

Goodman and BMC Helix Remedyforce—Innovative Use Cases in ITSM

“BMC Helix Remedyforce does exactly what it is designed to do. When I need help, BMC’s support really stands out. The support staff knows the product and responds quickly.”

Andrew Dorsey | IT Business Analyst | Goodman Manufacturing



17% increase

in first call resolutions



25% increase

in incidents opened using
mobile app



Easy to configure

no coding required

The Business Challenge

Houston-based Goodman Manufacturing Company, L.P. (a member of the DAIKIN group) is a leading manufacturer of heating, ventilation and air conditioning products for residential and commercial use. Goodman Manufacturing’s in-house service management program had been facing increasing challenges in their transition to a global, always-on company serving 7,000 employees: What had once been right-sized in terms of service management had become outmoded. They had insufficient tools and resources to effectively handle the number of service requests. Goodman Manufacturing needed to evolve. They were looking for a service management solution that was robust enough to manage the complex needs of a large, global operation, yet flexible enough to scale—as needed—over time.

Business Objective: ITSM at Scale

In their quest to evolve their service management, Goodman sought to empower employees anytime, anywhere, to submit service desk requests and track them via mobile app. They also required reporting enhancements to accurately reflect and manage the growing IT demands of the organization. They wanted a single solution that enabled mobility, scalability, security and flexibility to innovate. To meet these requirements, Goodman Manufacturing turned to BMC Helix Remedyforce.

The Solution: BMC Helix Remedyforce

Goodman chose BMC Helix Remedyforce for the reliable performance and capabilities provided out-of-the-box, including incident, change, task and inventory management. In addition, the flexibility of running BMC Helix Remedyforce on top of Salesforce has delivered some unique use cases beyond typical service management, including advanced project management and reporting, time management and visitor check-in tracking.

Project Management: Before BMC Helix Remedyforce, Goodman's IT staff used an inferior web-based tool to track projects. They have now tailored BMC Helix Remedyforce for self-service and streamlined project management—projects are managed and tracked through a closed-loop process without coding or customization.

Reporting: Goodman created an advanced reporting tool with BMC Helix Remedyforce for their PMO office to get a more accurate picture of all projects across the department. The reporting consists of a project and task list and percentage of completion, based upon the number of tasks that are closed.

Time Management: Project managers can now enter time spent on a particular action and BMC Helix Remedyforce will automatically calculate the total duration and time spent on an incident. This time management tool helps up-level staffing and bandwidth hot spots and can be used to by management to help prioritize and streamline workflows based upon time allocations.

Visitor Check-In: Using a completely automated and digital, self-service form BMC Helix Remedyforce has enabled electronic check-in for visitors rather than the manual binder and paper that Goodman had been previously using. This sign-in triggers the appropriate email notifications and even a post-visit acknowledgment, thanking the visitor for their visit.

Today Goodman is also using BMC Helix Remedyforce for non-IT groups, such as HR, Facilities and the Safety department, who must also track incidents and tasks from Goodman's large user community. BMC Helix Remedyforce has enabled a better understanding across the organization about requests – information that can be helpful in crafting SLAs and standard response times.

Business Impact and Outcomes

Since exploiting the full benefits of BMC Helix Remedyforce with Salesforce, Goodman has seen great outcomes and these innovative solutions have increased adoption within the organization. In addition, BMC Helix Remedyforce can be leveraged on any device, including mobile. With the mobile app, IT staff can provide updates, open new incidents or assist the customer and close the incident at the moment of the conversation. After the incidents are closed, customers can provide feedback for continuous improvement. Goodman is helping a greater number of employees with a whole new level of service. And, they are looking ahead to further empower employees through BMC Helix cognitive service management—digitizing and automating even more manual processes while improving their bottom line and positioning for the next phase of growth.



“ *BMC has put out a product that not only does what it's designed to do but is also able to do even more outside of that. I love the flexibility of BMC Helix Remedyforce and Salesforce.* ”

Andrew Dorsey | IT Business Analyst | Goodman Manufacturing

Learn more:



Listen to Andrew's podcast interview about Remedyforce.



Learn more about BMC Helix Remedyforce.