

HOW BUSINESS TRANSFORMATION IMPACTS IT SERVICE MANAGEMENT

Top factors creating demand for IT service management include:



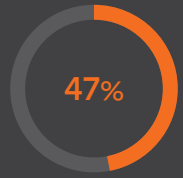
Growth of applications



Business transformation initiatives



Need to increase productivity



Reducing support costs

As a result

62% of Orgs are experiencing increasing service requests



52% are impacted by limited budgets

And at the same time, User expectations are increasing



79% of users expect on demand resolution

What can be done to improve IT Service management?

68% say Improved End-user Self-service

61% say Increased Automation

BladeLogic Atrium Orchestrator can help



Automate employee onboarding



Enable self-service help (e.g. password reset)



Accelerate help desk ticket resolution



Synchronize tickets across help desks

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Note: All data based on April 2016 survey by Gatepoint Research of 132 IT Executives across a wide variety of industries. 72% of responders work in Fortune 1000 companies and the remainder were from companies with less than \$1.5B in revenues.

