

BMC Helix for ServiceOps

Modernize and unify ServiceOps to accelerate growth and achieve digital transformation objectives

BMC Helix is a unified ServiceOps SaaS platform proven to achieve desired digital transformation outcomes and ready for faster market changes. BMC Helix for ServiceOps modernizes business processes, offers cloud-led consumption economics and strengthens collaboration across Lines of Business.

Business challenge

Today, companies often have service and operations management solutions as siloed functions. The impacts on the business are limited capabilities, labor-intensive processes with costly, manual integrations needed to bridge service

and operations management functions. This business challenge is amplified through the proliferation of complex data, applications and multi-cloud architectures. How can your company modernize business processes, data flows and collaboration across teams?

BMC solution

BMC Helix is a comprehensive ServiceOps SaaS platform that integrates service and operations management. It aims to improve productivity, manage business risk, break silos while transforming and modernizing ServiceOps via enhance collaboration across teams.

The platform achieves this in three key ways:

1. **Unified Data and Workflows:** It combines data and workflows across IT and non-IT functions for faster and more effective results.
2. **Cross-Platform Intelligence:** It uses intelligent integration to help teams perform tasks like real-time probable cause analysis, risk prediction, and incident resolution before issues occur.
3. **Process Automation:** It automates processes, reduces silos, and improves knowledge sharing across different departments and teams.

KEY FEATURES

- **Proven, unified ServiceOps SaaS platform:** Integrate data, workflows, and intelligence across service and operations management in a hybrid cloud, SaaS-driven environment
- **Embedded AI/ML and automation:** Leverage AI/ML, HelixGPT for generative AI and data analytics throughout the platform to automate tasks, reduce manual intervention
- **Elevated collaboration:** to automated processes to remove silos across users so teams can focus on real-time information sharing and problem-solving across IT and non-IT Lines of Business
- **Economies of scale:** manage incidents before they occur through predictive incident resolution and real-time root cause analysis conducted across the BMC Helix for ServiceOps platform

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



KEY BENEFITS



Accelerate revenue growth via reduced service provisioning times



Optimize resources with Intelligent Automation



Retain customers leveraging data and analytics



Improve profitability through higher productivity and SaaS economics

Product details

Accelerate your ServiceOps objectives today: Take advantage of the only unified ServiceOps SaaS platform available today that integrates end-to-end functionality across AI/ML, intelligent automation, DataOps, DevOps, service and operations management.

Engage your customers and users anywhere: Whether your employees work across multiple countries or your customers communicate in several languages, BMC Helix for ServiceOps engages users through omnichannel support in multiple languages with self-service, live chats, e-mail, phone or social channels.

Reduce time-to-market for new products and services: Streamline the steps to create, launch, provision and activate new customer services by reducing manual processes and interventions.

Drive faster, more accurate business outcomes: Rapidly decrease the number and severity of incidents through predictive incident resolution, real-time root cause isolation and analysis, real-time incident correlation across operations, knowledge swarming, and more.

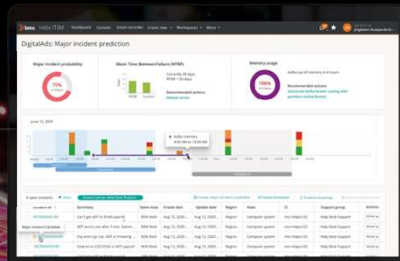
Mitigate business risk: Connect operations management tools with service management analytics to proactively identify, prioritize process risk across the business and deploy 'self-healing' methods automatically to minimize incidents.

Unify data, UIs and workflows: Remove barriers and improve collaboration across Lines of Business through common data stores, common user interfaces across applications and common visibility for IT and non-IT teams across workflows.

Access comprehensive dashboards and actionable insights: Gain real-time visibility into the customer with 360-degree views, current service performance and problem resolution recommendations based on analytics compiled across the BMC Helix for ServiceOps platform.

Fuel team productivity and engagement: BMC Helix for ServiceOps is purpose-built to drive efficiency with Intelligent Automation and minimize cumbersome, manual processes so your teams can thrive.

Intelligent incident prediction



82%

of organizations have a stated objective to adopt a ServiceOps approach

17%

of organizations have achieved a great degree of ServiceOps progress to date

While 82% of organizations have a stated objective to adopt a ServiceOps approach, very few organizations have achieved a great degree of ServiceOps progress to date (17%).

(Enterprise Strategy Group eBook commissioned by BMC, "The ServiceOps Advantage," Feb 2024.)