

## SMART AUTOMATION



# BMC

## HOW CAN TELEFÓNICA TECH HELP?

We offer you all the capabilities of a business flow management tool through the BMC Cloud service

**It is vital to have comprehensive strategies that take into account both the internal and external aspects of an organisation in a digital, multi-channel and multi-cloud environment.** In this context, **workplace management** comes into play. **ITSM management is a powerful tool for standardising and improving the service provision processes** of an entire company, as well as facilitating the digitalisation.

**Telefónica Tech offers your company, through BMC, the most powerful and innovative tool** for ITSM Management in the cloud. Beyond the IT management tool (ITSM), with the BMC service you can apply automation, intelligence and flow management to all

the areas and processes of your company such as operations management (AIOps), orchestration workflows (Control-M) or the automation of business processes (Business Workflow).

**BMC solutions are designed to accelerate your digital transformation** and offer simplified and standardised back-office automations and integrations that deliver numerous benefits for customers, employees and end users.

## WHO IS THIS SERVICE FOR?



**Corporate organisations requiring an intelligent, scalable service delivery solution** to drive maximum efficiency.



**Business service organisations that need IT reinforcement** in their logistics, sales, purchasing and invoicing processes.



**Companies looking to accelerate their digital transformation and make processes more agile** to meet business needs.

## OUR VALUE PROPOSITION

### Our service

Telefónica Tech offers you BMC to digitally transform your business: a next-generation service for ITSM Management applications in software as-a-service (SaaS) formats. We help you gain maximum competitive advantage with an innovative software solution designed to accelerate digital business: from mainframe to mobile devices, to the cloud and beyond.

If you need help setting up, advanced application configurations or any kind of customisation and bespoke developments, our team of Professional and Managed Services experts are at your disposal.

### What does it allow you to do?

This service will allow you to:

- › **Streamline and make service and job management processes more flexible** to meet business needs.
- › **Improve decision-making with** accurate real-time **information.**
- › **Minimise risks and strengthen security** to the highest logical and physical levels.
- › **Automate workflows and workloads** to dramatically increase overall efficiency.
- › **Easily scale service delivery** as the business evolves.

### Benefits

#### Full control of business performance

Service modelling maps users, actions, projects, and activities in an automated way and shows how they are linked to business services. This information is of great value to the business and improves decision making.

#### Automation and advanced service support integration

Incredibly versatile service support platform through shared data models across adjacent disciplines, such as system monitoring, impact simulation, capacity management, administration.

#### Increased customer satisfaction

We improve user expectations and user experience for problem resolution, incorporating current trends in self-service. We offer the best prices as a direct sales channel.

#### Unique portability

As a cloud solution, you can grow in capabilities as your business grows without the need for infrastructure investments or specialised staff thanks to its flexibility and efficiency.

### Telefónica Tech's differential value



Possibility for the client to choose between their own or shared instance at a reduced price and managed by Telefónica Tech (LITE version).



Application instances deployed under Telefónica's security and communications umbrella.



Direct and personalized dialogue for each client, adapting the BMC service to their processes and tools.

## TEAMS & ACHIEVEMENTS

### Our team

- › Technical centre specialised in BMC technology.
- › Team of consultants with the highest certification in BMC solutions.

### Achievements

- › **Partner BMC.**
- › Great national references in the public and private sector.

## BUSINESS MODEL

The BMC service is offered in SaaS mode, being deployed in the nodes owned by BMC.

BMC ITSM offers different licensing modes depending on whether it is for nominal or concurrent users and the service to which they give access: ITSM (Service Desk), Digital Workplace Advanced, Management Suite or Service Optimization. In addition, it is offered in a LITE version, with the same functionalities as the standard, at a reduced price, sharing the tenant with other clients.

On the other hand, in addition to ITSM, other modules are offered such as Control-M (flow automation), AIOps (operations management) or Discovery (self-discovery tool), and additionally specialized consulting, migration, deployment and solution support services by BMC.

## RELATED PARTNERS



## RELATED SERVICES

### Hybrid Cloud

We drive your growth with multicloud solutions from our partners:

AWS by Telefónica Tech —→

Microsoft Azure by Telefónica Tech —→

Google Cloud Platform by Telefónica Tech —→

Oracle Cloud Platform by Telefónica Tech —→

We also offer the Telefónica Tech Cloud Platform service, an integrated Cloud solution from on-premises to our Data Center and Edge, with multiple telco connectivity alternatives and local nodes in 7 countries:

Telefónica Tech Cloud Platform —→

## | RELATED SERVICES

**Capabilities**

We facilitate your journey to the cloud with our Consulting, Cloud Professional Services and Multicloud Hybrid Services capabilities:

Cloud Consulting and Professional Services —→

Multicloud Hybrid Services —→

**Cybersecurity**

We help you keep visibility and control of your multicloud environments with cyber security solutions:

Cloud Security —→

Contact us to start the digital transformation of your organization.

