



Lennox International

Mobility Improves SLA, Boosts Productivity and Cuts Costs



Geography

North America

Industry

Manufacturing

Business Need

Keep revenue-generating manufacturing infrastructure running across a dozen distributed plants by without increasing IT support costs.

Solution

Aeroprise Mobility for BMC Remedy Service Desk allows managers to monitor service performance and systems availability, while technicians receive, update and reassign incidents from the field.

Results

- > 50% increase in service performance
- > Improved plant uptime
- > Reduced IT costs
- > No added headcount

“IT case volume and support costs have increased significantly in recent years. We need a centralized reporting structure and a mobility solution that provides the same service and support capabilities in the field as are available in the office. Aeroprise allows us to respond quicker and solve cases 40% to 50% faster, thereby improving factory uptime and customer service.”

Carolyn Hollingsworth
IT Director
Lennox International

Broadly distributed operations and a global workforce create a variety of challenges for Lennox International, one of the world's largest makers of heating-and-cooling systems.

Lennox International (NYSE: LII), a global Fortune 1000 manufacturer of heating-and-cooling equipment, has 15,000 employees at two dozen plants in 11 countries around the world. Revenue for 2007 was \$3.7 billion.

Computer system malfunctions impacting factory equipment can impede production and service levels. A decentralized support structure and a desktop-based service management application made it difficult for Lennox International service technicians to respond quickly to each IT request.

To mitigate these challenges, Lennox International provided BlackBerry® smartphones to its 50-plus field-based IT service technicians, who used the smartphones to access company email and collaborate with one another.

Still, the inability to access and update service tickets from the field was slowing service request response times and impacting production schedules.

MOBILIZE BMC REMEDY SERVICE DESK

Lennox International responded by consolidating North American support management for a dozen manufacturing plants in BMC® Remedy® Service Desk. In conjunction, Lennox International deployed Aeroprise Mobility for BMC Remedy™, a pre-configured, easy-to-use solution that extends BMC Remedy applications to field-based service technicians, who access the system on their BlackBerry devices.

Technicians now receive, update, reassign, search and create new trouble tickets, asset records and change requests without having to return to the office. Service updates made by support technicians in the field are automatically mirrored in the BMC® Atrium™ Configuration Management Database (CMDB).

Users configure the Aeroprise solution through a Web-based console to decide which BMC Remedy application features to mobilize for their respective IT roles. Personalized alerts and reports give managers a 360-degree view of the IT infrastructure.

Deployed in less than a week, Aeroprise automatically updates any changes Lennox International makes to the IT Infrastructure Library® (ITIL®) workflow in BMC Remedy Service Desk.

Aeroprise also ties into Lennox International's Service Level Agreements (SLA), so technicians can manage project workloads against required response times.

BUSINESS RESULTS IN THREE MONTHS

Only three months after deploying Aeroprise Mobility for BMC Remedy Service Desk, Lennox International experienced strong results including:

- Increased uptime of revenue-generating plant operations
- Improved service performance by 50% in less than three months
- Currently resolving more than 98% of IT issues within SLA
- Reduced overhead and cut IT costs

"The level of support we received from Aeroprise far surpasses the support of any other product I've ever been involved with. If I make them aware of an issue, within minutes I have a second or third-level technician or engineer on the phone. Aeroprise are always there to help me."

– Jimmy Tucker
IT Manager
Lennox International

Key Products Used:

- > BMC Remedy Service Desk
- > Aeroprise Mobility for
BMC Remedy Service Desk

About BMC Software

BMC Software delivers the solutions IT needs to increase business value through better management of technology and IT processes. Our industry-leading Business Service Management solutions help you reduce cost, lower risk of business disruption, and benefit from an IT infrastructure built to support business growth and flexibility. Only BMC provides best-practice IT processes, automated technology management, and award-winning BMC Atrium technologies that offer a shared view into how IT services support business priorities. Known for enterprise solutions that span mainframe, distributed systems, and end-user devices, BMC also delivers solutions that address the unique challenges of the midsized business. Founded in 1980, BMC has offices worldwide and fiscal 2007 revenues of \$1.58 billion. Activate your business with the power of IT. www.bmc.com.



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