



Holcim (US) Inc.

Mobility Improves SLA Compliance, Reduce IT Costs



Geography

North America

Industry

Manufacturing

Business Need

Reduce IT support cost and improve productivity of its IT support operations was required to meet growing demand from the business.

Solution

Aeroprise Mobility for BMC Remedy Service Desk reduces travel time and IT costs by enabling technicians to manage incidents on the road.

Results

- > Improved SLA compliance 15%
- > Respond in minutes, not hours
- > Higher uptime
- > Lower support and fuel costs
- > Stronger incident reporting
- > Better IT and business alignment

“Aeroprise enables us to spend the time we do have more wisely. This is great for IT, since we save money while improving productivity, but even better for the business in general. By maximizing hardware and software uptime, IT is helping Holcim maintain its competitive edge, while strengthening ties with the business community we serve.”

Preston Abadie
Technical Architecture Manager
Holcim (US)

Incidents ranging from individual laptop computer failures to manufacturing equipment malfunctions are tracked in BMC® Remedy® Service Desk by Holcim’s North American Support Center (NASC).

Holcim (US) Inc. is a leading cement manufacturer and a subsidiary of Holcim Ltd., a Global 2000 company with 90,000 employees in 70 countries and \$23.8 billion in 2007 sales.

Holcim US hosts its North American support center in Dundee, Michigan, where IT operations for more than 200 offices and manufacturing facilities in the US and Canada are managed.

Prior to mobilizing its service desk operation, Holcim computer systems administrators had to return to the office after each assignment to receive and update trouble tickets.

The excess travel meant less time available for resolving issues, which impacted NASC service level agreements (SLA), as well as increased fuel costs.

MOBILIZE BMC REMEDY SERVICE DESK

To improve productivity and lower IT costs, Holcim now uses Aeroprise Mobility for BMC Remedy Service Desk™ to manage incidents and problems on BlackBerry® smartphones.

Aeroprise mobilizes service desk, asset management and change management applications in three days — without any modifications to the BMC Remedy application functionality.

Aeroprise automatically updates BMC Remedy Service Desk workflow changes on the handheld device to ensure mobile technicians comply with IT Infrastructure Library® (ITIL®) processes.

Today, Holcim managers use their BlackBerry phones to track service performance, monitor business-critical system availability approve change requests and escalate trouble tickets submitted by IT technicians, who update, create and reassign records from the field.

Service updates remotely filed by support technicians are instantly mirrored in the BMC® Atrium™ Configuration Management Database (CMDB).

Aeroprise also ties into Holcim's service level agreement , so technicians can manage project workloads against required response times.

Users can personalize Aeroprise through a Web-based console to determine which features they want to mobilize including fields, alerts and reports.

INSTANT BUSINESS RESULTS

Holcim is expecting an increase in SLA compliance of 12% - 15% in the coming year. The same requests that took hours to accomplish before Aeroprise now resolve in a matter of minutes. The net result to Holcim is improved uptime of hardware and software systems and lower costs associated with IT operations.

Other benefits include:

- > Reduced fuel costs
- > Better incident reporting
- > Real-time insight into IT
- > Alignment of IT and business

"With demand for IT services increasing, time is our most valuable resource. The same requests that took hours to accomplish before Aeroprise now resolve in a matter of minutes "

– Preston Abadie
Technical Architecture Manager
Holcim

Key Products Used:

- > BMC Remedy Service Desk
- > Aeroprise Mobility for BMC Remedy Service Desk

About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the mid-sized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



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