

## BMC HELIX CMDB

A unified reference for your IT systems and services landscape, serving as a reliable source of information for making informed business decisions.

### PRODUCT DESCRIPTION

**BMC Helix Configuration Management Database (CMDB)** consolidates data on IT systems and services from various sources, providing businesses with reliable information to support decision-making.



### BUSINESS CHALLENGES

As organizations adopt digital services to meet growing consumer demand, they increasingly require accurate knowledge about their infrastructure, the services they provide, and their users. However, the complexity of modern IT landscapes can make this information inaccessible. This challenge arises from the need to process vast amounts of data from various sources, including auto-discovery tools, legacy spreadsheets, and experiential knowledge.

### BMC SOLUTION

**BMC Helix CMDB** is a comprehensive solution for consolidating data from various sources into a unified view. The system serves as a single, reliable reference source for use in daily organizational operations and strategic decision-making processes related to clients and the overall business.

### FEATURES

BMC Helix CMDB is a high-performance configuration management database with a comprehensive set of features.



#### Adaptability

The standard data model used in CMDB can be modified as needed.



#### Reliability

Data quality and integrity mechanisms are configurable using rules that govern normalization, source prioritization, and deduplication procedures.



#### Relevance

The data visualization system provides context-sensitive views, ranging from simple integration pipeline overviews to detailed impact modeling.

### BENEFITS



Easily adjusts to meet your organization's specific requirements.



Ensures high-quality data for your business and service processes.



Minimizes risks associated with making changes.



Improves IT service flexibility and collaboration with the business.



Helps refine the understanding of service disruptions' impact on customers.

### OPERATING PRINCIPLE

**BMC Helix CMDB** consolidates data from various enterprise sources, presenting a unified view of infrastructure components, their physical and logical interconnections, as well as the relationships between the infrastructure and business services.

**A comprehensive toolkit** that enables the creation of a high-quality reference data repository.

A standards-based **unified data model**.

**A unified reference** for the entire organization, integrating information from diverse sources.

The ability to **visualize** BMC Helix CMDB data using CMDB Explorer.

Integration with **Helix ITSM Suite** helps optimize your ITIL processes.

The ability to **integrate** with organizational CMDB systems using Java, C, SOAP, and REST APIs.

The solution is ready to work with **BMC Helix Discovery**.

**The system's service-oriented architecture** ensures accurate insights into the impact of infrastructure issues on consumers.

Your **Service Desk** gains more capabilities through easy access to reliable data.

You have all the necessary tools at your disposal to **optimize configuration management processes**.

Powerful quality control and data integrity mechanisms ensure **normalization and data alignment**.

**Establishing a reliable foundation** for building a unified configuration management system through seamless integration with service management solutions and multiple data sources.

The ability to monitor CMDB performance at any time using **key performance indicators** (KPIs).