

## BMC HELIX ITSM

Thanks to intelligent IT service management, the return on investment reaches 354%, and the efficiency of Service Desk employees increases by 45%.

### PRODUCT DESCRIPTION

**BMC Helix ITSM** is a powerful service management platform designed to enhance the efficiency of your IT department by implementing intelligent processes that simplify employee workflows and boost productivity. BMC Helix ITSM is available as a cloud-based solution and can also be deployed in hybrid or on-premises environments.



### BUSINESS CHALLENGES

Modern service management is human-centered and resource-intensive. Manual ITSM processes increase the risk of errors, slow down workflows, and drive up costs. Companies are moving to the cloud to simplify modernization, accelerate updates, and reduce employee workload, expecting cost reductions and scalability. The adoption of AI, machine learning, and IoT technologies is reshaping service management approaches, providing businesses with competitive advantages.

### BMC SOLUTION

**BMC Helix ITSM** transforms IT operations by introducing intelligent processes that streamline employee workflows and enhance productivity. The solution is cloud-based but can also be deployed in hybrid or on-premises environments.

### FEATURES

BMC Helix ITSM incorporates advanced capabilities for predictive management of IT services in multi-cloud environments.



#### Interface

A modern, persona-based user interface optimized for various devices.



#### Service Management

A comprehensive suite of intuitive features for managing services and changes.



#### Multi-Cloud Management

Convenient service management in multi-cloud environments with BMC Helix Multi-Cloud Service Management tools.



#### Automation

Cognitive automation tools that simplify the work of support staff.



#### Visualization







Advanced reporting and visualization capabilities that provide actionable insights from available data.



#### Deployment

Helix Remedy is containerized, enabling deployment in any type of public cloud.

## ПРЕИМУЩЕСТВА

-  Simplifying the work of support staff through cognitive automation.
-  Centralized management of multi-cloud environments via a unified console.
-  Integrated collaboration tools that help support staff resolve issues more efficiently.
-  Optimization for various devices: you choose the platform to work on.
-  Report creation with stunning visualizations through drag-and-drop functionality.
-  DevOps-based service management: increased flexibility, improved service quality, and no slowdown in workflow.

### OPERATING PRINCIPLE

**BMC Helix ITSM** provides everything necessary for implementing advanced methods of predictive service management.

**A modern, role-based user interface** optimized for various devices: the system adapts to your role within the organization, enabling maximum productivity. This powerful, intuitive, and «smart» interface allows you to address challenges quickly and efficiently.

**Cognitive automation tools** that fundamentally transform the way support staff work.

**Integration of all technical support functions:** intelligent, context-sensitive tools for managing changes, assets, service levels, requests, credentials, and knowledge.

**A full range of intuitive service and change management features.** Provides an overview and analysis of priority business tasks.

**Comprehensive knowledge management:** the built-in Knowledge Centered Service (KCS) mechanism helps quickly and accurately assess problems and deliver necessary support services. Lifecycle management tools for knowledge base articles (including those supplemented with multimedia and external materials) enable efficient editing and ensure content relevance.

**DevOps service management:** an intelligent peer support system (Swarming), ChatOps, and convenient service management tools for working with leading Agile development tools (Jira and Azure DevOps), improving service quality without slowing down the pace of DevOps teams.

**Intelligent reporting system:** advanced capabilities for creating reports and stunning visualizations that help derive valuable insights from available information.

**User guides and manuals:** context-sensitive multimedia guides that assist support staff in leveraging the full benefits of BMC Helix ITSM.