

MAJOR AMERICAN FOOD CORPORATION CREATES A FUTURE-READY FOUNDATION WITH BMC



A large US-based global food corporation has been a BMC customer for over 30 years, and as such, the company understands the value of investing for the future. To continue its growth, and meet the demands of a changing world, the organization recently took a big leap forward in its digital transformation.

As part of its conversion to intelligent IT operations, and with the goal of reducing on-premises costs, decommissioning dozens of servers, and minimizing platform and application maintenance efforts, the company again turned to BMC.

BMC Customer Success, together with a longtime consulting partner, migrated the company's 3.5 TB of service management data—two years of rolling incident, supplier relationship management (SRM), and work order data, plus three years of change data—from an on-premises Remedy solution to the cloud-hosted, software-as-a-service (SaaS) BMC Helix ITSM solution.

The migration was a global team effort with a four-month timeline, and was completed remotely due to the pandemic. There were six integration types—open database connectivity (ODBC), API, REST API, web services, BMC Atrium Integrator, and email—and over 140 integration points.

BMC Customer Success and the consulting partner did two rounds of performance testing prior to the go live and successful simultaneous global rollout. The migration to BMC Helix ITSM helped the company move from a highly customized system that had stale and orphaned data to a more standardized and easily maintainable system with higher data quality.

The SaaS solution is now supporting almost 10,000 ticket transactions per day and has improved the user experience for employees with faster onboarding, automated ticketing processes, less manual work, and fewer errors. The customer and the partner have also been able to shift their resources from "keeping the lights on" to important value-based projects such as new business-critical integrations and more in-depth data analysis to improve mean time to repair (MTTR) and reduce overall downtime for essential applications.

The migration is the first step toward an enterprise service management (ESM) solution that integrates service, operations, and artificial intelligence for operations (AIOps) and leverages data and analytics. It also puts the company on the path to become an [Autonomous Digital Enterprise](#) (ADE) that embraces intelligent, tech-enabled systems across every facet of the business to enable agility, customer centricity, and actionable insights. To learn more, visit www.bmc.com/helix.