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SERVICE DEFINITION

Remedy

INTRODUCTION

Decillion Digital delivers advanced BMC Remedy/Helix ITSM implementation and support, transforming ITIL best practices into agile, modern service experiences powered by intelligent automation. We provide out-of-the-box deployments, tailored solution development, and comprehensive multi-cloud support—enabling predictive service management and delivering consistently high user satisfaction.

SERVICE FEATURES

- Delivers predictive, industry-leading service management for superior operational outcomes.
- Leverages intelligent automation to drive precision, innovation, and efficiency in service delivery.
- Ensures a secure, consistent service experience across multi-cloud environments.
- Provides powerful reporting and visualisations to enable data-driven decision-making.
- Offers a modern, persona-based user experience optimised for all devices.
- Enables proactive incident management to identify and resolve issues before impact.
- Utilises enterprise-grade iPaaS capabilities for exceptional usability, scalability, and integration.
- Fully aligned with ITIL 4 best practices to support mature, consistent service operations.
- Supports bespoke application development and tailored platform customisation.
- Integrates LDAP Single Sign-On seamlessly through RSSO for unified, secure authentication.

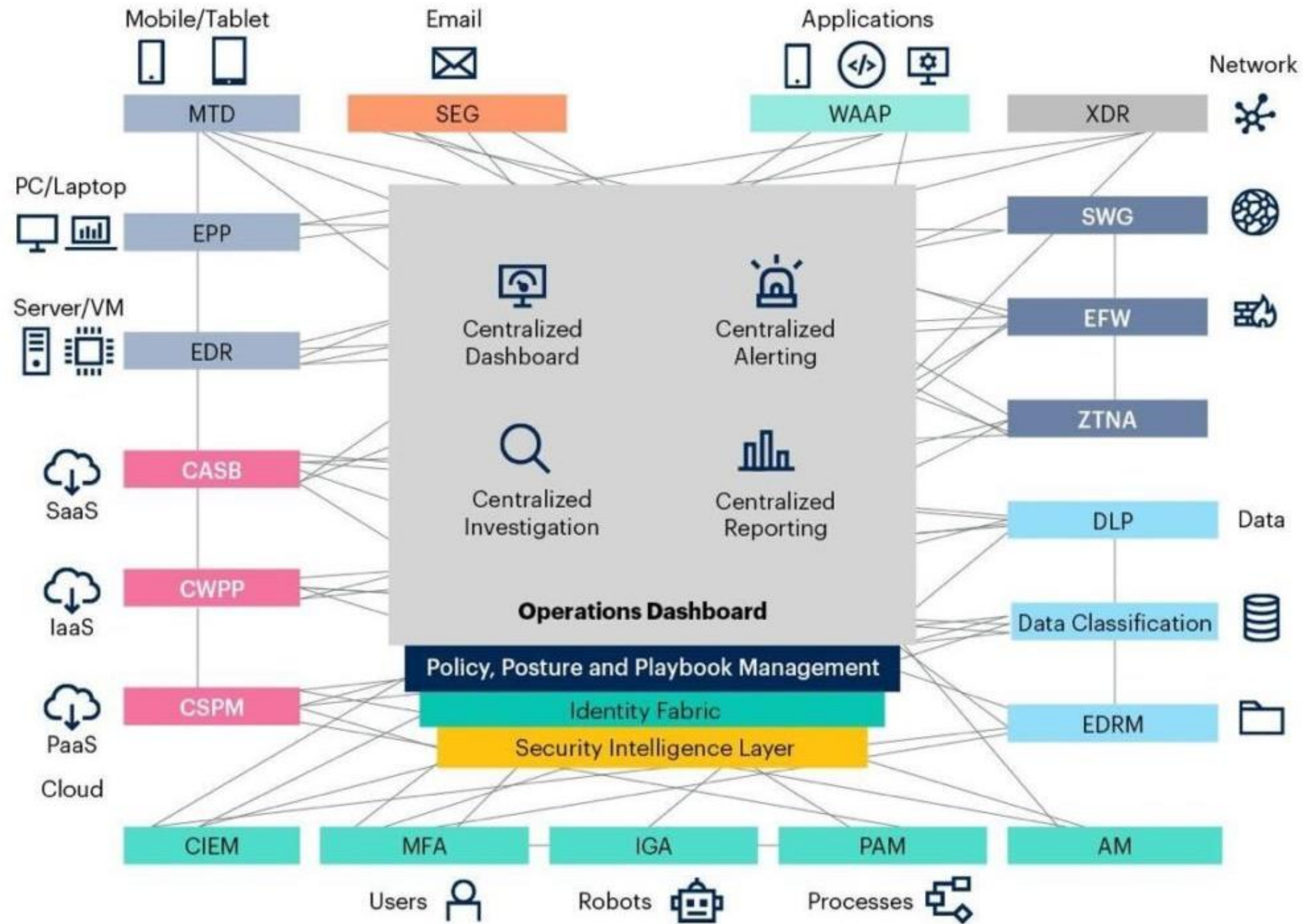


SERVICE BENEFITS

- Achieve up to a 45% improvement in service desk efficiency.
- Unlock high ROI through intelligent, data-driven service management.
- Scale support operations and reduce costs with advanced cognitive capabilities.
- Enhance user satisfaction with faster, more accurate issue resolutions.
- Boost employee productivity by delivering exceptional, intuitive user experiences.
- Efficiently scale compute resources using container-based architectures.
- Minimise operational costs with flexible multi-cloud deployment options.
- Reduce business risk through proactive, predictive management practices.
- Accelerate time-to-value by leveraging mature, proven service processes.
- Ensure consistent, high-quality delivery aligned with Remedy best-practice standards.



SOLUTION APPROACH



ABOUT US

As a Decillion we partner in bridging technology and business innovation. With an extensive background across diverse technological verticals, we are dedicated to empowering your business through tailored digital solutions.

Our Expertise

Microsoft Dynamics	Technical Consulting	Azure DevOps	Technology Training	E-commerce Solutions
We specialize in MS Dynamics to streamline CRM and ERP systems, enhancing efficiency and productivity for businesses of all sizes.	Our expert consultants are adept at diagnosing your technical challenges and crafting strategic solutions that align with your business objectives.	We leverage Azure to improve your software development lifecycle, enabling faster deployment, reliable operations, and seamless integration of disparate systems.	Decillion Digital offers comprehensive training programs designed to upskill your team and keep them abreast of the latest technological advancements.	We create robust e-commerce platforms tailored to your specific needs, ensuring scalable, secure, and user-friendly shopping experiences.

At Decillion, we believe in the power of technology to transform businesses. Our approach combines innovative strategies with cutting-edge technologies to deliver measurable results. We are committed to providing exceptional service and building long-lasting relationships with our clients.

OUR MISSION

To enable businesses to achieve their full potential through the strategic implementation of technology.

OUR MISSION

To be a leading provider of technology solutions, known for our commitment to innovation, quality, and client satisfaction.

Explore how Decillion Digital can drive your business forward. Connect with us today to learn more about our services and how we can assist you in achieving your technological and business goals.

