

BMC Helix

Deliver everything-as-a-service with intelligent, omni-channel experiences in the cloud

SERVICE MANAGEMENT FOR THE FUTURE

In today's enterprise, service management is human driven and resource intensive. ITSM systems and processes are manual, inaccurate, and slow, resulting in high costs and low productivity. Enterprise companies are migrating workloads to the cloud to spend less time on upgrades and achieve the flexibility to add compute power on demand. Companies expect easy and successful migration with reduced time and effort for upgrades and the ability to scale. As a category, service management is being disrupted by technologies like artificial intelligence (AI), machine learning (ML), chatbots, and virtual agents, driving dramatic changes to the service experience. Business leaders are jumping in headfirst and applying these technologies to solve real business challenges and get a competitive edge in the market.

BMC SOLUTIONS

With BMC Helix, businesses can extend ITSM functionality into the intelligent, modern experience consumers demand: cognitive service management (CSM). CSM integrates emerging technologies like artificial intelligence and machine learning into the enterprise, transforming every layer of service delivery. This end-to-end cloud offer uses containers to allow customers to run in AWS, Azure, or BMC Cloud, includes cognitive capabilities (Bots/AI/ML), and helps enterprises transform their service management from reactive to proactive and predictive, with increased accuracy and speed and reduced cost.

BMC HELIX: Cognitive Service Management

3 Cs FOR YOUR FUTURE-READY ENTERPRISE



CLOUD

Everything-as-a-Service
(ITSMaaS, DaaS, DWPaaS & BWFaaS)



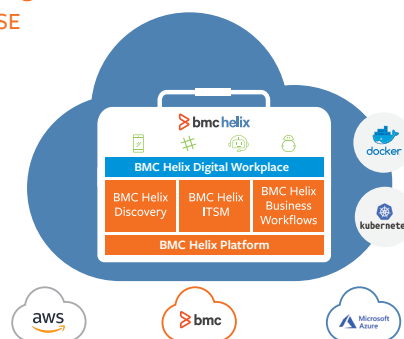
CONTAINERS

Run in your Choice of Multi-Cloud
(BMC, AWS, Azure)



COGNITIVE

Transform from ITSM to CSM by
embedding cognitive capabilities



POWERED BY: BMC Helix Platform based on
Micro-services Architecture & integrations
through REST APIs

KEY FEATURES

- **Cloud** – Deliver everything-as-a-service for easy consumption
- **Containers** – Run on any type of public cloud (BMC, Azure, AWS, etc.)
- **Cognitive** – Deliver intelligent, omni-channel experiences for end-users and agents

KEY BENEFITS

- **Accuracy** – Deliver the immediacy and accuracy of service end-users expect, on their channel of choice
- **Speed** – Automate service desk processes and leverage containers as a delivery model for increased business agility and reduced time for upgrades and DevOps integrations
- **Cost Savings** – Deflect lower-level service calls, scale support, and reduce costs with chatbots and virtual agents

PRODUCT DETAILS

BMC HELIX ITSM

BMC Helix ITSM delivers predictive service management through auto-classification, assignment, and routing of incidents; embedded multi-cloud capabilities to broker incidents, changes, and releases across cloud providers; and integrations with tools like JIRA to help operate in a DevOps model

BMC HELIX BUSINESS WORKFLOWS

BMC Helix Business Workflows helps extend beyond IT to lines of business like HR, Facilities, Procurement, etc.

BMC HELIX DIGITAL WORKPLACE

BMC Helix Digital Workplace provides omni-channel conversational experiences for end-users beyond web to Slackbot, Chatbot, SMS, and Skype

BMC HELIX DISCOVERY

BMC Helix Discovery helps businesses discover assets and services across on-premises and multi-cloud environments (AWS, Azure, Open Stack, Google Cloud)

BMC HELIX PLATFORM

BMC Helix Platform helps companies extend, customize, and integrate through REST APIs from a cloud-native, micro-services-based platform

FOR MORE INFORMATION

To learn more about BMC Helix, please visit bmc.com/helix



About BMC

BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Bringing both unmatched experience in optimization and limitless passion for innovation to technologies from mainframe to mobile to cloud and beyond, BMC helps more than 10,000 customers worldwide reinvent, grow, and build for the future success of their enterprises.

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