

The Future of Work Starts with Digital Workplace



Welcome to the future of work

The rapid shift to remote work at the onset of the pandemic placed new challenges on corporate processes and systems. This was especially true of the way that employees obtained the services or information they needed to get work done and access their benefits, payroll information, and vacation time. Not only did employees' needs suddenly increase—new equipment, new network access, lost passwords, questions about time off and health benefits—but they lost access to their traditional source of information, their co-workers. Without knowledgeable peers nearby to ask, “How do I get this done?” employees have turned to the next logical choice, the IT help desk.

This influx of low-level requests—many not even IT-related—drained time and resources from an already over-tasked IT department and often left employees frustrated. Organizations need an easier way for employees to get the information and solutions they need, regardless of which department or line of business is providing the service. That's the role of modern self-service for the digital workplace.

“The future of work isn't really about the future—it is about initiatives that companies need to pursue now.”

- Holly Muscolino, Research VP, Content and Process Strategies and the Future of Work at IDC¹

¹ Future of Work: Strategies for the New Work Experience - Update (idc.com)

² Password Management: Getting Down to Business - Infosecurity Magazine (infosecurity-magazine.com)

The hidden costs of password resets

According to the Gartner Group, between

20% to 50%

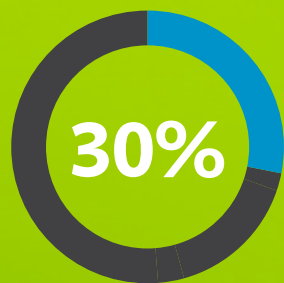
of all help desk calls are for password resets, and Forrester Research estimates the labor cost for a single password reset at

\$70.²

Why establish a digital workplace?

Companies need to establish a foundation upon which to build the future workplace. This is important because as the pace of change accelerates, the time and resources spent looking for information and plodding through manual processes increases. This can deliver a blow to the speed and efficiency organizations need to compete. Business functions such as HR, IT, facilities, finance, and procurement want to deliver meaningful services while reducing catalog sprawl and avoiding bottlenecks as demand continues to grow. Challenges include:

- Unable to get the tools they need to get their jobs done, employees lose productivity and grow increasingly frustrated and disengaged.
- Geographically dispersed workers are more dependent than ever on infrastructure outside the walls of the enterprise, making it difficult to supply them with services securely and efficiently.
- Employees expect consumer-like experiences from their company's services, which is often not the case.
- A multi-generational workforce has varying preferences when it comes to ways to communicate and collaborate.
- IT struggles to meet the rising demands of the enterprise, as manual processes waste time and resources, detracting from more complex, value-added tasks.
- Siloed service solutions for IT, HR, procurement, and other functions put the onus on users to find the help they need, leading to confusion, delay, and more time spent searching for solutions.
- Slow and inefficient services make the organization less agile in meeting customer demands.



Employees spend ~30% of the workday searching for information. Much of the time, they still can't find it.³

³ Xenit Blog, Do workers still waste time searching for information?

What do employees want?

An engaged workforce translates to everything from a better customer experience to increased productivity to greater profitability. But employee interactions with enterprise-related services can be frustrating when they don't match up to consumer experiences. Here's what your employees are looking for:



A centrally located source for self-service where they can get answers to their questions, tools for work, and solutions to their problems anytime, from anywhere, on any device.



A consumer-level user experience that is easy and pleasant to use.



Access to knowledge management as a replacement for in-person information source without delay.

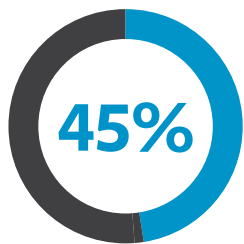


Creating a foundational digital workplace

A future-of-work digital workplace is one that fully empowers self-sufficiency, provides the information and analysis at employees' fingertips when they need it to maximize productivity and significantly decrease the amount of wasted time investigating.

A modern digital workplace is built on:

1. Intelligent self-service
2. A unified service catalog across the organization
3. Tailored, omni-channel engagements
4. Ease of administration



By 2022, 45% of repetitive work tasks in large enterprises will be automated and/or augmented by using “digital coworkers.” – IDC⁴

“Since the deployment of our current knowledge base and chatbot, **we’ve reduced service desk contacts by 30% overall.** It was so significant that we thought something was broken. But we used analytics and discovered all those users were getting their information from the knowledge base.”

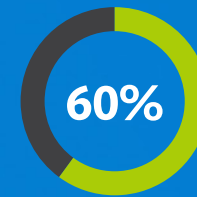
– Director of ESM and IT operations, E-commerce



Delivering intelligent self-service

Having a person handle simple tasks like providing benefits information and expense reporting is expensive and time-consuming, not just for the department that handles the tasks, but for the end user as well. AI and machine learning provide an intelligent way to help ensure employees receive the right information, at the right time, the way they want it. Intelligent self-service provides:

- Omni-channel engagements to resolve issues with real-time translation to converse in the language and channel of choice anytime, anywhere with virtual and/or live agents.
- Highly accurate results drawn from federated worldwide sources and tailored to the user, in whatever format necessary to facilitate comprehension.
- Fast time-to-value and higher ROI with out-of-the-box virtual agent and bot training, knowledge article packs, and a content-rich starter kit.
- Designed for the enterprise, providing easily curated information from all lines of business with powerful authoring and curation, including KCS® v6 verification.



By 2023, more than 60% of all customer service engagements will be delivered via digital and web self-serve channels, up from 23% in 2019. – Gartner⁵

⁵ Gartner, Deliver Customer Service During COVID-19: Improve Digital and Self-Service Capabilities, 7 April 2020.

Unified enterprise service catalog

Routine requests to the service desk plummet as employees can act for themselves. No longer do employees have to hunt to find the services they need.



A holistic approach to service delivery gives stakeholders enterprise-wide a single entry point to the services they need.



Users can order hardware, software, and services in a single-click from an intuitive, consumer-like storefront.



Self-service offers built-in adherence to enterprise procurement, travel, and security policies.

Forrester Total Economic Impact (TEI) of BMC Helix⁶

As part of the BMC Helix platform, BMC Helix Digital Workplace can demonstrate proven, real-world results, including:

- > **Automating 25%** of non-deflected tickets via self-service portals and chatbots.
- > **Saving 8 hours** per new hire by fully automating onboarding.
- > **Improving end-user productivity** through automation, avoided incidents, and improved UX.



⁶ Forrester Total Economic Impact (TEI) of BMC Helix, Jan. 2021
Survey of 14 Decision Makers at 11 Organizations

Tailored, omni-channel engagements

The future of work requires compelling employee experiences to remove the barriers to productivity and engagement. Tailored, omni-channel, proactive, and conversational user experiences will enable workers to remain focused on critical work rather than mundane tasks. Using channels configured with value-added experiences and knowledge management capabilities, employees can find the information they need, when they need it. A modern service delivery platform offers:



Interactive channels that can be configured for more value-added experiences.



Integrated knowledge management capabilities to help employees locate the information they need quickly.



Multiple, easy-to-use tools to help employees maintain productivity and job satisfaction.

CASE STUDY

The George Washington University

GW University's IT help desk processes 70,000 tickets per year to serve its 26,000 students. Looking for a way to provide 24x7x365 support and free desk agents for more complex issues, the university implemented BMC Helix Digital Workplace with a BMC Helix Virtual Agent named Martha.

- > Self-service resolution time fell from **20 minutes to a few minutes**
- > **25%** self-service case deflection
- > **11%** case resolution via Virtual Agent

Ease of administration

The best enterprise service platforms are easy to use and easy to administer. Help desk, HR, procurement, finance, and other non-technical administrators should be able to organize and provision the services and tools their employees need quickly to maximize employee productivity and experiences.



Empower your administrators with straightforward, highly configurable ways to present their offerings.



Provide easy ways to customize the experience, like creating sub-catalogs to scale service delivery via personalized bundles, banners, and virtual marketplaces and more.



Offer no- and low-code programming capabilities to reduce dependence on IT for tailored user experiences and workflows adapted to your organization.



6 reasons why modern SaaS deployment makes sense

An exceptional employee experience must be fast, flexible, agile, and powerful.

1

Scalability

based on easy consumption-based model.

2

Reduced costs

of managing software and hardware.

3

Security

beyond the capability of many companies.

4

Compliance

to maintain audit readiness.

5

Faster time-to-value

with automatic upgrades.

6

Flexibility

for access anywhere and easy monitoring.

What to look for in a digital workplace solution

Choosing an enterprise service solution might seem like a daunting endeavor. After all, there are dozens out there: basic chatbots, newer “employee experience” platforms, and full-fledged digital services and operations management suites. A digital workplace needs to provide a solid foundation and still be flexible enough to enable the future of work. If you want to reap the organizational and financial benefits, make sure your chosen solution meets these criteria:

- **UNIFIED SERVICE CATALOG**

Look for a solution that lets you offer services from multiple business units in a single catalog—not just a portal to each. Make sure it’s easy to update without major rip-and-replace processes.

- **OMNI-CHANNEL**

Let end users choose how they engage across devices and familiar apps such as Slack, Teams, WhatsApp, and more rather than locking them into a single vendor.

- **INTELLIGENT KNOWLEDGE**

Make sure your solution has a robust, enterprise-grade AI-driven knowledge search to make self-service faster, easier, and more comprehensive. BMC Helix is ranked #1 in IT knowledge management.

- **VIRTUAL AGENT**

Look for innovation and enterprise scale. Don’t settle for a consumer-quality solution or one that is “headless” and requires complex connections to third-party knowledge base solutions. BMC Helix is ranked #1 for AITSM.

- **ENTERPRISE-WIDE**

Don’t pay extra or undergo additional setup for an enterprise-wide solution. Make sure your solution isn’t limited by functional silos.

- **EASY TO AUTHOR AND CURATE**

Look for multimedia authoring designed to uphold knowledge-centered service (KCS®) practices.

- **FAST TIME TO VALUE**

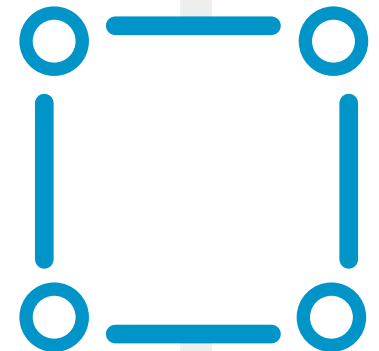
Your solution should be designed for rapid deployment and immediate use, without the need to train the chatbot with enterprise data.

- **VENDOR-AGNOSTIC INTEGRATION**

Your solution should integrate with any enterprise tool on the market and provide automation capabilities.

- **RESULTS ACCURACY**

Ask for hard data illustrating cognitive search accuracy from independent rating organizations.



Go beyond IT

The ideal digital workplace empowers lines of business to augment the employee experience. Make sure your technology is easy enough for non-technical users, with features like drag-and-drop workflows, service bundling, and specialized tools.



BMC Helix Digital Workplace

BMC Helix Digital Workplace transforms the way services are both consumed and conveyed across the enterprise, maintaining innovation velocity and improving workforce agility, employee productivity, and experiences.

Natively supporting a shift-left approach and removing productivity barriers, BMC Helix Digital Workplace enables organizations to eliminate catalog sprawl, implement intelligent self-service, and configure digital assistants. It's critical to solving the needs of an over-burdened service desk and delivering compelling experiences required by organizations on their journey to becoming an autonomous digital enterprise.

Intelligent capabilities for the enterprise

BMC Helix Digital Workplace navigates complex back-end systems so end users don't have to.

- **Automatic classification**
- **Ticket, incident, and email routing**
- **Optimized workflows**
- **ChatOps**
- **Automatic assignment**
- **Intelligent swarming**
- **Deep integrations**



What makes BMC Helix Digital Workplace different

The future of work starts with BMC Helix Digital Workplace, featuring tailored, omni-channel engagements anywhere, anytime, across the entire enterprise thanks to these advanced capabilities:



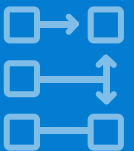
Intelligent self-service. Employees can quickly resolve their issues by getting the right information through multi-media-enabled knowledge articles. Offers a virtual agent using natural, conversational language to assist with requests.



Unified service catalog. Employees can order hardware, software, and services from all lines of business in a single click from an intuitive, consumer-like storefront—all while adhering to enterprise-set security and workflow policies.



Tailored, omni-channel engagements. Configure interactive channels to create added-value experiences. Leverage integrated knowledge management capabilities to build a foundation for your future of work with compelling employee engagements.



Ease of administration. Lines of business can easily organize and provision services and tools like sub-catalogs, personalized bundles, banners, virtual marketplaces, and more without IT intervention.

BMC Helix Virtual Agent

BMC Helix Digital Workplace is integrated with BMC Helix Virtual Agent to make it easy for employees to access information and services across the enterprise using natural language.

- Available across channels of choice, without the need to leave the current application.
- Provides superior experiences that improve employee productivity and business agility across service and operations.
- Capable of using all Digital Workplace automations, such as cloud actions, robotic process automation, integration platform-as-a-service (iPaaS), and more.

Guides users with AI-driven, context-aware recommendations throughout a single request or work stream.



About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent

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