggling with manual, outdated processes for incident, problem, change, and knowledge management.

In addition, the SOC, which keeps customer cloud environments up and running, was bombarded with 12,000-plus alerts every day from 23 disparate alerting systems. SOC agents were always in reactive mode—constantly switching from one alerting application to another—trying to spot alerts that might affect customer systems and turn those alerts into incidents to initiate the resolution process. The IS organization needed a platform that could “filter out the noise,” consolidating alerts, automatically generating incident tickets when appropriate, and keeping all stakeholders up to date on ticket status.

The Solution: BMC Helix Remedyforce

In phase 1, Aspect Software implemented BMC Helix Remedyforce. This comprehensive service management solution is streamlining service management for the service desk and SOC agents. BMC Helix Remedyforce enabled IS to consolidate alerts from the 23 monitoring tools and feed them into its dashboard. With a single repository for viewing, managing, and acting on alerts, the staff catches critical alerts instantly and no longer wastes valuable time using the “swivel chair” approach to alert management. The solution also converts alerts to incidents, automatically generating tickets and dispatching them to the right groups for prompt resolution.

Next Steps

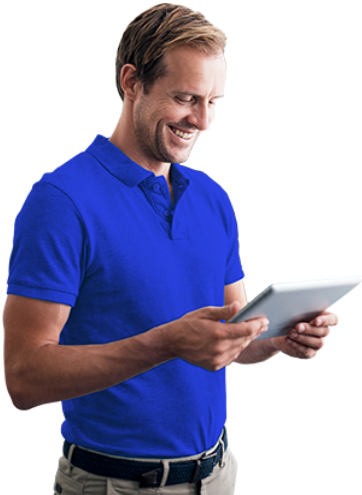
With BMC Helix Remedyforce, Aspect Software is benefiting from automated processes and integrations that boost efficiency and productivity:

- Natural process flows engage the right teams at the right time to accelerate incident and problem resolution.
- Alert consolidation has reduced noise by 55%, increasing SOC staff productivity by focusing attention only on the critical alerts.
- More efficient alert management and automated ticket generation is saving many hours of staff time each month.
- Detailed reporting provides visibility into key performance indicators such as response and resolution times so managers can continually improve performance.
- Near real-time access to incident status eliminates the need for customer care agents to track down SOC personnel to get updates.
- Delivery of selected status updates to customers reduces callbacks to customer care.
- Integration with Chatter groups, Slack messaging, and notification systems such as the Opsgenie paging system enhance collaboration and shorten mean time to resolution.

BMC Helix Remedyforce also sets the stage for the future. Phase 2 of the transformation project will add device discovery, adoption of the configuration management database (CMDB), and improved asset management. Phase 3 is targeted to streamline change management processes to minimize downtime caused by changes.

“ [BMC Helix Remedyforce] was a no-brainer for us. With its big picture view, we can easily tell the difference between a collection of small occurrences versus a major problem. That’s what it brings to the table for us. ”

Nicole Johnson | Sr Manager of Business Solutions Analysis at Aspect Software



Learn More

-  Learn more about BMC Helix Remedyforce
-  Listen to our podcast with Aspect Software
-  Read the Aspect Software customer blog