

KINETIC REQUEST



EXTEND THE POWER AND VALUE OF BMC® REMEDY® WITH SERVICE CATALOGS.

IT, HR and other enterprise functions are under pressure to fulfill service requests faster and more efficiently than ever before. That's why web-based service catalogs are growing in popularity. Research shows that using service request management tools like service catalogs can save 30–40 percent of the cost of internal services, reduce service delivery times by 50 percent, and improve service quality by 25–40 percent.

If your business uses the BMC Remedy Action Request System® (ARS), you've already got the foundation to create and manage actionable service catalogs. BMC Remedy's request-centric, forms-driven, workflow-based architecture is the ideal platform for service catalogs. Kinetic Request is the enabling technology that allows you to leverage this potential to its maximum advantage.

Get more from your BMC Remedy investment

Kinetic Request is the only "built on BMC Remedy" Service Request Management System (SRMS) that works with any BMC Remedy ARS standard or custom

application, regardless of version. Any part of your organization that fulfills service requests from internal and external customers can now quickly build and implement actionable web-based service catalogs to improve efficiency, response time, service quality and customer satisfaction.

And since Kinetic Request is developed natively on the BMC Remedy ARS platform, it requires no separate management systems or integration effort. If you know BMC Remedy, you already know how to use and support Kinetic Request.

The native service catalog tool for BMC Remedy from the leading BMC Remedy Developer

Kinetic Request comes from Kinetic Data, one of the world's largest and most experienced BMC Remedy software companies. It installs on your BMC Remedy ARS server, works with all BMC Remedy forms, and takes advantage of your existing BMC Remedy service delivery processes and workflows. Kinetic Request also works with non-Remedy

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applications from Oracle®, SAP® and other companies via web services, Java API or other BMC Remedy-supported integration options.

Kinetic Request improves service across the enterprise and enhances the image of service-centric functions

IT organizations use Kinetic Request to create ITIL-based service catalogs to lower costs, reduce service request backlogs and more closely align IT with the business. Kinetic Request makes it easy for other service-centric departments, such as HR, facilities, procurement, and sales and marketing, to enjoy the same benefits with their own secure role-based service catalogs that utilize the workflow capabilities of BMC Remedy.

Kinetic Request service catalogs create a better customer experience

Kinetic Request responds to customer-side events to make the user experience targeted and streamlined. With Kinetic Request, you've got maximum flexibility to easily tailor service catalog request forms to virtually any type of customer. Your customers can find what they need fast, enter service requests quickly and track the status of their requests anytime.

Kinetic Request

- Is the only “built on BMC Remedy” SRMS tool that works with any BMC Remedy ARS standard or custom application.
- Extends the value of BMC Remedy.
- Leverages existing service management applications.
- Builds ITIL standards into service management.
- Allows users without BMC Remedy development skills to quickly implement and build actionable service catalogs.
- Reduces service delivery costs in IT, HR, facilities and other areas.
- Allows you to quickly implement service catalogs and expand them over time.
- Requires no separate management systems, integration effort or lengthy training. If you know BMC Remedy, you know Kinetic Request.
- Allows customers to track the status of their requests, for improved communication.
- Allows management to accurately monitor service delivery time and quality.
- Aligns service providers more closely to the business.
- Creates targeted and streamlined customer experiences, for increased customer satisfaction.