

Who is Planwell

Planwell is the leading provider of IT Service Management solutions in the ANZ region and has been for the past 20 years.

Planwell works with customers to identify the best solutions for their business needs, and assist with implementation, deployment and ongoing management of these solutions.

The Planwell Portfolio of Solutions provides best in class technology together with Planwell's own ITIL framework for design and delivery. The result is the achievement of business outcomes on time and on budget.

Planwell also provides remediation services for those occasions where companies have been left with unacceptable results from other providers.

Improve Your Service Desk

Cut wait times from 5 minutes to 45 seconds.

Improve first-call resolution by up to 90%.

Would you like to resolve your first call resolution time by up to half?

Do you provide a way for your end users to be self sufficient?

Cut your service desk costs by up to 25% in your first year

ITIL Compliant

BMC Remedyforce Service Desk

As an IT support leader/manager, you require a service desk solution that improves customer satisfaction and availability while reducing costs. However, managing support infrastructure requires investment in systems and most importantly the hiring, training and retaining support administrators – taking away budget that can be used elsewhere. As a result you may be considering ways to offload the cost of management of administration and maintenance of your help desk add service management solution to a SaaS provider.

Cost: \$79 per user per month (minimum 5 users)

User numbers: 5 - 30

What's included in the Solution:

- Incident Management
- Problem Management
- Change Management
- Asset/Inventory Management
- Self Service
- Optional Knowledge Management OnDemand



Features

Backups, maintenance or upgrades are done by the service provider BMC

Easy to install and easy to use

ITIL best practice common data model

Alignability process model is built into Remedy Force. This process model describes the build in service management processes in a simple 4 level structure that ensures consistency.

Process instructions are included in Remedy Force

Each process procedure includes descriptions of the rolls and outlines the responsibilities for each step.

Chatter a private and secure social network just for you business. Through this feature the user can post updates, post comments and share links with the people that follow you and that you follow.

For every Remedy on Force.com license that is purchased this includes 250 Self Service licenses for the end users.

Get started quicker with easy help desk setup "wizards"



Benefits

Personalise your management portal to allow better visibility into your IT operations e.g. allow users the view key data in one place and monitor metrics habitually.

Predictable total cost of ownership – The infrastructure is managed for the customer resulting in predictable cost and predictable budgeting.

Scheduled Upgrades – The customer is ALWAYS on the latest version of the software.

Leverage the self service portal that empowers end users to log tickets via web, mobile and email. This will have a dramatic impact on customer satisfaction and reduce the call volume to your service desk.

Alignability model provides the customer with the fastest possible access to detailed information that instructs your support representative how to proceed with each situation, thus facilitating and improving first call resolution and providing end users with a consistent experience each time they contact the Service Desk.

Gain visibility into the IT environment through asset/inventory management.



“Remedyforce will save us approximately 25 percent the first year, and will cut our costs nearly in half in two to three years” - Can Ersoz, Manager of information systems at Yakult