

## HOW BMC SOLVED 10,000+ USER QUERIES WITH 34 WHATFIX INTERACTIVE GUIDES



BMC is a global leader in innovative software solutions that uses Whatfix's in-app guidance to seamlessly onboard users on their ITSM platform, Remedyforce. The integration of Whatfix has proved to be an overwhelming success for Remedyforce. It has been helping their new users get onboard the platform in the shortest time with absolute ease.

**bmc**

- 10000+ worldwide customers
- 36 years of leadership in IT Management Solutions
- Approx. \$2 Billion revenue

BMC Remedyforce is a complete IT Service Management solution built on the Salesforce's Force.com platform. Leveraging ITSM tools and best practices, Remedyforce delivers a modern consumer experience that empowers IT to become a center for business innovation.



The in-app guided tours have provided us with a clear vision of showing customers how to perform tasks within the UI rather than taking them to another screen and telling them about it.



### BMC REMEDYFORCE DOCUMENTATION TEAM

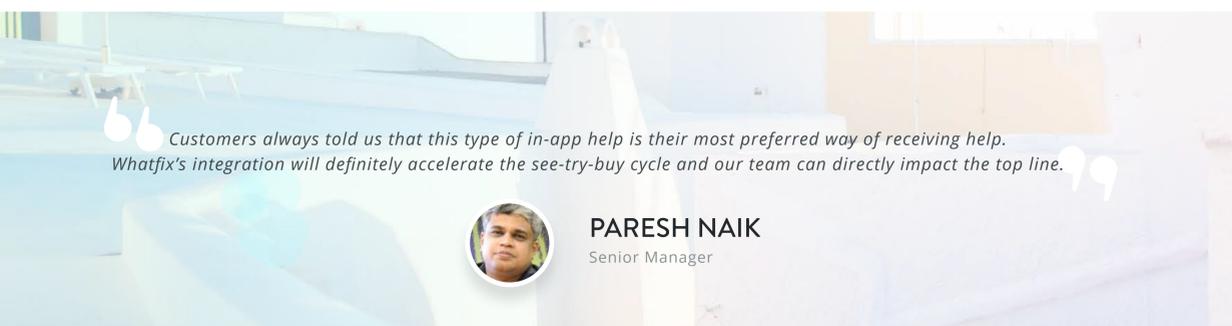
## CHALLENGE FACED BY BMC REMEDYFORCE



Despite their large clientele, BMC Remedyforce recognized that one of their major challenge was, onboarding trial and new users. The user dropouts during the initial setup was escalating, and this became a reason to change the existing strategy and to try out new methodologies.

To tackle the challenge, Remedyforce decided to revamp their onboarding experience and adopt an intuitive and self-serving in-app guidance for their platform. The self-serving system could help new users understand the platform's functionalities in real-time, all the while ensuring a smoother transition.

The next step to that was identifying a provider that could help out in implementing the idea on Remedyforce.



Customers always told us that this type of in-app help is their most preferred way of receiving help. Whatfix's integration will definitely accelerate the see-try-buy cycle and our team can directly impact the top line.



**PARESH NAIK**  
Senior Manager

## WHY BMC REMEDYFORCE CHOSE WHATFIX



When BMC Remedyforce decided to implement in-app guidance, many solution providers were evaluated. Whatfix outweighed all of them and came out winning in most of the parameters of Remedyforce evaluation criteria. The most critical one was showing the in-app interactive guides on Salesforce pages that are not controlled by Remedyforce codebase.

With Whatfix, Remedyforce could tailor the in-app interactive guides depending on the requirements of the trial users. The requirements could vary from user to user depending on the parameters like availability of demo data, web browser being used, user locale and so on.

Soon after they were convinced that Whatfix is the solution to their challenge, they added a total of 34 in-app interactive guides to the Summer 16 release of Remedyforce.

Now, it's been more than an year since BMC Remedyforce integrated Whatfix and the results have been astonishing. Whatfix in-app in-teractive guides has reduced training requirements and time to productivity of new users. And it aids in hand-holding the trial users comfortably, while assisting them to achieve their goals successfully.

The added advantage of Whatfix being multilingual, became a boon for them as all the languages supported by Remedyforce are supported by Whatfix.

The efficiency and usefulness of Whatfix on Remedyforce has paved way to multiple licenses for other BMC products.

6

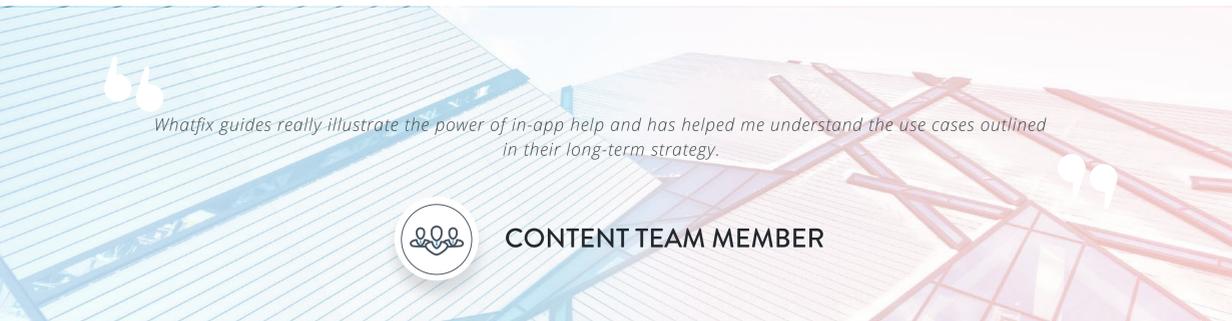
LANGUAGES SUPPORTED

34

WHATFIX GUIDES CREATED

10000+

USER QUERIES SOLVED



Whatfix guides really illustrate the power of in-app help and has helped me understand the use cases outlined in their long-term strategy.



### CONTENT TEAM MEMBER

## HOW WHATFIX CAN HELP YOU?



### EMPLOYEE TRAINING

Our step-by-step guidance system enables your employees to complete their tasks seamlessly in a short span of time.



### USER ONBOARDING

Our guides help in creating personalised onboarding programs that can engage new users and retain them effectively in the long run.



### CUSTOMER SUPPORT

Our self-help mechanism helps users train themselves efficiently at their own convenience.

Whatfix aims to help companies simplify their user onboarding, employee training and reduce their support costs with its real-time interactive guides. We empower users to learn the onboarding processes at their own convenience, avoiding the need of being handheld. This ultimately helps in reducing the overhead onboarding and training costs, and increases the productivity by large.

## DISCOVER HOW WHATFIX CAN HELP YOUR BUSINESS



TRY WHATFIX