



Deliver everything-as-a-service with intelligent, omni-channel experiences in the cloud

PRODUCT DESCRIPTION

In today's enterprise, service management is human driven and resource intensive. ITSM systems and processes are manual, inaccurate, and slow, resulting in high costs and low productivity. Enterprise companies are migrating workloads to the cloud 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 for upgrades and the ability to scale. As a category, service management is being disrupted by technologies like artificial intelligence (AI), machine learning (ML), chatbots, and virtual agents, driving dramatic changes to the service experience. 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

With BMC Helix, businesses can extend ITSM functionality into the intelligent, modern experience consumers demand: cognitive service management (CSM). CSM integrates emerging technologies like artificial intelligence and machine learning into the enterprise, transforming every layer of service delivery. This end-to-end cloud offer uses containers to allow customers to run in AWS, Azure, or BMC Cloud, includes cognitive capabilities (Bots/AI/ML), and helps enterprises transform their service management from reactive to proactive and predictive, with increased accuracy and speed and reduced cost.

BMC HELIX: Cognitive Service Management

- CLOUD**
Everything as a Service (RaaS DaaS DWPaaS & BWaaS)
- CONTAINERS**
Run in your Choice of Multi Cloud (BMC, AWS, Azure)
- COGNITIVE**
Transform from ITSM to CSM by embedding cognitive capabilities

KEY FEATURES

- Cloud**
Deliver everything-as-a-service for easy consumption
- Containers**
Run on any type of public cloud (BMC, Azure, AWS, etc.)
- Cognitive**
Deliver intelligent, omnichannel experiences for end-users and agents

KEY BENEFITS

- Accuracy**
Deliver the immediacy and accuracy of service end-users expect, on their channel of choice
- Speed**
Automate service desk processes and leverage containers as a delivery model for increased business agility and reduced time for upgrades and DevOps integrations
- Cost Savings**
Deflect lower-level service calls, scale support, and reduce costs with chatbots and virtual agents



POWERED BY
Helix Innovation Suite Platform based on Micro services Architecture & Integrations through REST APIs.





SOLUTION DETAILS

HELIX REMEDY

Remedy-as-a-Service delivers predictive service management through auto-classification, assignment, and routing of incidents; embedded multi-cloud capabilities to broker incidents, changes, and releases across cloud providers; and integrations with tools like JIRA to help operate in a DevOps model.

HELIX BUSINESS WORKFLOWS

Business Workflows-as-a-Service helps extend beyond IT to lines of business like HR, Facilities, Procurement, etc.

HELIX DIGITAL WORKPLACE

Digital Workplace-as-a-Service provides omni-channel conversational experiences for end-users beyond web to Slackbot, Chatbot, SMS, and Skype.

Intuitive self-service: Log an incident, request a service, reserve a room, download an app, or check service availability all from the convenience of a mobile app.

HELIX DISCOVERY

Discovery-as-a-Service helps businesses discover assets and services across on-premises and multi-cloud environments (AWS, Azure, Open Stack, Google Cloud)

HELIX INNOVATION SUITE

Helix Innovation Suite helps companies extend, customize, and integrate through REST APIs from a cloud-native, micro-services-based platform

