

READINESS PROGRAM FOR BMC Remedy IT Service Management Suite

PROPULSION

You've invested significantly in selecting the Remedy IT Service Management suite from BMC as best fit to your technical and functional needs. A one-stop proven solution, BMC Remedy provides you with a single suite of products to support all your ITIL service support needs.

Your challenge now lies in bringing this solution to life within your organization - creating a culture of understanding and commitment to the change, then using those changes as a springboard to future improvement.

This is what G2G3 call readiness - the ability of an organization to embrace change, and adopt it to the point of acceptance, effectiveness and beyond.

With this in mind, G2G3 offer a complete program for creating BMC Remedy readiness, including planning, learning, communication, enablement and simulation options. Our flexible approach means you can personalize your package and select the components which specifically suit your needs.

The G2G3 Readiness Program for BMC Remedy can include:

PLANNING

BMC Remedy implementations require careful planning, administration and project management. G2G3 can remove the pain often experienced around this by planning and administering an implementation and launch around your specified requirements and timescales.

LEARNING

Our approach to training and learning is entirely contextual. Our experienced consultants will quickly identify your goals, challenges and pain points, then create a learning experience based specifically around these. Unlike the more traditional, "technology-focused" tools education, contextual learning is about making learning relevant in order to improve performance, a business-focused educational approach, it relates what needs to be learnt to the specific needs of the learner. Rather than teaching people every facet of BMC Remedy, which focuses specifically on what people need in order to do their jobs more effectively. Our contextual approach also ensures that the required technology elements of the BMC Remedy ITSM suite, as well as your specific processes, working practices and strategic messages are incorporated as standard.

Our learning programs can be delivered across multiple medias - face-to-face, e-learning, virtual environment, mobile learning - whatever best suits your needs as an organization. Prefer to deliver the training yourself? No problem - we can create you a unique BMC Remedy Readiness Program, then train your trainers to effectively roll this out across your organization.

ENABLEMENT

G2G3 creates objects to maximize the effectiveness of the learning experience, as well as ensuring ongoing understanding and usability into the future. We take a highly innovative approach to these learning objects, building them around scenarios and terminology specific to your business. These can include:

Pre-reads – available in multiple formats, to create early awareness of project goals

Quick-flips – desk-based key information guides

Cheat Sheets – specific to your organization, these allow your workforce to find what they need to know, fast.

Instructive User Guides – which can be created in any format, for any audience

Short and targeted video and audio guides – demonstrate and explain effective usability of the technology combined with process

Infographics – a highly visual approach to accelerating understanding of complex information

Collaboration spaces – allowing knowledge and learning to be shared across defined networks

SIMULATIONS

G2G3 simulations are a high-impact, energetic way to accelerate understanding and acceptance of service management processes and tools such as BMC Remedy. Our simulations can also be facilitated to include your unique processes and messages, as well as BMC Remedy itself, bringing to life the specific issues faced by your organization and how they can be overcome with people, process and technology.

COMMUNICATIONS

Effective communication is key to BMC Remedy readiness. Communication can create a feeling of involvement - and if people feel involved, they are much more likely to embrace the changes being implemented. Good project communications should create a holistic understanding of the reasoning behind the implementation and the business benefits it expects to deliver.

G2G3 will treat your project communications like a marketing campaign, creating personalized communications that are targeted, engaging, stimulating and relevant. Our communications deliverables can include:

Full communications planning and control

Print or electronic newsletters/newsblasts

Videos and podcasts

Posters and Z-cards

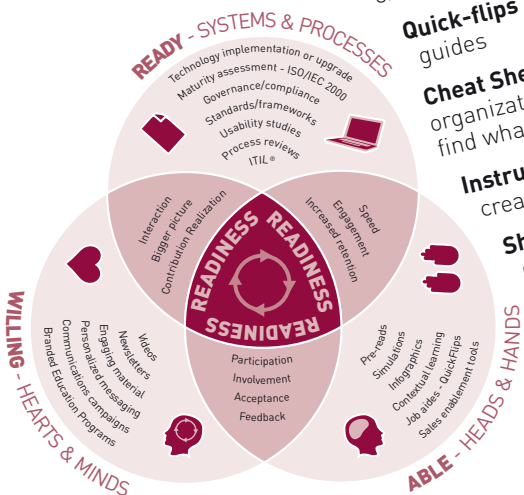
Event management

The benefits of a G2G3 Readiness Program for the BMC Remedy suite:

It is a strategic catalyst for change - Readiness Programs create a holistic understanding of the implementation objectives and an appreciation of the reasoning for the change. This top-down understanding makes individuals awareness of the role they play in making the change a success.

It is time and cost efficient - By taking a precision approach and converging learning with your specific needs and processes, learning becomes shorter and more focused, maximizing knowledge gain, increasing performance and saving time and money.

It is unique - Every organization is an individual entity and its learning infrastructure should support that. Readiness Programs take into consideration the processes, terminologies and culture of the organization, ensuring a "best fit" approach.



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