



The best IT strategies to cut education costs? **Think IT Service Management**

Educational facilities increasingly look to solutions outside the box — and the classroom — to stretch ever-dwindling resources and budgets. Advanced technology can often provide cost-saving solutions, but where do you best spend those limited dollars?

Many businesses have found the answer in IT Service Management strategies to seamlessly deliver the online and software-based services their customers expect — and reduce overall IT costs and related risk.

Unfortunately, the price of entry can be steep. To lower the barriers, BMC Software provides two cloud-based IT Service Management offerings that eliminate the need to buy software or divert staff resources. BMC Elite Partner RightStar Systems now also customizes those services to educational facilities with quick and painless implementation to provide similar cost savings and benefits.

An ITSM Remedy On Demand

At the heart of many IT Service Management strategies lies the service desk — a central point of contact for handling customer and user issues, including IT service outages and help requests.

BMC's Remedyforce Service Desk (for mid-size entities), and Remedy OnDemand solutions (for enterprises), provides best-in-class IT Service Management software hosted remotely and available by subscription. Packages can automate all or part of the IT support process, and include a cloud-enabled service desk,

self-service and inventory management abilities. Further support includes pre-configured ITIL®-based incident, problem, self-service, change and inventory management processes. The solutions help schools provide high-quality services to students, faculty and administration, and cut costs by:

- **Eliminating up to half of repetitive incidents** with self-service password resets and access requests
- **Minimizing “incidents” escalated to “problems”** with a self-service knowledge base for users and help desk agents
- **Reducing risk** with advanced scheduling, planned outages and automated approval processes
- **Reducing help desk call costs from \$40 each to \$1** by automating repetitive service requests and removing labor-intensive processes
- **Improving IT staff productivity by 30 percent**
- **Providing services users want**, when they want them, and tracking related progress through a self-service portal

In the coming years, economic realities will continue to steer school districts and colleges towards technology solutions. RightStar's IT Service Management implementations help educational facilities glean savings and efficiencies that can make a real difference.



RightStar Systems | An Elite BMC Software Solution Partner

Education systems thrive when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations rely on BMC Software across both distributed and mainframe environments. As an Elite BMC Partner, RightStar provides consulting, design, and implementation services for BMC Software products. RightStar is a leading provider of ITIL®-based Service Management solutions for higher education. For more information, please visit www.rightstar.com.