Improve your IT Service Management by integrating BMC Remedy ITSM Suite® within Microsoft Outlook®

ITSM4Outlook
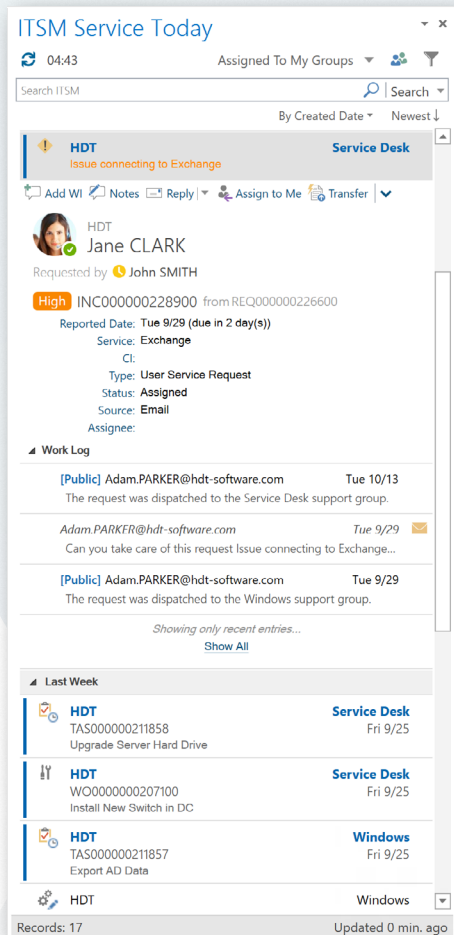
ITSM4Outlook is an intuitive and powerful application that enables Support Staff to perform IT Service Management tasks right from Microsoft® Outlook® and without the need to use any complex web interface.

- Intuitive user-friendly tool
- Bridge between Outlook® and BMC Remedy®
- Perform main ITSM tasks right from Outlook®
- Improve Service Desk efficiency by 75%
- Boost service quality
- Time Saving
- Cost Effective
- Increase competitiveness of organization

In many organizations, IT Service Requests and Incidents are still reported by emails and then translated into a structured ITSM solution. This time-consuming process, often combined with low acceptance of the ITSM tools, prevent organizations to reach the desired level of maturity. ITSM4Outlook helps organizations to bridge those gaps and switch perspective of both business and IT.


BRIDGING GAPS THROUGH INNOVATION
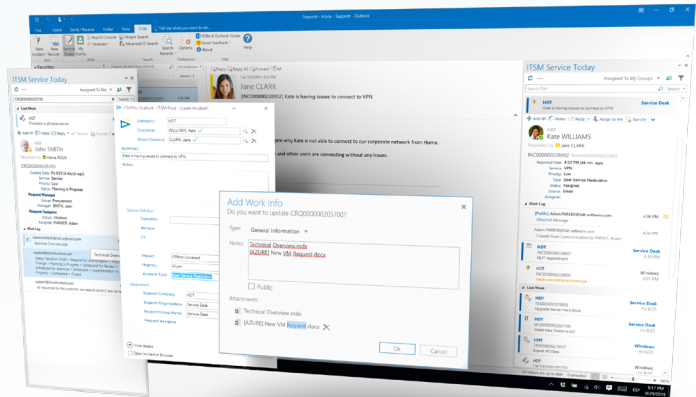
ITSM4Outlook has been developed from a user-centered perspective in order to be as simple and intuitive as possible. With ITSM4Outlook there is no hidden function or complex task. What you see is what you get.

ITSM4Outlook is an application that is installed as a Microsoft® Outlook® extension. **It acts as a bridge between Outlook® and the BMC® Remedy ITSM Suite®**. ITSM4Outlook is revolutionizing service desk management thanks to its innovative approach. Its simplicity, flexibility and effectiveness are optimizing the work and performance of IT staff and managers. It provides a range of options and features that make easier and faster the generation, follow-up and management of IT Requests throughout a whole organization, while reducing shadow IT.

KEY FEATURES

- **Submit incidents** right from Outlook®.
- Never lose track of your **ITSM workload.**
- **Automatically attach the source email** in work logs.
- **Easy addition of files** by drag'n drop or Copy & Paste.
- **Tracking and quick search** of ITSM references.
- **Update your ITSM tickets** directly from Outlook.
- And many more!
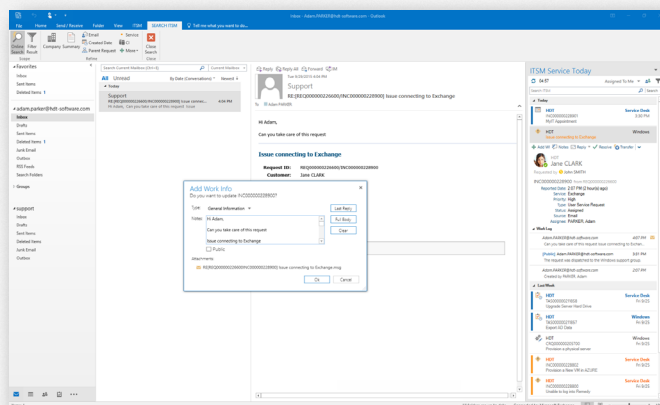
KEY BENEFITS

- **Improve ITSM Tool Acceptance** though an intuitive and user-centric interface.
- **Reduce Shadow IT** and **Administrative Overhead**.
- **Boost Service Quality** via the standardization of ITSM processes.
- **Improve IT Service Management Efficiency** by up to 75%.
- **Reduce Cost** of IT incidents thanks to faster response time and service restoration.
- **Ensure Service Delivery Level** and **Customer Satisfaction**.
- **Increase Competitiveness** and **Productivity**.

PRODUCT SPECIFICATIONS

ITSM4Outlook works on the following systems:

- Microsoft® Office® 2010/2013/2016
- Windows® 7/8/8.1/10
- BMC Remedy ITSM Suite® from version 8
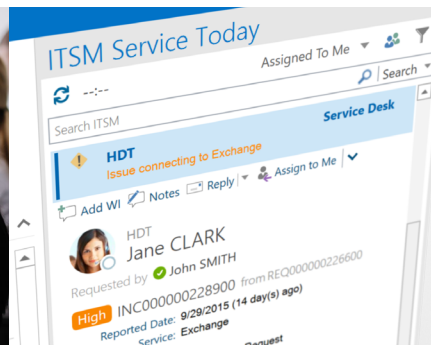
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