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Digital Engineering Services

BMC Helix IT Service Management

Transform the IT services lifecycle through ITIL® 4-certified processes, integrated intelligence, and automation.

BMC Helix IT Service Management (ITSM) is an ITIL® 4-certified SaaS solution that modernizes and transforms the IT service desk by leveraging intelligence to automate everywhere, reduce risk, and prevent points of failure.

Business challenge

Traditional ITSM processes often involve manual tasks that consume valuable time and resources. Examples include a reliance on email communications to submit or manage service requests, the tracking of projects through spreadsheets, and cumbersome development cycles for new IT service capabilities. These challenges are further amplified by distributed workforces all over the globe, the proliferation of data, and high user expectations for always-on responsiveness with immediate resolution of incidents or problems. The pressure to deliver exceptional quality IT services across an increasingly diverse architectural landscape continues to drive digital transformation as a strategic imperative. The IT service desk sits at the center of ITSM modernization and transformation.

BMC solution

BMC Helix ITSM is a low-/no-code solution for enterprises to quickly build, deploy, and manage IT assets and applications. It does this in three ways. First, BMC Helix ITSM is built upon the BMC Helix for ServiceOps platform, which unifies service and operations management with common data stores. The platform empowers IT service desk agents to resolve cases faster by isolating or preventing service disruption through root cause analysis, real-time incident correlation, predictive incident resolution, and proactive problem management. Second, BMC Helix ITSM integrates artificial intelligence (AI) and machine learning (ML) to automate workflows across the enterprise. Embedded AI/ML streamlines work and the allocation of IT service desk resources by automatically assigning/routing incident, problem, and change requests without manual intervention. Third, BMC Helix ITSM integrates data and processes intelligently to accelerate change management, mitigate risk, and advance the DevOps cycle. Integrated DevOps tooling within BMC Helix ITSM can link change requests with the software development lifecycle (SLDC) and imported continuous integration and continuous delivery (CI/CD) stages.

KEY FEATURES

BMC Helix ITSM is a catalyst for service management transformation.

- **Containerized architecture** - Supporting on-premises, hybrid or single cloud, and multi-cloud environments with SaaS economics and zero-touch upgrades.

- **Broad, open API integrations -** Promoting rapid application development and deployment with third-party components.

- **Code reusability -** Repurposing content and configuration to optimize DevOps, improve service reliability/efficiency, and accelerate software development.

Engage with BMC Helix ITSM self-service on a mobile device.

KEY BENEFITS

Activate multichannel self-service using any tethered or mobile device within the network.

Automate workflows to route incoming cases to the right team without human intervention.

Anticipate problems before they occur with data-driven insights, saving time and resources.

Offer value

When integrated with Azure, BMC Helix ITSM delivered by Amdocs Digital Engineering becomes available as a service offering directly within the Azure ecosystem, offering several advantages:

- **Seamless Integration**: BMC Helix ITSM seamlessly integrates with Azure services, enabling organizations to leverage their existing Azure infrastructure and tools while managing IT services.
- **Efficient Incident and Problem Management**: The solution provides robust incident and problem management capabilities, allowing IT teams to quickly identify, prioritize, and resolve issues to minimize downtime and disruptions.
- **Change and Configuration Management**: BMC Helix ITSM helps organizations manage changes to their IT infrastructure effectively, ensuring that all changes are planned, approved, and implemented with minimal risk.
- **Service Catalog and Request Fulfilment**: It offers a centralized service catalog where users can request IT services or equipment, streamlining the request fulfilment process and improving user satisfaction.
- **Asset Management**: The solution provides comprehensive asset management capabilities, enabling organizations to track and manage their IT assets throughout their lifecycle, from procurement to retirement.
- **Automation and Orchestration**: BMC Helix ITSM leverages automation and orchestration capabilities to automate routine tasks and processes, improving efficiency and reducing manual effort.
- **Analytics and Reporting**: It offers powerful analytics and reporting features that provide insights into IT service performance, trends, and areas for improvement, enabling informed decision-making.
- **Scalability and Flexibility**: BMC Helix ITSM on Azure Marketplace provides scalability and flexibility to meet the evolving needs of organizations, allowing them to scale resources up or down as needed without the hassle of managing infrastructure.

Centralized and configurable BMC Helix ITSM dashboards to view incidents, service desk KPIs, and more.

make it amazing