



Mobile Reach for BMC Service Desk Express

Leveraging Mobile Technologies to optimize mid-sized business IT Support



Pave the Last Mile of your BMC Service Desk Express Solution

Aligning workforce with business needs can be challenging for the small- or mid-sized business that must operate with a smaller staff and budget than larger counterparts while maintaining the same or greater service levels. These organizations require high workforce efficiency to reduce wasted efforts and minimize operating costs. As most of your IT staff is inherently mobile, the mobility component of your Service Desk Express system is critically important in your workforce efficiency equation.

Spectrum Mobile, Inc provides a directly-integrated mobile extension to BMC Service Desk Express that extends Incident Management, Asset Inventory, Change Management, and custom applications to barcode scanners, BlackBerrys, SmartPhones, and Windows Mobile PDAs. The product, Mobile Reach for Service Desk Express, drives significant improvements in the accuracy of your IT database and in the effectiveness of your workforce. Your technicians have the ability to capture changes in your IT environment at the point of action, with an intuitive user- and task-focused interface that minimizes data entry errors and integrates directly into your BMC Service Desk Application. IT changes can be reflected virtually real-time with broad visibility to other interested parties.

Mobile Reach provides a familiar and compact interface to your existing SDE applications

The Spectrum Mobile / BMC Advantage

Spectrum Mobile's Mobile Reach software integrates directly with BMC Service Desk Express to provide a cohesive solution that is best described as an extension of your existing investment. Minimal administrative support is required, as it makes use of existing Service Desk Express infrastructure. Mobile Reach integrates with applications via SDE Server APIs, which provide the capability for extending both out of the box applications and custom applications with equal ease.

How Can You Benefit?

Adding Mobile Reach software to your BMC Service Desk Express applications will increase your workforce efficiency by approximately 80% and bring your IT database to 95% accuracy. You will have a system containing more information than you were able to capture before, enabling you to unleash the full power of your BMC Service Desk Express applications. Let go of the headaches caused by trying to manage the IT paper-trail manually, and let Mobile Reach solutions free up your workforce to quickly resolve business issues and perform IT management tasks with ease, efficiency, and accuracy.



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