



RightStar Systems

Single Source Service Management

RightStar is an Elite BMC Solution Partner and leading provider of BMC Remedy and Service Desk Express implementations. Together, we focus on critical areas that affect the bottom line and provide rapid return on invested capital. By reducing cost through improved service and asset management, we free up capital and increase the profitability of organizational performance.

The current environment is all about being fast, efficient, flexible, reliable, and profitable. RightStar helps organizations achieve these goals. Our clients use us to rapidly deploy service desks that are more responsive, efficient, and measurable. We help reduce costs by providing life-cycle management of enterprise assets and improving reliability with a change management process that spans all of an organization's critical system resources.

We understand that inefficiency and misalignment come with high price tags: wasted capital, frustrated employees, eroded productivity, and lower return on investment. But managing the infrastructure requires more than tracking. It involves people, relationships, knowledge, facilities, and services. We automate best-practice workflows and improve efficiency across multiple divisions, companies, technology platforms, and geographic areas.

RIGHTSTAR SERVICES

The Meta Group has published research indicating that 30 cents of every dollar spent on IT produces no value to the business. As a result, IT organizations in today's economy are doing more with less by better aligning IT with the business, consolidating applications wherever possible, and demanding more effective implementation of services.

Through RightStar's experience of consolidating service desk applications, we have developed a comprehensive understanding of organizational service management needs. In more forward-thinking organizations, technology and business have converged, often placing the service desk at the center of the organization. Service desks and call centers have evolved to support the diverse needs of an organization, including change and asset

management, human resources, and facilities.

RightStar has extensive experience in all areas to help our customers achieve better business value by consolidating service management most efficiently and effectively.

RIGHTSTAR SERVICE DESK By taking advantage of an organization's internal resources and RightStar's proven experience, the RightStar Service Desk, which uses BMC Remedy or Service Desk Express, provides quick and painless Incident and Problem Management deployment. The RightStar Service Desk relies on a powerful combination of business knowledge and implementation experience. By working with our clients and partners and leveraging our proven process, RightStar minimizes the time and cost involved by deploying a standard Information Technology Infrastructure Library (ITIL)-based implementation quickly and correctly.

RIGHTSTAR HR RightStar HR provides a total view of every employee's request history and HR data, enabling rapid management and resolution of all employee issues in real time. Specific RightStar HR customizations to BMC applications include an HR self-service portal and a powerful HR workflow engine.

RIGHTSTAR FACILITIES Using BMC Remedy or Service Desk Express as the application centerpiece, the RightStar Facilities implementation focuses on reducing operating costs and improving service management by expanding and consolidating several facility and administrative applications such as property management, room reservations, pickup and delivery scheduling, and facility-related requests, including telecommunications and building maintenance.

RIGHTSTAR CHANGE The goal of any change management implementation is to ensure that standardized processes are used to minimize the impact of a related incident on existing service availability. Combined with BMC's change management modules, the RightStar Change Management implementation consists of the processes, technology, and documentation responsible for managing hardware, systems and applications software, personnel, and communications equipment changes.

RIGHTSTAR ASSET The tightening of departmental spending has forced organizations to do more with less. IT asset management programs enable organizations to select, manage and leverage IT investments to better achieve business objectives. The results are increased efficiencies, reduced costs, and improved service with a comprehensible ROI. The RightStar Asset implementation focuses on helping organizations take complete control of asset management by providing areas of cost efficiencies. Combined with BMC's asset management tool, the Atrium Configuration Management Database (CMDB), there are two key outcomes from this service:

- A strategic asset workflow management plan for generating significant cost savings from current operations.
- Development of a strategy for short- and long-term success with a cost-effective ROI.

RIGHTSTAR CUSTOMER SUPPORT RightStar offers several support options designed to help you quickly avoid and resolve problems or questions, ensuring availability of the service management systems and applications that your business depends on. All levels of support allow you to contact us by telephone, Web, and email—whatever is best for you.

RIGHTSTAR SYSTEMS

Headquarters in Vienna, Virginia

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.

- **Basic Support** is available eight hours per day during your standard office hours, each day of the five-day workweek (excluding published holidays) and features a response time of four business hours for the highest severity issues.
- **Fast-Track Support** offers the same benefits as Basic Support, but emphasizes responsiveness. It is available twelve business hours per day, each day of the five-day workweek (excluding published holidays) and features a faster response time on all your issues, including one business hour response for the highest severity issues.
- Additionally, the **RightStar Customer Care Program (CCP)** is an on-going support program designed to improve service management workflow and systems efficiency. RightStar consultants will spend a week each quarter reviewing your current service desk installation and service management practices.

WHY RIGHTSTAR?

All companies and organizations are being forced to do more with less. Efficiency is no longer a desirable goal; it is a basic requirement for survival. RightStar has the resources to help your organization compete effectively in this demanding marketplace by:

- Offering a flexible set of services that are designed to meet your individual needs.
- Providing an experienced team of ITIL-certified professionals who can work effectively with your internal resources.
- Using an effective process that has been fine-tuned through numerous successful implementations.

As a result, RightStar has a proven ability to provide its customers with a unique value proposition: delivering best value, rapid implementation, and flexibility, along with the adaptability that it takes to deal with the accelerated rate of change present in today's marketplace.

