



BMC Service Desk Express Link to MS Project

Every IT department will need to manage large or complex changes as its organization grows. Such changes involve significant planning, resources, and controls. Poor implementation management has led to highly publicized failures and can result in system downtime, high cost, and significant time spent.

INHERENT RISK IN COMPLEX CHANGES

Many of the organizations we work with have developed sound change processes and have implemented software packages to manage them. Still, changes requiring a large number of tasks and sub-tasks including testing, certification, and approvals demand a robust project management tool to provide a visual overview of the process.

USING LEADING INDUSTRY TOOLS

BMC Service Desk Express Change Management automates change processes of an IT organization throughout the process—from request to planning to implementation to verification.

As changes grow more frequent and complex, managers may desire the graphical capabilities and familiarity of traditional project management tools such as Microsoft® Project. This tool allows a manager to better estimate project duration, completion date, resource requirements while offering advanced reporting functionality.

BENEFITS OF INTEGRATION

The RightStar BMC Service Desk Express Link to Microsoft® Project provides the link between the two applications to enhance your organization's change management capabilities. Because data can now be shared between BMC Service Desk Express and Microsoft® Project, you can benefit from the graphical monitoring, planning, and management capabilities of Microsoft® Project and the process workflow of BMC Service Desk Express Change Management.



The RightStar BMC Service Desk Express Link to Microsoft® Project maximizes the investment in both products by allowing transfer data between them. You can graphically visualize the impact of any project deviations and the effect on other tasks and subtasks, make project plan changes in Microsoft Project and transfer them back to BMC Service Desk Express, and employ its powerful workflow engine.

BENEFITS INCLUDE:

- Graphical visualization of change and implementation plans
- Powerful change process workflow
- Improved estimation of project duration and resource demand
- Reduced corporate risk and cost

This product provides your department maximum planning capabilities and control over the management of changes regardless of complexity, resulting in increased uptime, improved resource management, and reduced risk and cost to the organization.

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RightStar Systems is a technology consulting and services company that designs and implements customer support centers and service management systems for upper mid-market customers. We combine leading Web-based support solutions with focused process consulting and industry best practices to help companies dramatically improve customer and employee support.

We exist exclusively to empower our customers to lead their industries with exceptional customer-centric solutions.