# CASE STUDY: CYBERA WINS INFO SECURITY 2019 GOLD AWARD WITH THE HELP OF BMC HELIX REMEDYFORCE



Traditional VPNs have failed to live up to the evolving demands of distributed enterprise networks, virtualization and the Internet of Things (IoT). Now more than ever, critical business infrastructure is network-connected, necessitating a higher standard of cloud security.

The software-defined wide-area network (SD-WAN) has emerged as a solution, providing secure network connections over wide geographic distances. Cybera is at the forefront of secure SD-WAN solutions and has utilized BMC Helix Remedyforce to meet its growing service management needs.

### Driving Business-Wide Transformation

Cybera's rapid growth — fueled by the booming adoption of cloud-based applications and services — revealed a bottleneck caused by existing manual and reactive service management processes. The company chose [BMC Helix Remedyforce](#) for its ease of implementation and proven results, alongside another important factor: BMC Helix Remedyforce runs on Salesforce, which Cybera relies heavily on.

### Out-of-the-Box Integration with Salesforce

The fact that BMC Helix Remedyforce is built on Salesforce made for a seamless integration with Cybera's business model. Brian Katsetos, Director of Support Services for the company, commented on why BMC Helix Remedyforce was the first choice when it comes to ITSM:

*"It was a no-brainer decision when we looked at the capabilities of BMC Helix Remedyforce among the*

*competition. It was a great fit for how we needed to implement a service management platform and toolset into operations — and a great fit for the interactions with the rest of our business."*

**Award Winning ITIL Best Practices**

The focus of ITIL is to properly align the needs of businesses with their IT services. Cybera was unable to fully integrate ITIL best practices with their existing service management platform. BMC Helix Remedyforce has ITIL best practices built in and can scale to meet the growing needs of enterprises. Both Cybera and BMC's commitment to best practices within their given industries made for an award-winning combination, earning Cybera a gold ranking in the 2019 Info Security Product Guide's Global Excellence Awards.

**Driving Digital Transformation across the Business**

As it turns out, the benefits of BMC Helix Remedyforce extend far beyond the IT department. In a recent Podcast interview, Cybera's Ops team shared how BMC Helix Remedyforce has driven digital transformation across the entire business. Impacted areas include incident management, change management, asset management, knowledge management, release management, service request/service level management, self-service portals, surveys, dashboards, and reporting. All in all, Cybera experienced a successful shift from reactive to proactive service management and greater customer satisfaction with minimal disruption.

Read the full case study here:https://www.bmc.com/customers/cybera.html