

# Transition Application Management Service

## Fusion's Transition AMS for BMC Helix accelerates adoption and delivers business outcomes at pace.

Transition AMS utilises Fusion's wide ranging subject matter expertise, industrial-strength best practice and Intellectual Property developed over the past 25 years to administer your BMC Helix platform, while providing tailored hands-on training for your administrators to gain confidence in operating the platform independently.

Many organisations view "going live" as the end of the race – and that's always a mistake. If your team lets up at that point, they will struggle to maximise the value and opportunities that the platform offers, thereby impacting service quality and user perception. In our view go-live is simply a starting point to achieving service excellence, and once in production, the first three months are crucial for gaining users' mind-share and ensuring all activities are aligned to fully achieving the anticipated Return On Investment.

### Drive for Service Excellence and High Adoption

To help drive adoption and enable your team to deliver a high quality service, Fusion is providing the following activities as part of its Transition AMS offer:

- Daily administration of the applications
- Resolving incidents and fulfilling requests
- Delivering minor application enhancements
- Introducing best practice for managing the applications
- Training, upskilling, and shadowing to ensure your application administrators adhere to best practice and are able to navigate and address requirements very quickly
- Flexible term spanning across 3, 6 or 12 months

A combination of these capabilities enables you to not only achieve the business outcomes far more quickly, but also it ensures far greater customer satisfaction and user adoption of the new service.

## Business Outcomes

- **Mitigate risks related to transitioning to production**

Supported by Fusion's highly experienced Service Operations and Support teams.

- **Optimised platform via AI-led Continuous Service Improvements**

Analysis performed by Fusions AI Talos platform to identify and remediate areas for service improvement, including:

- Data quality issues
- Relevant service requests
- Missing knowledge articles
- Automation candidates

- **Enable customer operational teams to take control of the platform after the transition period is completed**

Provide best practice and advice on how best to configure and use BMC capabilities, such as Digital Workplace Catalog, CMDB, Integrations and Helix ITSM platform, Discovery, Client Management and many more.

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