

Key Benefits

- Drive greater customer satisfaction through customized services
- Fill the gap for customer understanding of Knowledge-Centered Service best practices
- Create a more robust Service Desk solution
- Help customer realize greater value from RKM investment
- Reduce Total Cost of Ownership

About Knowlysis

Knowlysis is a consulting and professional services company that supports organizations seeking to better leverage the applications that supply their business knowledge and facilitates their online business.

We have partnered with the world's leading solution providers to provide the support needed to ensure the maximum value is received from the customer's technology investment. Our best practice methodologies are designed to complement the BMC Product and Services organization. Knowlysis is a partner in good standing with BMC Software.

Contact

Please contact Alan Blake for more information regarding Knowlysis Remedy RKM services at ablake@knowlysis.com or 801.224.0002.

Knowlysis

services for

BMC® Remedy® Knowledge Management

Business Challenge

Remedy ITSM customers who have purchased Remedy Knowledge Management recognize the potential value in applying their employees' systems knowledge into their service management processes. Many however, may not have the time or expertise necessary to optimize RKM or have a good understanding of KCS (industry standard Knowledge-Centered Support) best practices for a knowledge system.

Through customized services, Knowlysis can add value to the BMC customer engagement through a proven process that maximizes the value of RKM in the customer environment and drives increased customer satisfaction.

Knowlysis Services

RKM Workshop

We have created a packaged RKM Workshop – an on site engagement that provides the RKM customer with:

- RKM/KCS Best Practices and process alignment
- Implementation of RKM and integration into ITSM Incident, Problem and Requestor
- Mentoring on RKM day-to-day usage
- Analysis of gaps between RKM and the organization's knowledge management processes

Additional Services and Tools

Building on the experience gained by working with many Remedy RKM customers, Knowlysis offers a number of additional customized and packaged services and tools:

- RKM/KCS Best Practices Instruction
- Reporting Export Tool
- Importer tool for making legacy unstructured content (PDF, HTML, DOC, etc.) searchable within RKM
- Conversion tool for creating RKM solutions from legacy content
- Authoring workflow with Remedy notifications
- XML Data Retrieval setup and configuration for Self Help portals

Solution Value

BMC Software and Knowlysis provide an industry-leading solution for Remedy Knowledge Management workshops and implementation strategies. Together the RKM customer can achieve knowledge management expertise and define processes to create an efficient and robust Service Desk solution.