



**Key Benefits**

- > Reduce staff size and accommodate 30 to 70 percent more service calls
- > Shorten call-resolution time by minimizing paperwork and maximizing wireless capabilities
- > Increase customer satisfaction through self-service features

**Business Profile**

Headquartered in Kansas City, Missouri, MC Lioness Realty Group, LLC, manages a portfolio of corporate facilities including several national headquarters and regional offices. The company provides brokerage services, property and facilities management, corporate services, development, construction, project management, space planning and a variety of other related services. The company's clients include institutional owners, individual investors, and corporate real estate users.

**Geography:** Midwestern United States

**BMC Software Solutions**

- > Magic Service Desk Suite
- > Magic Service Desk Wireless

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Tom Corso  
Vice President of Building Operations  
MC Lioness Realty Group

## MC Lioness Realty Group Improves Productivity of Field Staff with Magic Service Desk Suite

MC Lioness Realty Group, a commercial real estate firm, provides property management, brokerage services, and development, construction, and project management to institutional owners, individual investors, and corporate real estate users. The company manages a portfolio of corporate facilities, including several national headquarters and regional offices, totaling approximately 10 million square feet of property in multiple buildings. When facilities are too hot, too cold, or the water is running the wrong way, tenants rely on the MC Lioness Realty Group field personnel to respond to their calls.

**The Need for a Comprehensive Service Desk Solution**

"We had service call software that was outdated," says Tom Corso, vice president of building operations for MC Lioness Realty Group. "We couldn't upgrade it for Y2K. We realized that we needed to find a new, updated one."

At that time, the field staff received between 70 and 100 calls per day, and resolution of the calls averaged an hour. A tenant would place a service call to a dispatcher, and an MC Lioness Realty Group employee would be paged in the field. After calling back to report what they found, the field personnel would then need to return to the office and fill out paperwork. "We wanted to eliminate some of those steps," Corso says.

**Selecting Magic Service Desk Suite**

MC Lioness Realty Group assembled a team of 12 to 15 people to research service desk software. The team developed a checklist of criteria and narrowed the field to three or four products. Fundamental elements on the checklist included automation, so that calls could be forwarded to the individuals that covered certain facilities; wireless capabilities to enable field staff to use devices in the field and reduce paperwork; and self-service capabilities so that clients could log in and check the status of their calls.

"Our parent company bought Magic Service Desk Suite for its IT help desk and recommended that we take a look at it," Corso explains. Much of the software that Corso's team evaluated was strictly property management software. "These canned out-of-the-box software products had everything we were looking for, but they were also very difficult to customize," Corso says. "We have found Magic Service Desk Suite to be easy to customize, and its flexibility has been very helpful to us."

**Customizing to Gain Efficiencies**

The ability to customize proved significant in the MC Lioness Realty Group implementation of Magic Service Desk Suite, a Remedy® IT Service Management solution from BMC Software. The company uses 30 seats of the software to track

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#### About BMC Software

BMC Software, Inc. (NYSE:BMC) is a leading provider of enterprise management solutions that empower companies to manage their IT infrastructure from a business perspective. Delivering Business Service Management, BMC Software solutions span enterprise systems, applications, databases and service management. Founded in 1980, BMC Software has offices worldwide and fiscal 2004 revenues of more than \$1.4 billion. For more information about BMC Software, visit [www.bmc.com](http://www.bmc.com).

service calls, assist the performance of preventive maintenance at facilities and manage assets in buildings. The self-service portion of Magic Service Desk Suite allows MC Lioness Realty Group clients to submit requests and track their status online.

MC Lioness Realty Group customized the incident form and the self-service form, and it created several of its own reports. To track all of the assets that compose the infrastructure of a building—from chillers, air handlers, and air compressors to light bulbs—MC Lioness Realty Group customized the tables and nomenclature used in the asset management component of Magic Service Desk Suite. Training others to use the software has proceeded smoothly. "It's user friendly, and everybody that we train agrees," Corso says.

Now MC Lioness Realty Group is adding Magic Service Desk Wireless to its operations. When the implementation is fully deployed, field personnel will receive a call and open the ticket on the BlackBerry device. After completing the service request, personnel will be able to write a report in the BlackBerry device to describe the action taken at the call, and then close the ticket. By completing the ticket in the field, personnel will not need to return to the office to complete paperwork.

#### Minimizing Paperwork and Maximizing Productivity

The Magic Service Desk Suite has helped MC Lioness Realty Group reduce staff size, accommodate more service calls, shorten call-resolution time, minimize paperwork, and maximize the productivity of its clients. "Off the top, we figure we reduced staff by one full-time employee," Corso says. The smaller staff handles 120 to 130 calls a day—an increase from the 70 to 100 it received prior to implementing Magic Service Desk Suite.

The software streamlines the call-resolution process for field technicians, and Magic Service Desk Wireless will provide additional efficiencies. "Right now the field technicians contact the dispatcher by telephone when they finish the service call, and our dispatcher enters the information. So the calls are closed much quicker than before. Previously, calls stayed open until the technician actually came into the office and filled out the paperwork," Corso explains. "By using the BlackBerry device we have found some savings, and we've shortened the amount of time from when the call is received to the time the call is closed."

Magic Service Desk Suite enables MC Lioness Realty Group to more efficiently manage its properties and to better serve its customers. "We just rolled out Magic Self-Service to a large client of ours, and they're thrilled with it," Corso says. Previously, this client would place a request by calling the dispatcher on the telephone. "We offered the self-service desk to their associates. They're a very technology-savvy corporation so they totally loved getting away from the phone and using the self-service desk."

#### Future Plans

In addition to completing the implementation of Magic Service Desk Wireless, MC Lioness Realty Group plans to use the asset management capabilities in Magic Service Desk Suite to track asset lifecycles. "It takes a lot to enter all those assets into the system, but eventually we'd like to have a lifecycle plan for each asset," Corso says. "From the time that the equipment is installed to the time it is replaced, we want to use that module to tell us when equipment needs to be replaced and the capital value of the equipment. We're going to expand the use of that module."

