Next Level Digital Transformation

Scott Crowder
Chief Information Officer
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Surviving, and then flourishing during COVID 19 by really turning on work-from-home capabilities was really a big accomplishment for us as an IT team, according to Scott Crowder.

"On March 12 we sent everyone home. Now 6,000 employees were gone and now working at home. I can't say how important it was for us to have disaster preparedness plans – and actually make them work."

In their work with various federal agencies, one important BMC accomplishment has been the provisional authorization on IL-4 (Impact Level 4). This is really going to be a big deal for anybody wanting to use BMC's ITSM platforms and any other products that are beneficial to the federal and public sector markets.

"Many agencies use our products and it's hard to highlight a specific project, but I would say this is a milestone for BMC. It's going to take us to the next level of working with the federal government by really enabling all the different agencies to use our solutions."

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Pandemic Priorities

"First and foremost is ensuring from a human resources perspective that we're very thoughtful about how we bring our employees back to work; and making sure we are providing an environment—as the vaccines come out—that is safe, healthy and productive overall, " he said.

"The pandemic has changed the way that people look at work from home and that is going to be a big priority for us making sure our people are healthy and safe."

"Number two is we have been going through a digital transformation for the past 10 years, shutting down dozens of data centers and modernizing the SaaS first approach with regard to our business systems," he said.

"BMC has operated in the past with different silos and different products and really our new vision is what we call the "Autonomous Digital Enterprise".

Autonomous Digital Enterprise

What does that mean?

It takes digital transformation to the next level, Mr. Crowder asserted.

"That translates into automation everywhere, complete Agile and DevOps development principles and bringing all the data together in a common data set and repository whether it's your monitoring tools, your ITSM tools, your automation tools whatever they might be – whether it's mainframe or distributed."

The goal is having all that data readily available for our customers so they can really mine and get the insights that they need to manage and maintain their business.

"By taking all these tools and bringing them into this platform type of approach and then offering all those different platforms – including our new ADE platform in a SaaS-based environment."

With all of the business we are seeing now in SaaS, Mr. Crowder added, "there is still plenty of on-premise work while still offering all of these different tools and capabilities in the SaaS environment." ■