

TOP TEN CAPABILITIES

for Service &
Operations Excellence

(THAT VENDORS MAY NOT TELL YOU)





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The world is changing, but the fundamental goals of IT in today's enterprise are the same as they've always been: Make the best use of resources to meet service level agreements and keep the organization running smoothly in an environment of exploding data, pervasive security threats, fast-evolving demand and limited budgets.

The events of the past two years have made the job more complicated. The virtual workplace is becoming the new normal, with remote and hybrid work models on the rise and increasing reliance on workloads running in the cloud. That's increasing the pressure to manage efficiently, consistently and unobtrusively so that employees can stay productive without technology or service issues getting in the way.

End-to-end excellence in IT service and operations management is the goal. How you achieve it matters—and the tools you choose can make the difference between successful business outcomes and a constant struggle to stay on top of things.



Think about the big picture

IT service and operations management is not a siloed activity. There are multiple connections and dependencies that span domains and business units, making holistic management a necessity to achieve optimal results.

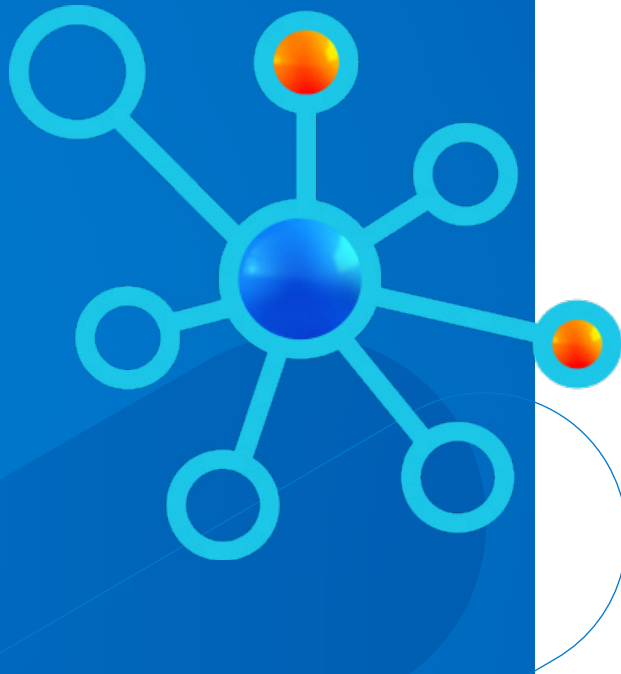
The solutions you choose should work together so you can:

- ✓ Know what you've got, no matter where it is. This enables you to maintain high levels of utilization and plan ahead for needed investments and cloud migration.
- ✓ Know what's happening at all times so you identify anomalies and address them promptly.
- ✓ Manage infrastructure, workloads and services proactively to maintain availability and high levels of service.
- ✓ Optimize IT resource use across the enterprise to maintain peak performance and make the best use of budgets as well as staff time.
- ✓ Deliver user experiences that maximize productivity to reduce support costs, improve service quality and enable IT staff to focus on projects that drive innovation, business value and competitive differentiation.

What's in this guide

The Top 10 Capabilities eBook is your roadmap to achieving operations and service management excellence. In this guide we'll explore BMC's 10 top capabilities in service and operations management, how they address the challenges you face and what they mean for your business.





Get a dynamic real-time picture of your entire IT environment

Full visibility of assets and workloads across multiple clouds and data centers, not to mention a diverse array of hardware, software and services, is essential to ensure continuous operation of mission-critical business operations. It's not possible to effectively manage what cannot be seen.

The challenges

- Incomplete understanding of infrastructure, application and service dependencies
- Fragmented and incomplete visibility across IT environments and user configurations
- Inability to understand application migration implications and limited visibility into container environments

Why they matter

A lack of timely and comprehensive visibility impairs your ability to manage proactively and achieve cost-efficient cloud migration. You're unable to efficiently allocate IT and budget resources, or intelligently place workloads where they'll run best and most cost-effectively. The end result is decreased service quality, higher costs, more manual intervention and reduced productivity.

An incomplete view of your environment increases the risk of disruptions, service bottlenecks and security vulnerabilities that can impact availability, service quality, customer satisfaction and loyalty, to name a few—any of which can have a serious negative impact on your business.

Not knowing what you have also creates the potential for inaccurate audits that elevate compliance risk. This can become a serious security issue for any organization because vulnerabilities such as unpatched software may go undetected. For companies in highly regulated industries, inadequate compliance can also lead to devastating fines.

What to look for: Dynamic service models

Dynamic service modeling goes beyond typical discovery, delivering a continuously updated view of your entire IT, service and management environment—a single source of truth. It enables IT teams to fully leverage AIOps and machine learning to perform anomaly detection, root cause analysis, cost optimization, and service management.

This key capability provides:

- ✓ Fast, accurate, agentless discovery that automatically obtains visibility into hardware, software, and service dependencies across multi-cloud, hybrid, and on-premises environments
- ✓ Start-anywhere application modeling, which allows IT teams to discover assets and create application models from any starting point in the IT infrastructure within minutes
- ✓ The ability to detect blind spots, locate backdoor entry points, and identify vulnerabilities, which increases security and compliance
- ✓ Continuous content updates, that leverage thousands of asset types, with support for containers and cloud infrastructure




Positive impacts on your business

BMC Helix Discovery puts all your workloads and resources in context so that you can easily spot opportunities for improvement and potential issues before they become problems that impact your business. This gives you the breathing space to plan for and take advanced action that maintains availability, quality, security and compliance, while optimizing resource use and budgets.

“ 549% ROI
average over five
years for BMC Helix
Discovery ”

**IDC: BMC Helix Discovery
Helps Organizations
Optimize ITSM Operations
and Asset Management**

More to explore

-  **Data sheet:** [BMC Helix Discovery](#)
-  **E-book:** [IT Portfolio Discovery: Greater Complexity Demands a Modern Solution](#)
-  **Analyst white paper:** [IDC: BMC Helix Discovery Helps Organizations Optimize ITSM Operations and Asset Management](#)

Manage services and operations in harmony

Effective and efficient service and operations management requires multiple solutions to deliver visibility, observability, insight, and actionability across domains and user roles. A unified platform should seamlessly automate and enable the work of service and operations teams. Without an open, integrated, platform sharing common data supporting a single source of truth, it can be difficult or even impossible to efficiently achieve SLA, availability and performance goals across the entire infrastructure.

The challenges

- Lack of common data with limited sharing among applications—no single view of enterprise IT and services
- Siloed functionality with little or no integration among tools
- Misalignment of applications leading to capability shortfalls or redundancy
- Multiple user personas with varying levels of sophistication

Why they matter

Complex, poorly integrated service and operations management solution sets that do not use a common pool of data may be unable to provide full visibility into cloud and on-prem infrastructure resources, workloads, service availability and performance. They may also be unable to scale efficiently as IT resources and requirements evolve, hampering productivity while driving up support costs.

Within the overall solution set, inconsistent service and operations management workflows and application interfaces can create hurdles that make it difficult to achieve SLA targets. Gaps in application functionality also make it hard to recognize and address important issues and opportunities for optimization.



What to look for: Open, scalable, intelligent micro-services based architecture

With the ability to consolidate and automate multiple service and operations management functions and applications using a common pool of data and a consistent user-centric interface, it is possible to seamlessly unify management workflows.

This key capability provides:

- ✓ Open architecture able to accommodate existing and new BMC Helix applications as well as third-party solutions
- ✓ Shared data and cross-launch capability across the platform, enabling integration of functions to deliver seamless visibility and management across domains and diverse infrastructure assets
- ✓ Rich visualizations for expanded visibility and context, with persona-based dashboards and centralized reporting
- ✓ Micro-services architecture to provide rich visualizations for expanded visibility and context, persona-based dashboards, centralized reporting, shared data, and cross-launch capability across the platform
- ✓ Hyperautomation workflow engine enables native configurable, automated workflows to be added to business processes which frees up resources and increases efficiency

Positive impacts for your enterprise

BMC Helix Platform makes it possible to discover and connect assets and relationships, enabling enterprise teams, including DevOps, to meet their quality, velocity and innovation goals through observability and automation capabilities. The platform's open architecture supports rapidly changing environments and keeps service and operations teams up to date with dynamic service models that ingest metrics, events, and topologies from BMC and third-party solutions for improved ROI.

The platform unifies IT service and operations teams by providing a common user interface and data "lake" with rich visualization that expands visibility and context, supports cross-launching from one solution to another, while offering configurable automated workflows to free up resources and proactively drive corrective actions.

“ A digital enterprise requires some way to orchestrate the ecosystem of observations, people, data, actions and assets which deliver value to both customers and employees.”

Shannon Kalvar, Research Manager, IDC

More to explore



Video: [Prioritize, Predict, and Act with Intelligent Service and Operations Management](#)



Analyst white paper: [Forrester Research: The Total Economic Impact™ of BMC Helix](#)



Website: [BMC Helix Platform](#)



Use AI to automate operations management

Events that impact service performance, availability and uptime can be difficult to pin down and understand fully. It's necessary to get visibility into root causes so they can be remediated quickly and efficiently, ideally before there's any impact on users.

The challenges

- Inefficiency and high cost due to reliance on multiple monitoring tools
- Reliance on manual intervention to analyze issues, unravel events and respond
- Event “noise” that inhibits identification of anomalies
- Inability to consolidate, correlate and analyze events for proactive problem and root cause identification
- Lack of predictive alerting to potential problems, with difficulty taking corrective action before services are impacted
- Inability to automatically trigger remediation workflows that use multiple management tools

Why they matter

Addressing the root cause of an issue—rather than the symptom—is the only sure way to maintain SLAs, availability and performance. Without the ability to identify, correlate and analyze events proactively and remediate them promptly, trouble ticket volume goes up (and along with it, cost) while productivity and satisfaction plummet.

Root causes are often identifiable before issues actually arise, through anomalies in resource use or service behavior. Without the ability to spot them and predict their impact, however, remediation becomes a matter of fixing a real problem that's affecting users rather than avoiding it before it can impact service delivery.

The use of skilled labor to identify and analyze issues diverts valuable IT staff resources from value-added tasks and innovation that drive competitive differentiation. Reactive manual intervention also increases mean time to resolution (MTTR), leading to lost productivity, sub-par service quality and poor satisfaction—all of which have a ripple effect that negatively impacts the business.

What to look for: AIOps with Intelligent Automation

Using AI, machine learning and advanced analytics to automate operations management can enable IT operations to pivot from a reactive stance to proactive, intelligent, highly automated action, thereby maximizing service performance and availability.

This key capability provides:

- ✓ Advanced event management that leverages AI, ML, policy-based event correlation, advanced analytics, and noise reduction to save time, labor, and minimize mean time to resolution
- ✓ Intelligent root cause isolation that proactively determines the source of issues that could potentially have adverse impacts on performance and availability
- ✓ Policy- and event-driven automation brokering that leverages multiple automation tools and workflows to make intelligent recommendations

Positive impacts on your business

BMC Helix Operations Management with AIOps transforms enormous volumes of event information into actionable intelligence, helping to solve many of the challenges faced by operations teams. Its predictive capabilities generate alerts before thresholds are breached and determine the root cause of a problem so proactive corrective action can be taken.

Operations teams gain the ability to separate normal events from suspicious ones, cutting through the noise to accurately identify real issues—enabling faster, more efficient resolution so that service availability and quality can be maintained while reducing support requirements along with the cost of remediation.


Intelligent AI-driven operations management also uses dynamic service models to provide the latest information about assets and business services, and integrates with existing service management tools to automate ticket generation and provide context to increase service desk productivity and reduce MTTR.


With AI-powered automation brokering, it is possible to quickly identify automation opportunities and define policies that trigger corrective action using consistent automated workflows. This makes it possible to not only identify, analyze and isolate the root causes automatically, but prioritize and address many of them without manual intervention and its associated impact on productivity.


“ The BMC Helix solution set deflects 33.5% of service desk tickets and automates 25% of non-deflected tickets. ”

Forrester Research: The Total Economic Impact™ of BMC Helix

More to explore

 **Data sheet:** [BMC Helix Operations Management with AIOps](#)

 **Analyst white paper:** [EMA Radar Report: AIOps - A Guide for Investing in Innovation](#)

 **eBook:** [Supercharge Operations Management with AIOps](#)



Accurately align resources as you migrate to the cloud

In a dynamic environment where virtual machines and containers are quickly deployed, and taken in and out of service based on demand, the ability to accurately allocate resources requires actionable insight based on intelligence rather than guesswork. Successful migration can be a complex balancing act among IT resources, budgets and changing business needs.

The challenges

- Lack of visibility into IT infrastructure: physical, virtual, cloud, Kubernetes, microservices and container-based applications
- Inability to fully understand the cost, business and ongoing service impacts of workload placement
- Difficulty forecasting IT resource requirements required to meet peak demand
- Inability to scale IT services to meet business demand
- Labor-intensive, inaccurate planning due to lack of purpose-built tools

Why they matter

Without accurate assessments of migration impact and workload placement, the enterprise runs the risk of over- or under-provisioning the cloud environment. Allocating excess resources may reduce the risk of performance-related service outages, but will drive additional cost. Conversely, limiting IT resources in an attempt to reduce spending enterprises run the risk of lower service quality in the form of service slowdowns and outages.

The ability to minimize risk while controlling cost demands helps enterprises achieve the delicate balance of risk versus cost. Right-sized deployments, that accurately align resources with business demand requires ongoing visibility into your entire IT infrastructure so that you can add, remove or adjust resources as needed to ensure service levels and customer satisfaction. Successful migrations requires a clear understanding of future resource requirements so the timing and cost of new capital and operating expenditures can be accurately determined.

What to look for: “What if” simulations for cloud migrations and Kubernetes workload placement

- ✓ Comprehensive modeling of migrations and workload placement, with comparative cost and performance forecasting for different scenarios
- ✓ “Right-sized” recommendations that incorporate future cost estimates and trends related to cloud migration, to reduce spend
- ✓ Access to service views, resource modeling, AI-driven analytics and detailed reporting to understand future resource requirements
- ✓ Predictive failure analysis through accurate simulations that enable identification and avoidance of potential bottlenecks and capacity issues
- ✓ Predictive resource allocation and optimization using analytics driven by artificial intelligence and machine learning to anticipate future needs without over- or under-provisioning
- ✓ Automated termination of unused resources to right-size workloads according to need

Positive impacts for your enterprise

BMC Helix Continuous Optimization generates simulations of IT resources, demand and performance that make it easier to cost-effectively and proactively right-size migrations to the cloud and placement of Kubernetes workloads.

Actively aligning resources with demand improves service while reducing both cost and risk resulting in savings without sacrificing service, workload, and application performance.


Through simulation, you can:


- Analyze business and IT capacity requirements to ensure efficient use of your resources.
- Proactively reduce performance issues by identifying bottlenecks and capacity issues.
- Develop deployment and fulfillment plans that minimize risk and reduce cost.

Intelligent, predictive, analytics that deliver ongoing insight allow you to balance performance, cost and risk across various deployment scenarios with greater efficiency and accuracy versus non-purpose built or labor-intensive tools as Excel spreadsheets. lack of purpose-built tools.

“ 48% of IT professionals say “better visibility into potential issues or disruptions” is a top priority when choosing a resource and cost-management solution. ”

More to explore

 **E-book:** [Continuous Optimization: The next evolution in capacity, resource, and cost optimization](#)

 **Video:** [Optimize Resources to Reduce Costs & Risk](#)

 **Trial:** [BMC Helix Cloud Migration Simulator](#)



Use an intelligent service desk to transform your user experience

Enterprise service management is often manual, labor-intensive and needlessly time-consuming. Addressing requests, troubleshooting and resolving issues takes longer than it should, leaving users frustrated and unproductive while agents waste valuable time dealing with simple problems. By streamlining service management using self-service and AI technology, you can work not just better, but faster and smarter.

The challenges

- Increased service desk demand due to cloud migration and the shift to remote-work models
- Lack of agent collaboration inhibiting best practices
- Inefficient manual management systems and processes

Why they matter

Labor-intensive manual service management leads to cumbersome, frustrating user interactions that drive down satisfaction and productivity while at the same time increasing support costs. Without the ability to work efficiently by automatically sending requests to the experts best able to handle them, service desk effectiveness is severely impaired.

These business impacts are multiplied in the current business environment, with more employees working remotely and increasing reliance on workloads that have been moved to the cloud: increased demand is putting stress on service desk resources and budgets.

What to look for: Intelligent service desk

Incorporating an intelligent service desk capability into overall IT service management maximizes agent productivity by leveraging subject matter expertise more effectively. Many tickets can be deflected through self-service, while those requiring additional expertise are automatically routed to the individuals best able to address the need.

This key capability provides:

- ✓ AI and ML based automation that helps deliver a modern, persona-based user experience optimized across devices
- ✓ Self-service and predictive enterprise service management that deliver auto classification, assignment and routing of incidents, tickets and incoming emails
- ✓ Collaboration tools that enable agents to share knowledge and best practices, working together to speed resolution
- ✓ Context-aware integration with all IT service support functions including change, asset and compliance management, service-level, service-request, identity and knowledge management

Positive impacts for your business


BMC Helix ITSM enables you to dramatically reduce the volume of service desk tickets requiring expert intervention. Through proactive remediation and self-service it's possible to deflect a third of service desk tickets, which frees agents to focus on high-priority, complex issues instead of spending time on low-level, simple requests. Service desk resources are used more effectively as a result.


Through AI and ML automation, users and agents are guided to effective actions that speed resolution. Issues that get escalated can be resolved at first touch by automatically classifying and routing them to the right experts, thereby improving user satisfaction and productivity.


“ The BMC Helix solution set deflects 33.5% of service desk tickets and automates 25% of non-deflected tickets. ”

Forrester Research: The Total Economic Impact™ of BMC Helix

More to explore

 **Data sheet:** [BMC Helix Operations Management with AIOps](#)

 **Analyst white paper:** [EMA Radar Report: AIOps - A Guide for Investing in Innovation](#)

 **eBook:** [Supercharge operations management with AIOps](#)

 **Website:** [BMC Helix ITSM](#)

Empower users with a digital workplace environment

As the nature of work changes, employees are becoming increasingly reliant on—and comfortable with—constant connectivity, simultaneous use of multiple devices and self-service. This at-work trend parallels their personal lives. It is now common to use multiple collaboration platforms such as Slack, Basecamp and Teams in addition to email, file-sharing services and messaging apps. To maintain user satisfaction, organizations must do all they can to enable a productive digital work environment.

The challenges

- Increasing pressure on service desk resources due to rising user demand
- User difficulty finding the assistance and information they need, contributing to reduced productivity
- Challenges in onboarding, delivering meaningful services and collaborating across the enterprise
- Uncoordinated, inefficient manual workflows that impair productivity
- Difficulty adapting to changing business requirements

Why they matter

Today's digital-native workforce has high expectations for seamless, convenient user experiences and is not put off by digital interaction. A digital workplace should empower employees by enabling them to find information and accomplish daily tasks with a minimum of disruption and, ideally, zero reliance on IT staff for live assistance.

At the same time, organizations are motivated to make more efficient use of human expertise to handle rising service desk demand without increasing costs or reducing IT staff productivity.



What to look for: Intelligent self-service that enables tailored, omni-channel engagements

Digital workplace capabilities have become commonplace. What's lacking is intelligent self-service that guides users to the right answers and allows them to fully and efficiently leverage the tools and capabilities available to them.

This key capability provides:

- ✓ The ability to interact in the way the user prefers, with virtual or live agents via the channel of choice
- ✓ Multi-language support so users can interact naturally
- ✓ A unified enterprise service catalog that enables users to order hardware, software and services from a consumer-like storefront while adhering to enterprise security and workflow policies: one-click convenience
- ✓ Customizable self-service via drag-and-drop workflow creation and configuration, enabling the organization to personalize and scale the self-service experience

Positive impacts for your enterprise

BMC Helix Digital Workplace enhances employee engagement, productivity and satisfaction by enabling a high degree of autonomy and self-reliance. This enables employees to work efficiently while delivering a consumer-like user experience that aligns with their expectations and is consistent with what they encounter every day in their lives outside of work.

By empowering users, the organization is able to improve service delivery without increasing budgets. Service owners are able to provide services without dependence on IT. In addition, skilled IT staff are able to devote time to critical tasks and activities that add value to the business.


“ Engaged employees deliver 21% greater profitability, 17% higher productivity and up to 59% less turnover. ”


Gallup, The Right Culture;
Not Just About Employee
Satisfaction, 2017

More to explore

 **Data sheet:** [BMC Helix Digital Workplace](#)

 **Web page:** [Building a Digital Workplace](#)

 **E-book:** [Equipped for transformation: how to elevate your employee experience](#)

 **Analyst white paper:** [Forrester Research: The Total Economic Impact™ of BMC Helix](#)



Capture, preserve and disseminate vital knowledge

To be useful, information needs to be not only accessible and easy to find, but timely and relevant. Searching knowledge bases is now a routine part of everyday life, powered by highly sophisticated algorithms. Users expect to be able to find and access what they need, when they need it, on any device.

The challenges

- Disparate, disconnected knowledge stores
- Inability to easily update and maintain information
- Inefficient, difficult-to use search
- Knowledge stored in multiple languages
- Difficulty finding the most current and relevant information
- High support costs

Why they matter

Many organizations possess large quantities of valuable knowledge, but users are unable to find it quickly and easily. Searches may return dated, irrelevant or out-of-context results, and there may not be a single repository of knowledge to turn to. This may lead users to look elsewhere for the information they need to accomplish their tasks, or even abandon the attempt in frustration. An important productivity driver and source of both customer satisfaction and business value can easily go unused.

As information proliferates, it also creates a quality issue for the organization. Keeping knowledge stores up-to-date and consistent becomes increasingly difficult, making it a challenge to provide a single, unambiguous version of the truth to users.

What to look for: AI-powered search that improves over time

By leveraging AI, the speed and accuracy of searches can increase with use. Implementing a high-performance cognitive search capability enables organizations to deliver the right information at the right time, via the right channel, more quickly.

This key capability provides:

- ✓ An AI-powered cognitive search experience across multiple knowledge bases, for a fast delivery of accurate responses to end-users
- ✓ Employees the opportunity to self-service to solve problems on their own so that they don't have to waste time dealing with IT issues
- ✓ Faster and more efficient responses throughout the entire support flow
- ✓ The possibility to find information through any preferred channel (Skype, Slack, Web, SMS) using natural language for a conversational, personalized experience

Positive impacts on your business

BMC Helix Knowledge Management creates a central knowledge hub accessible from anywhere on any device, enabling the organization to add, update and maintain multiple knowledge stores in the cloud from a single interface. By centralizing knowledge management in accordance with established Knowledge-Centered Service (KCS) v6 best practices, the currency and relevance of information is assured. This reduces overall support costs because users can readily find the information they need without assistance.


Cognitive AI-powered search uses machine learning to deliver relevant results in context, promoting the most-used information so that users encounter it more easily. Text and agent-assisted searches are also sensitive to linguistics, allowing the system to anticipate and interpret what users mean and guide them to the appropriate information. This means less time spent finding knowledge and more time using it for higher productivity.


Neural, evidence-based machine translation is used to translate articles into other languages automatically, ensuring that all information is presented to users in a useful form without incurring translation costs or delays. The system also includes an extensive library of ready-to-use knowledge articles for standard applications, to speed ROI.


“ Self-service portals will not drive down support costs unless users enjoy using the port. Low customer utilization, low customer satisfaction, scattered customer data, lack of personalization, non-responsive design are some of the most common user interface challenges. ”

Top ten reasons why Knowledge Management initiatives fail, Comaround, Inc. white paper

More to explore

 **Data sheet:** [BMC Helix Knowledge Management](#)

 **Case study:** [Knowledge Management Success Story at Volvo Car Sweden](#)

 **White paper:** [Top ten reasons why Knowledge Management initiatives fail](#)



Use intelligent virtual agents to transform your help desk

Often, the help desk experience at work doesn't live up to what users have become accustomed to in their daily lives: convenient self-service that finds answers and resolves issues quickly and easily. By delivering the consumer-like experience that users expect, the organization can increase help desk efficiency while boosting productivity for both workers and live agents.

The challenges

- Too much valuable live agent time spent handling routine issues
- User frustration with help desk interactions
- Lost employee productivity due to delays in issue resolution

Why they matter

A help desk reliant on live agents and limited or difficult-to-use online information sources is less effective than it could be. Users can find themselves unable to find the answers they need to handle simple requests, while trained IT staff are forced to spend time on low-value service interactions. The user experience suffers, leading to dissatisfaction and casting the organization in a negative light.

What to look for: Consumer-like, AI-powered omni-channel experiences

By transforming and automating the help desk using cognitive virtual agents, organizations can take advantage of built-in AI technology to deliver fast and accurate responses to end users. A modern user experience is powered by proactive, predictive, automated and accurate service delivery that spans channels so users can access services efficiently.

This key capability provides:

- ✓ The ability for IT organizations to easily distribute digital services that employees can easily consume
- ✓ AI-powered cognitive search across multiple knowledge bases, for fast delivery of accurate responses to end users
- ✓ The ability to request services and find information through any preferred channel (Skype, Slack, Web, SMS) using natural language for a conversational, personalized experience
- ✓ A tailored consumer-like experience on platforms and devices employees are already using

Positive impacts on your business

BMC Helix Virtual Agent delivers intelligent self-service to end users. This frees service agents to devote their time to more complex issues that demand their attention. At the same time, users get the assistance they need quickly and conveniently, with an engaging service experience that meets their expectations.

The experience is conversational, personalized and can be tailored by line of business, enabling users to use natural language to interact with the agent and get useful responses immediately.


By enabling both speed and efficiency, the organization can reduce cost while improving both satisfaction and productivity. Users see the enterprise as forward-looking and innovative, making it easier to attract, recruit and retain top talent.


“ In only two years, we reduced the size of our service desk from 36 agents to 22 agents. ”


Senior Director of IT infrastructure and operations, telco

Forrester, “The Total Economic Impact of BMC Helix” January 2021

More to explore

 [Data sheet: BMC Helix Virtual Agent](#)

 [Video: Customer testimonial, George Washington University](#)

 [White paper: Superior customer experiences start with digitalization and advanced technologies](#)



Define and automate workflows for smarter business service delivery

Delivering meaningful, user-relevant services at scale can be a significant challenge for many businesses. Targeted, function- and role-specific workflows in areas such as HR, procurement and finance can significantly streamline the user experience, but be a challenge to create, deploy and manage in an efficient manner.

The challenges

- Too many different processes trying to accomplish the same work
- Inefficiency due to manual handling of service requests and lack of case tracking
- Limited ability to leverage automation and knowledge sharing

Why they matter

Without an efficient, scalable and highly automated business workflow solution, the enterprise misses an opportunity to improve user engagement and satisfaction. Productivity and responsiveness also lag, because a lack of self-service leads to higher case management volume. The lack of an integrated management and reporting platform also limits visibility into performance, utilization and case resolution.

What to look for: Intelligent service delivery

Intelligent service delivery seamlessly integrates function-specific service delivery and operations management for both change and DevOps, ensuring optimal performance, efficiency and overall user experience.

This key capability provides:

- ✓ Integration with knowledge base content, leveraging auto-curation and the ability to search unstructured data to allow end users to consume information faster with better results
- ✓ Automated self-service that uses machine learning and AI to enhance case management and enable resolution without escalation to live agents
- ✓ Efficient low- and no-code workflow creation and management to empower line-of-business users and reduce reliance on developers
- ✓ Repeatable, automated processes and templates to speed workflow creation
- ✓ Ability to structure service requests and create/bundle new services from a unified service catalog to promote standardization and streamline service deployment

Positive impact for your enterprise

BMC Helix Business Workflows transforms the way businesses interact, manage, innovate, and scale services across the enterprise through a single platform—empowering users to create the workflows they need to be self-sufficient and agile.

With the ability for line-of-business users to easily create and manage workflows, it becomes feasible to efficiently tailor workflows by function and role. By delivering highly automated, omni-channel experiences, the enterprise can enable end users to choose when and how they interact with services that enhance their productivity.

“ Human Resources spends 73% of its time on administrative activities ”

“How Technology Helps HR Spend Less Time on Paper and More Time on People” – Talentlink.com

More to explore



Data sheet: [BMC Helix Business Workflows](#)



Analyst report: [Enterprise Service Management: Making Hypercomplexity Work](#)



White paper: [How to Build an Effective HR Service Delivery Strategy](#)



Website: [BMC Helix Business Workflows](#)

The BMC Helix difference

Take a closer look at service and operations management solutions and you'll see why Helix stands apart. Ask whether your solution can deliver on these key capabilities.

Key capability	BMC	Others
Dynamic service models	✓	
Open, scalable, intelligent microservices-based architecture	✓	
AIOps with intelligent automation	✓	
“What if” simulations for cloud migrations and Kubernetes workload placement	✓	
Intelligent service desk	✓	
Intelligent self-service that enables tailored, omni-channel engagements	✓	
AI-powered search that improves over time	✓	
Consumer-like, AI-powered omni-channel experiences	✓	
Intelligent service delivery	✓	

Continue your exploration

Learn more about how BMC empowers users across your enterprise at bmc.com/helix and contact us for a detailed demonstration of what Helix can do.





About BMC

BMC works with 86% of the Forbes Global 50 and customers and partners around the world to create their future. With our history of innovation, industry-leading automation, operations, and service management solutions, combined with unmatched flexibility, we help organizations free up time and space to become an Autonomous Digital Enterprise that conquers the opportunities ahead.

BMC—Run and Reinvent

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