

BMC Business Workflows

Easily manage cases across functions by defining and automating workflows

PRODUCT DESCRIPTION

Business Workflows is a new, cloud-native, case management application for lines of business, including HR, facilities, and other groups—providing services to employees in a scalable, managed, and automated way. Since Business Workflows is built on the BMC Innovation Suite, it provides the ability to tailor the user interface and create automated workflows without writing code.

BUSINESS CHALLENGE

In today's business environment, the new, competing capital is an engaged workforce and superior customer experience. Companies are investing in learning how to liberate their workforce's time, talent, and energy to unleash their organization's productive power. Complicating this is the struggle to create volume and scale in services, standardize and streamlines processes, and achieve service excellence. **Common barriers for HR and other business units include inefficient ways to track cases, share knowledge, and automate workflow without using additional visualization resources.** Organizations want to realize long-term operational cost savings and create an employee-centric, multi-channel experience that powers continuous improvement.

BMC SOLUTION

Business Workflows transforms the way businesses interact, manage, innovate, and scale services across the enterprise, through a single platform—empowering employees to create the workflows they need to be self-sufficient and agile. Business Workflows empowers employees across the enterprise to deliver on business goals by tailoring and customizing no-code apps while collaborating with IT for governance and technical compliance. This personalized employee experience fuels and drives engagement and productivity—redefining the relationship between the business and IT and helping the business transform into a cognitive enterprise.

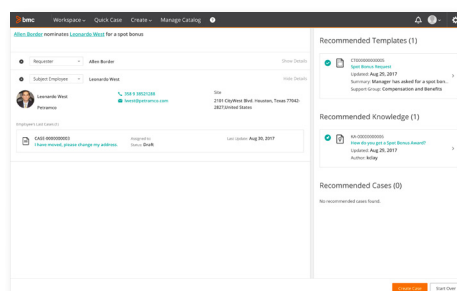
KEY FEATURES

Business Workflows transforms the way you manage and scale services.

- **Self-service** – Provides a service catalog to employees via a universal browser or mobile app
- **Case Management** – Manages case lifecycles with templates, tasks, and resources
- **Knowledge Management** – Creates and maintains knowledge across the organization
- **Service Targets** – Defines and tracks service level targets

KEY BENEFITS

- **Manages a case throughout its lifecycle**, and gives agents and managers the ability to efficiently create, update, and resolve cases
- **Creates and maintains a knowledge base** that can be referred to when working on a case with integrated knowledge management
- **Automatically displays knowledge articles** when an agent views the issue, reducing the time required to locate that information
- **Monitors and measures performance** with easily configured service targets



PRODUCT DETAILS

Service Catalog: In three easy steps, business users can use the enterprise catalog to create, define, and publish a service

Drag-and-Drop Workflow Creation: Empower business users with pre-defined workflows that allow them to create and automate workflows without writing code

Form-less Requests: Deliver modern case management with quick case creation through recommended templates and knowledge articles

Tailored User Experience: Leverage Innovation Suite features to enhance applications, and tailor them to specific business requirements

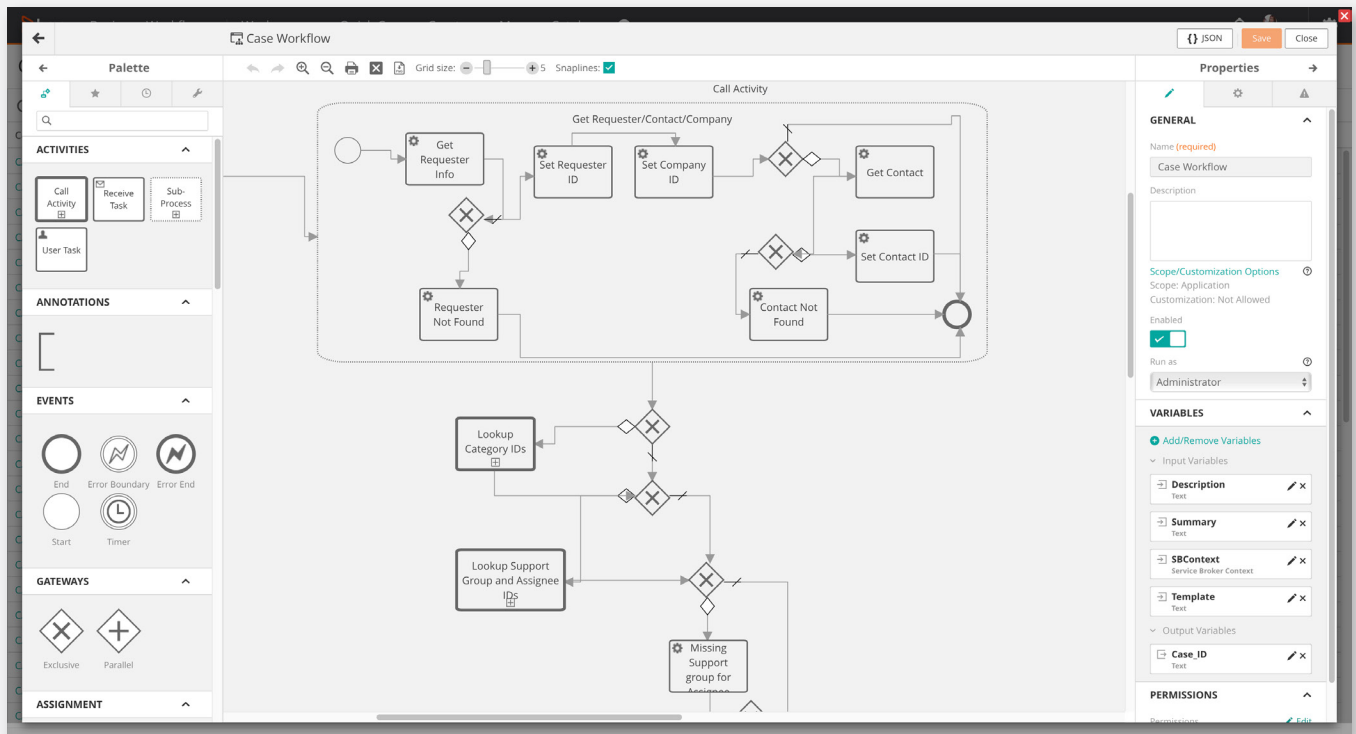
Integrations: Integrate with BMC applications and third-party systems with BMC integration service


Tailorable Application UI: Create custom views with additional fields without writing code

Web and Mobile Apps for End Users: Enable employees to access services anytime on web, native iOS, and Android apps

FOR MORE INFORMATION

To learn more about BMC Business Workflows, please visit bmc.com/it-solutions/business-workflows



 Case Workflow Palette

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 digital IT transforms 82 percent of the Fortune 500.



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