



+33% of tickets handled via self-service

+\$300k saved annually

90 days for global rollout



Weatherford International plc

 **INDUSTRY**
Oil & Gas

 **CHALLENGE**
Transform the service desk model to support the increasingly digital nature of Weatherford's business

 **SOLUTION**
BMC Remedyforce provides cloud-based IT service management (ITSM) processes that increase efficiency and employee productivity while reducing costs.

 **PARTNER**

Cloudaction

BMC is a global leader in software solutions that help IT transform traditional businesses into digital enterprises for the ultimate competitive advantage.
BMC – Bring IT to Life

Weatherford, a \$15B global oil and gas service provider, delivers exceptional IT support with consolidated Service Desk functionality

BUSINESS CHALLENGE

A leader in the sustainable development and production of oil and gas resources, Weatherford International provides innovative products and services that allow customers to efficiently develop new resources and maximize recovery from producing oil reservoirs. In 2014, IT was concerned with the quality of technical support delivered to its 40,000 employees. The staff teamed up with BMC partner Cloudaction to reinvent Weatherford's support model.

BMC SOLUTION

Working together, Cloudaction and Weatherford consolidated eight regional Service Desks into a seamless operation that offers global support with local flavor. BMC Remedyforce handles 26,000 transactions monthly, capturing and tracking all incidents, routing them automatically for faster resolution, providing in-depth reporting, and reducing support costs.

BUSINESS IMPACT

Remedyforce captures and accurately assigns every incident, ensuring exceptional support to Weatherford operating units in more than 100 countries, while taking into account time zones, languages, and other local characteristics. Eventual plans include integrating the monitoring of oil rig sensors to generate and route tickets to the appropriate technician.

- With a consolidated service desk, staffing for software management and maintenance dropped by two full-time equivalents (FTEs), **saving more than \$300,000 annually.**
- **1/3 of incidents are now submitted via the self-service portal** and assigned automatically, reducing call volumes and fast-tracking troubleshooting efforts.
- Employees spend less time getting support and **more time assisting customers.**

“After just 90 days of planning, design, and integration,” says Cathy Holladay, manager of Client Support and Collaboration, “we took a ‘big bang’ approach and rolled out BMC Remedyforce to all employees in a single day. It wouldn't have been possible without Cloudaction's consultative, detailed, and best practice approach.”