

# BMC Helix ITSM

Realize 354% ROI, 45% improvement in service desk resource efficiency with intelligent and predictive ITSM

## PRODUCT DESCRIPTION

BMC Helix ITSM is a powerful, industry leading service management platform and fueling your IT transformation with intelligent, people-centric user experiences that helps you work smarter. BMC Helix ITSM is delivered in the cloud, or as a hybrid or on-premises solution.

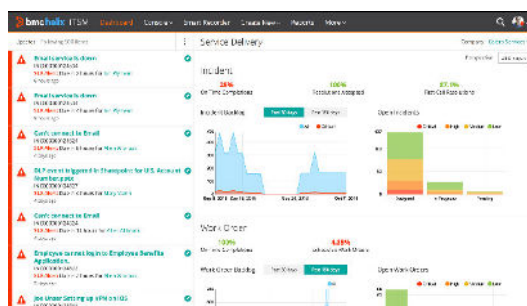
## BUSINESS CHALLENGE

Today's Service Management is human-driven and highly resource intensive. ITSM systems and processes are still manual, inaccurate, and slow, resulting in higher costs and lower productivity. Enterprise companies are migrating workloads to the cloud in order 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 of upgrades by significant amounts. They also want to cut costs but be able to have the power to scale elastically.

Service Management as a category is being disrupted by technologies like artificial intelligence (AI) and machine learning (ML), chatbots, virtual agents, and the Internet of Things (IoT), which are all driving dramatic changes in how enterprises provide services in the future. Savvy business leaders are jumping in headfirst and applying these technologies to solve real business challenges and get a competitive edge in the market.

## BMC SOLUTION

BMC Helix ITSM fuels your IT transformation with intelligent, people-centric user experiences that helps you work smarter. Delivered in the cloud for unprecedented choice or hybrid or on-premise options – the decision is yours.



## KEY FEATURES

**BMC Helix ITSM** delivers predictive ITSM across multi-cloud environments

- **Modern persona-based UX** optimized across devices
- **Comprehensive and intuitive service and change management capabilities**
- **BMC Helix Multi-Cloud Service Management** provides a seamless service experience across multi-cloud environments
- **Cognitive automation capabilities** that transform the agent experience
- **Powerful, stunning reports and visualizations** allowing data driven insights
- **Container deployment** lets you run BMC Helix ITSM on any type of public cloud

## KEY BENEFITS

- **Transforming the agent experience** with cognitive automation
- **Central, single-pane of glass management** across multi-cloud environments
- **Integrated collaboration tools** to help agents better resolve issues
- **Optimized across devices** so you choose what works for you
- **Drag-and-drop report creation** with stunning visuals
- **Quick time-to-value with out-of-the-box ITIL®**, best practice reports, and KPIs
- **Intelligent, predictive ITSM with cognitive automation** across devices

## PRODUCT DETAILS

**BMC Helix ITSM** has everything you need to deliver amazing, predictive and industry leading service management to your organization.

**Modern persona-based UX optimized across devices:** The experience is personalized to your role in the organization to maximize your effectiveness. The powerful, intuitive and intelligent user interface that can be accessed across devices to help quickly and accurately resolve issues.

**Cognitive automation capabilities that transform the agent experience:** Predictive service management through autoclassification, assignment, and routing of incidents, tickets and incoming emails.

**All IT service support functions integration:** Intelligent and context-aware integrated support capabilities including: change, asset, service-level, service-request, identity, and knowledge management.

**Comprehensive and intuitive change management capabilities:** Gain direct visibility and data driven insights into business priorities.

**Out-of-the-box ITIL processes:** You can align to ITIL best practices quickly and cost-effectively along with expert services and training.

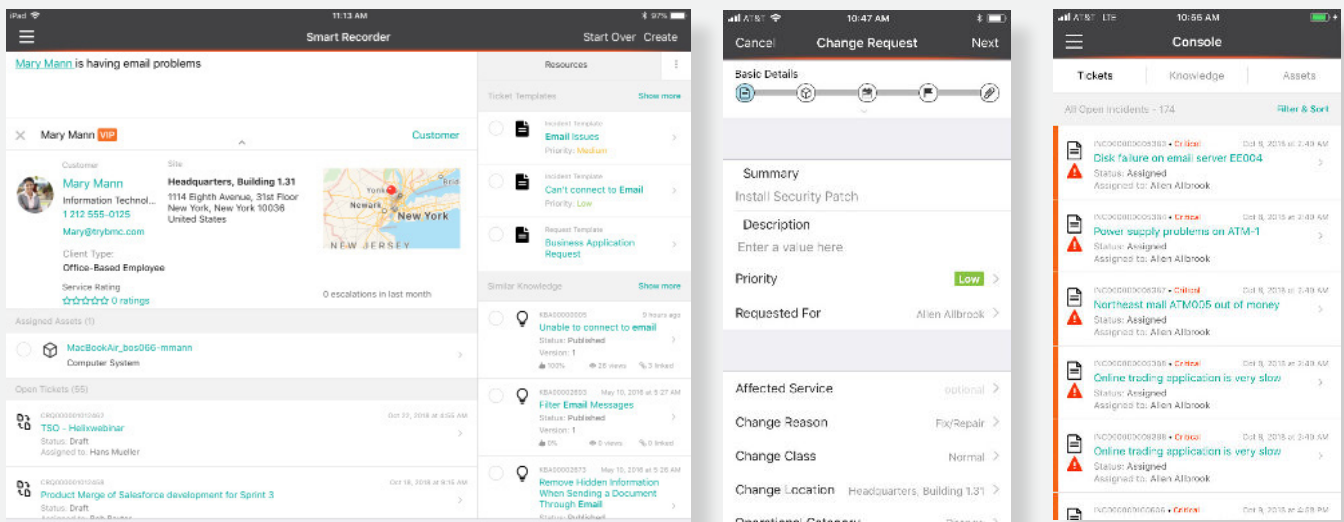
**Comprehensive Knowledge management:** Built-in Knowledge Centered Service (KCS) to help deliver fast and accurate service and support. Life cycle management of knowledge articles (including multi-media enhanced and external materials) for effective curation and up-to-date information.


**BMC Helix Multi-Cloud Service Management:** Seamless service experience across multi-cloud environments. Flexible and configurable cloud-based multi-service, multi-provider incident, change and problem management brokering including integration with leading agile dev tools.

**Smart Reporting:** Powerful, stunning reports and visualizations allowing data driven insights.

## FOR MORE INFORMATION

To learn more about BMC Helix, please visit [bmc.com/helix](https://bmc.com/helix)



 Modern, persona-based UX across devices

## About BMC

BMC delivers software, services, and expertise to help more than 10,000 customers, including 92% of the Forbes Global 100, meet escalating digital demands and maximize IT innovation. From mainframe to mobile to multi-cloud and beyond, our solutions empower enterprises of every size and industry to run and reinvent their businesses with efficiency, security, and momentum for the future.

**BMC – Run and Reinvent**

[www.bmc.com](https://www.bmc.com)



BMC, BMC Software, the BMC logo, and the BMC Software logo are the exclusive properties of BMC Software Inc., are registered or pending registration with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other BMC trademarks, service marks, and logos may be registered or pending registration in the U.S. or in other countries. All other trademarks or registered trademarks are the property of their respective owners. © Copyright 2020 BMC Software, Inc.



\* 4 6 5 4 8 0 \*