

BMC Digital Workplace

Provide engaging experiences that support employees whenever, wherever, and however they want to work

PRODUCT DESCRIPTION

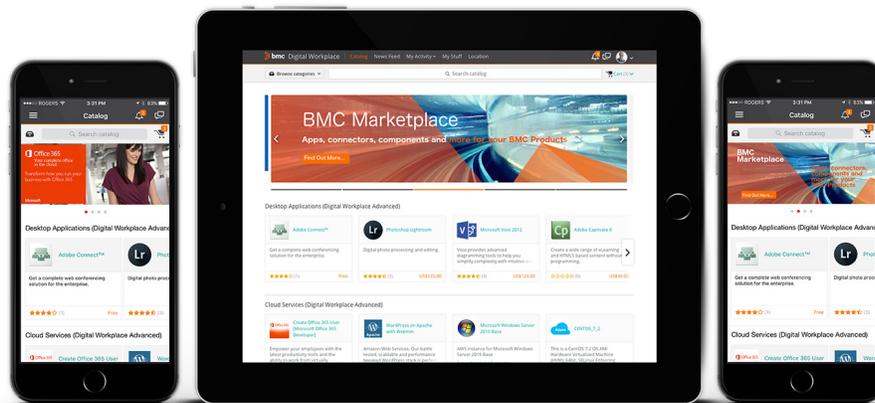
BMC Digital Workplace (formerly known as MyIT and MyIT Service Broker) enables businesses to improve workforce agility, employee productivity, and the customer experience by seamlessly connecting and unifying systems through a flexible and consumer-like user interface.

BUSINESS CHALLENGE

Employees expect modern tools that leverage the latest consumer technology and make it easy to find what they need to do their jobs, from anywhere, at any time, on any device. They want simplified ways to solve problems and if IT cannot help them, they will find the resources elsewhere. Companies are stepping up to this challenge by deploying the latest technologies to promote employee collaboration and business innovation. **However, aggregating, managing, delivering, and analyzing hardware, software, and services from multiple cloud and on-premises vendors isn't easy.** Each offering may have its own interface, resulting in confusion and frustration.

BMC SOLUTION

BMC Digital Workplace helps organizations shift to a “people-centric” view focused on user empowerment, while keeping necessary process enforcement and governance. Built upon an enterprise-grade infrastructure with a design that puts people first, BMC Digital Workplace solutions create consumer-like experiences and enable management to effectively coordinate technology, processes, and people.



Digital Accelerators



KEY FEATURES

- **Intuitive, one-click user interface** – Clear icons provide a familiar way to help employees get what they need
- **Personalized experience** – Easy to configure custom settings make it simple to adhere to branding requirements
- **Built-in starter catalog** – Services come right out-of-the-box with preconfigured, common service request definitions (SRDs)
- **Broad accessibility** – Available for iOS, Android, and as a web app
- **Powerful connectors** – Integrate into leading industry services and platforms like Microsoft Office 365, Microsoft Azure, Atlassian JIRA, Amazon Web Services (AWS), and more
- **Modern management** – Drag-and-drop workflow customization
- **Multi-environment compatibility** – Access on-demand, on-premises, and hybrid
- **Powerful analytics** – Dashboards show usage, performance, and cost metrics

KEY BENEFITS

- Deliver **consumer-like experiences** for multiple business units
- Adapt to both employee and employer requirements with a **custom, modular framework**
- Fast track time to productivity with an **easy to deploy and compelling experience** out of the box
- Enable **“one-click” for everything employees need** by aggregating and managing apps, services, and gear in a centralized solution
- **Bundle tools and services** based on employees’ roles, locations, and requirements

PRODUCT DETAILS

Self-Service: Empower employees to help themselves from anywhere, at any time, on any device.

Employee Onboarding: Accelerate the onboarding of new employees, enabling key choices in IT and other services to be made by the new hire prior to their start date and ensure that employees are productive as soon as possible.

Enterprise Service Store: Allow employees to order hardware, software, and services in a single-click manner from an intuitive, consumer-like storefront—all while adhering to enterprise-set security and workflow policies.

Smart Office: Transform business environments to support flexible modern working, allowing employees to hot desk and book resources, rooms, and concierge-type services via self-service using location-specific floor plans and information.

Enhanced Banner Management: Promote applications, services, and/or announcements with multiple size banners within the intuitive user interface. Custom targeting, based on entitlements, is also supported, along with scheduling so campaigns can easily be rotated.

Modular Connectors: Integration connector support for brokered services with industry-leading solutions including Microsoft Office 365, Microsoft Azure, Citrix, Amazon Web Services, JIRA, and more. Check marketplace.bmc.com/digitalworkplace for the latest connectors (new ones are added frequently).

Single/Multi-Service Requests: Two-option request system: Add to Cart or Request Now. Request Now immediately starts system processes.

FOR MORE INFORMATION

To learn more about BMC Digital Workplace, please visit bmc.com/digitalworkplace

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life

BMC digital IT transforms 82 percent of the Fortune 500.



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