PCCW Solutions®

IT Service Management

IT Service Management

IT departments have been dealing with a tough question – to do more with less and provide better services in a timely manner.

When there was technical disruption, people tended to adapt to manual IT ticketing and incident resolving processes. However, the manual processes made it difficult and time-consuming for IT team to find out the root cause, conduct trending analysis and reporting. What's more? Users want their problems to be resolved immediately.

Due to the increasing demand and higher expectation, the IT Service Management (ITSM) is evolving. The incident and problem management processes need to be automated, enabling IT team to respond quickly and efficiently to conditions that disrupt services.

Offering solutions to boost your business power

PCCW Solutions' IT services team is widely recognized as the ideal choice of partner for multinational corporations and large organizations that want the hassle of designing, building and running increasingly complex IT environments to be handled by world-class experts.

As a trusted IT services partner, PCCW Solutions helps end users implement and manage ITSM solutions with proven track record. We have a strong resource pool of ICT professionals with ITIL practices and processes knowledge, helping customers enhance productivity with pre-configured, ITIL©- based incident and problem management processes.

Unified interface enables better management and higher productivity

PCCW Solutions offers the ITSM solutions developed by its Gold Partner BMC. Built on more than 20 years of leadership and experience, BMC solutions are robust enough to manage the most advanced technology environments in the world.

Easy to use, fast to deploy and packed with the latest innovations in service management, BMC RemedyForce and BMC Remedy On Demand enable ITSM in the cloud, which only requires internet access and can be used anywhere; BMC Remedy On Premise is an alternative to suit the large companies' needs.

The all-in-one solution unifies service desk, incident, problem, change, asset life cycle, and service level management applications with a single configuration management database (CMDB), data model, workflow platform, and user interface. The solution offers visibility of the IT infrastructure's components and related business services, allowing IT staff to manage services from business perspectives.

The solution acts as a single point of contact for user requests, user-submitted incidents, and infrastructure-generated incidents. Its deep, flexible, best-practice ITIL workflows expedite the restoration of normal service, help prevent future events from adversely impacting business services, and improve IT staff efficiency.

Features and benefits

- **Change management** – avoid disruptions to the business with an integrated change management schedule and process.
- **Service Level Management** – create, manage, and measure Service Level Agreements, Operating Level Agreements, and Underpinning Contracts with simple data entry.
- **Configuration management** – speed up root cause analysis visually through the Configuration Item Explorer.
- **ITIL-based best practices** – pre-configured ITIL best practices for help desk, self service, change, and inventory management processes.
- **Self-service portal** – leverage self service to deflect calls, empower end users, and improve customer satisfaction.
- **Mobile access** – allow users to communicate their requests in multiple ways, through the web, mobile devices, and email