

# A REAL-WORLD ITSM TRANSFORMATION: FROM FIREFIGHTING TO PREDICTABLE WINS



When IT leaders talk about “maturing service management,” the conversation often drifts into abstractions: frameworks, governance, and maturity models. But what if you could point to hard data—numbers that prove the shift from firefighting to disciplined, proactive service management?

That’s exactly the type of transformation that Chas, an IT service manager at a large, Ohio-based insurer and one of our customers, led with BMC Helix IT Service Management (ITSM). And the results are the kind of metrics that make even the most skeptical CIO sit up straight.

## From quick wins to long-term cultural change

Chas doesn’t mince words about early automation wins, telling us, “This automation reduced unnecessary calls to customer support by **6.1 percent** and increased the use of self-service by **40.6 percent**.” That’s not an incremental improvement—that’s bending the curve.

And it didn’t stop there. By strengthening problem management with BMC Helix ITSM, he adds, “We reduced our mean time to resolution by nearly **90 percent**.” Think about what that means in practice: fewer outages dragging on for hours, more IT time freed up for value-adding work, and business users getting back to productivity faster.

# Scaling problem management into real cost savings

The company's problem management journey wasn't an overnight story. It started in 2008 with a formal process that stalled, followed by further overhauls in 2019, 2022, and 2023. As the processes became more consistent, the IT organization gained credibility and delivered measurable business impact. Chas shared the before-and-after numbers earlier this summer in a webinar:

- From 2019 to 2023, the company averaged **136 service disruptions per year**, with an average MTTR of **13 hours and 26 minutes**.
- By 2024, MTTR had dropped to just **one hour and 46 minutes**—an **89 percent reduction**.
- Recurring outages fell by **20 percent**.
- Overall time spent on service disruptions dropped by **82 percent**.

## Lessons for other IT leaders

Chas was candid about the fact that “our biggest challenge was all cultural-based—getting people to stop calling their favorite person in IT and start trusting modernized processes.” This is something we frequently see in this sector: teams clinging to old habits and bypassing official workflows or hesitating to trust automation, perhaps in part because every change feels risky. In the highly regulated insurance sector, small process shifts can take months of negotiation and reassurance.

Hence, our advice to Chas was clear:

- Don't boil the ocean. Start with the processes that matter most.
- Automate repetitive processes in a way that delivers obvious value, such as ticket routing, escalations, and notifications.
- Create value-driven, transparent dashboards so leadership sees value. Treat process improvement as a team sport.

## Why this story matters

ITIL<sup>®</sup> best practices can sometimes feel like theory. But this is a great example of what can be achieved in the real world: reducing tickets by six percent, increasing self-service by 40 percent, and bringing MTTR down nearly 90 percent.

That's not a maturity model score—it's a business case.

## Want the full story?

Watch a webinar replay featuring Chas: [Enhancing Problem Management](#)

Or catch Chas's appearance on the [BMC Helix Live Podcast: Bringing ITIL<sup>®</sup> to Life](#)