

FIND OUT HOW BMC HELIX REMEDYFORCE TRANSFORMED ITSM FOR THIS MID-SIZE COMPANY



[BMC Helix Remedyforce](#) is a comprehensive IT service management solution designed for mid-size businesses. Built on the Salesforce App Cloud, BMC Helix Remedyforce offers a wide range of features that provide speed and flexibility to IT and business operations. A recent case study explored how Goodman Manufacturing, a leading manufacturer of HVAC equipment, utilized BMC Helix Remedyforce to renew its outmoded service management system, resulting in several positive business outcomes. Let's look at what sets BMC Helix Remedyforce apart as an ITSM solution, then touch on the case study itself.

Why Build on Salesforce?

Over 150,000 companies use Salesforce as a customer relationship management solution. The platform brings together overviews of service, sales, and marketing departments to provide clear insights into the needs of customers. BMC Helix Remedyforce takes the power of Salesforce to an entirely new level, enabling businesses like Goodman Manufacturing to realize a wide range of benefits.

BMC Helix Remedyforce Key Features

BMC Helix Remedyforce can be adapted to meet the unique needs of businesses, transforming existing IT service products and procedures into future-proof service management solutions. The

following key features are just a few of the elements that Remedyforce has to offer out of the box:

- The **Service Level Management Dashboard** provides advanced analytics into key performance indicators across a range of process, performance, and workload measurements. Goodman Manufacturing used this feature to streamline project management and develop a more concise picture of companywide projects and task lists.
- **Best-Practice Incident, Problem and Change Management** allows businesses to handle problems, tasks, and service requests in a streamlined way. Relevant data can be displayed in a visual format, making it easier than ever to fulfill requests.
- **BMC Helix Chatbot Integration** provides AI-powered chatbot solutions that allow users to find and request services in a personalized, conversational way.
- **Multi-Device, Multi-Channel Solutions** give IT staff the flexibility to address issues from any device, including mobile. Goodman Manufacturing saw increased adoption of best ITSM practices within the organization due to the cross-channel capabilities of BMC Helix Remedyforce.

Case Study: Overview

Goodman Manufacturing sought out to digitally transform their global, always-on company and address the challenges that arise as a growing business. Serving 7,000 employees, Goodman chose BMC Helix Remedyforce for its out-of-the-box capabilities and Salesforce integration. The company addressed incident, change, task, and inventory management along with some unique use cases beyond traditional ITSM. These use cases included visitor check-in tracking, advanced project management/reporting, and time management needs.

Benefits Realized

Implementing BMC Helix Remedyforce led to tangible benefits for Goodman Manufacturing, along with the flexibility to go beyond traditional ITSM. The company saw a 17% increase in first call resolutions and a 25% increase in mobile app incident reporting. Andrew Dorsey, IT Business Analyst at Goodman Manufacturing, shared his thoughts about the platform:

"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."

Read the full [case study](#) on Goodman Manufacturing's use of BMC Helix Remedyforce today, then contact us about your BMC Helix Remedyforce questions and needs.