



EQUINIX CUSTOMER CASE STUDY

BMC SOFTWARE



Global leader in innovative software solutions deploys on Platform Equinix® and leverages an Interconnection Oriented Architecture™ (IOA™) to gain a more interconnected, digital IT service management infrastructure, improve customer satisfaction and reduce service-impacting incidents by 1,000%

Business Results

- Established direct, secure interconnection to leading network and cloud providers
- Migrated 120+ customers to Equinix data centers with a 100% success rate
- Improved performance and decreased costs
- Reduced service-impacting incidents by 1,000%
- Decreased IT-related user downtime by 25%
- Reduced level-one ticket costs by 33%

“Partnering with Equinix, a world-class colocation and interconnection service provider, was a faster, better and cheaper strategy for growing the company, expanding our global footprint and better serving our users with greater performance and reliability.”

Nandu Mahadevan, vice president, SaaS Operations, BMC Software

Executive overview

BMC Digital Enterprise Management delivers an integrated set of IT software solutions that enable businesses to better manage digital operations to create a more successful enterprise. The company required a digital IT service management infrastructure and workforce productivity solution to increase the performance and effectiveness of its IT service delivery and support desk operations.

BMC Software as a Service (SaaS) Operations built its digital edge alongside the largest industry ecosystems on Platform Equinix to reach everywhere, interconnect everyone and integrate everything. Leveraging industry best practices of an IOA strategy, the company was able to deliver a world-class digital IT service delivery and support experience from the cloud for its employees and customers.

Business challenges

The BMC SaaS team had a requirement to migrate its growing global business to a more automated, digital IT service delivery and support desk model for its 700,000+ core SaaS subscribers and 1,200+ SaaS customers worldwide. To solve the requirement, the team needed to transform its service delivery systems and support methods to more innovative, “smart” digital IT platforms with greater interconnection to increase the performance, reliability and security across its 14 global data centers.



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Solution

BMC moved its SaaS Operations for its IT service management into Equinix colocation data centers in Chicago and Amsterdam—two of the biggest internet hubs with the lowest latency around the world. This move enabled BMC to better interconnect its IT service management solutions out at the edge of its enterprise network, where high concentrations of users, data and applications reside.

The SaaS team migrated 120+ customers to its new IT service management infrastructure in just seven months, and now delivers dramatically higher service levels with zero migration-related issues, 10 times fewer user service-impacting incidents and 25% less IT-related user downtime. MyIT demonstrated a dramatic 33% decrease in level-one ticket costs, a 17-point gain in Net Promoter customer loyalty scores and an 18-point increase in customer service satisfaction rates.

Value realized

Equinix assisted BMC with interconnecting two innovative digital platforms on Platform Equinix: MyIT and i.onbmc.com. These applications leverage cloud, data analytics, mobile and social to provide an automated, cloud-based self-service IT catalog and support portal with mobile and web platforms to ensure users can obtain IT services and support from any device.

By adopting an IOA strategy, BMC modernized its IT service management help desk infrastructure by delivering flexible and agile management of IT services and support anywhere, anytime, on any device. As a result of the partnership, BMC Software was recognized with the 2016 Computer World Premier 100 award.

Key take-aways

By deploying on Platform Equinix, BMC transformed its global, SaaS-based IT Service management infrastructure by integrating digital and cloud technologies and optimizing automation and reliability. In addition, Platform Equinix enabled BMC to directly and securely interconnect to leading network and cloud providers via Equinix cross connects and Equinix Cloud Exchange Fabric™ (ECX Fabric™) for greater performance at a lower cost. ECX Fabric directly, securely and dynamically connects distributed infrastructure and digital ecosystems globally on Platform Equinix via software-defined interconnection.

As a result, BMC developed a more structured, real-time approach to its digital IT service management infrastructure that is more data-driven, automated, intuitive and proactive for its employees and customers. It increased its ability to interconnect users at its corporate network edge to deliver outstanding IT services to its customers at a reduced cost.

The transformed infrastructure also provides its customers with a cloud-based, active-active disaster recovery configuration from an interconnected data center architecture that supports business continuity with an average uptime of >99.9999%. In addition, this created extreme resiliency for BMC's high-performance compute, network and storage systems.

About BMC Software

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Its Digital Enterprise Management solutions are designed to make digital business fast, seamless and optimized from mainframe to mobile to cloud and beyond.

Learn more at www.bmc.com

About Equinix

Equinix, Inc. (Nasdaq: EQIX) connects the world's leading businesses to their customers, employees and partners inside the most interconnected data centers. In 52 markets across five continents, Equinix is where companies come together to realize new opportunities and accelerate their business, IT and cloud strategies.

Learn more at Equinix.com

Equinix Americas

Main: +1.650.598.6000
Email: info@equinix.com

Equinix EMEA

Main: +31.20.754.0305
Email: info@eu.equinix.com

Equinix Asia-Pacific

Main: +852.2970.7788
Email: info@ap.equinix.com