Engage and maximize the performance of your IT staff

Nitro for BMC Remedyforce keeps IT service professionals focused, motivated and engaged within BMC Software’s powerful IT Service Management (ITSM) solution. Because it taps into — and then leverages — what truly motivates your IT staff, you can use Nitro for Remedyforce to drive performance against metrics most important to your organization (tickets closed, call time reduction, CSAT score improvement, knowledge articles created, etc.).

Amp up your results

Yes, the best can get even better. If you’re already a Remedyforce user, you know that ITSM solution offers intuitive, modern IT service management in the cloud powered by the Salesforce.com platform. But now you can add Bunchball Nitro for Remedyforce and integrate gamification into that service desk experience.

The right motivation

Using gamification powered by Bunchball™, IT teams can be motivated to:

• Improve first call resolution rates
• Comply to process guidelines and corporate policy
• Reduce ad-hoc service requests
• Adhere to service commitments
• Increase agent CSAT scores
• Maximize ROI of Remedyforce
It's a combination that delivers tangible business results by maximizing employee performance, fueling collaboration and improving compliance.

**Analysts say gamification is now a crucial best practice for IT**

Today's IT teams are stretched to the limit. Staffing cuts, tight budgets and an increasingly sophisticated and demanding employee-customer base have many in IT feeling overwhelmed and discouraged. Is it any wonder attrition and disengagement are now such serious — and costly — concerns? Fortunately, Nitro for Remedyforce can change all that. By combining proven motivation techniques with behavioral data from your staff’s ITSM activity, Nitro for Remedyforce can engage your IT teams and motivate them to be more productive and efficient.

In fact, leading analyst firms have identified gamification as a crucial best practice for improving infrastructure and operational (I&O) performance, particularly in IT support and service environments. Analysts recommend gamified ITSM solutions because they've been shown to improve engagement, reinforce optimal workflows and inspire expertise.

**Motivation to maximize key performance metrics**

Nitro for Remedyforce gives IT support managers the tools to establish behaviors that cultivate a collaborative, self-service environment, one that can increase the knowledge base of your help desk team, reduce call volumes and cut time to resolution. For example, you can improve key performance metrics by incentivizing agents to resolve tickets before their due dates, apply templates that shorten incident resolution times, etc. You can also use Nitro for Remedyforce to inspire your IT team to take advantage of Remedyforce’s Chatter or Self-Service features to submit tickets and respond to surveys.

What’s more, if you reward agents for expanding their self-service knowledge base, they’ll be motivated to create articles

**Actions and Challenges**

*Nitro for Remedyforce can track and reward a broad set of actions within BMC Software’s ITSM solution:*

- Tickets closed
- Knowledge articles created
- Quality of content
- Incidents resolved by due date
- Incidents resolved at first level
- Use of knowledge articles
- Use of templates
- Change requests completed on-time
- Community participation and sharing
that describe solutions to common problems. Then, you can increase the rewards when those articles are chosen for publication, and again, when end users indicate which articles solved their problems.

More specifically, Nitro for Remedyforce includes:

**Both ready-to-use and customizable components:** You’ll be able to quickly deploy challenges based on ten primary gamification mechanics, each designed to motivate and engage your team: fast feedback, transparency, goals, badges, leveling up, onboarding, competition, collaboration, community and points.

**Targeted challenge and campaign deployment:** You will gain visibility into how your initiatives impact individuals and groups, so that you can deploy individual and/or team-based challenges to drive long-term results.

**Open rewards:** You can tap into what motivates your employees by offering different combinations of physical and intrinsic rewards.

**Integration with Chatter and other social networks:** Integration enables you to encourage and reward social collaboration while giving visibility to high performers.

**Contextually relevant leaderboards and public leaderboard display:** Using the power of competition, you can drive performance against metrics most important to your organization (tickets closed, knowledge articles created, etc.).
Motivate your team to focus on your performance metrics and business goals.

Contact your BMC Remedyforce representative or sales@bunchball.com for more information.

About the Nitro Gamification Platform

Bunchball is the leader and innovator of engagement technology powered by gamification. Purpose-built for the enterprise, Bunchball’s proven engagement solutions motivate employee, partner and customer behaviors while delivering the performance intelligence needed to drive business results. An early visionary, Bunchball wrote the book on gamification with the 2013 best seller Loyalty 3.0, and is widely credited for numerous market innovations, including a patent for Gamification as a Service. More than 400 enterprise customers rely upon Bunchball for the company’s expertise, innovations and proprietary analytics that deliver proven business results, and Bunchball is the partner of choice to industry leaders including Jive, SAP, Salesforce.com and NICE Systems. For more information, visit www.bunchball.com, read the blog at www.bunchball.com/blog, or follow @bunchball on Twitter.