

BMC Helix IT Service Management

Product description

BMC Helix IT Service Management (ITSM) is an advanced enterprise solution for modern service management, PinkVerify®-certified across 18 practices, that unlocks human potential with agentic AI.

Business challenge

Traditional ITSM processes often involve manual tasks that consume valuable time and resources. Examples include a reliance on email communications to submit or manage service requests, the tracking of projects through spreadsheets, and cumbersome development cycles for new IT service capabilities.

These challenges are further amplified by distributed workforces, data proliferation, and high user expectations for immediate resolution of incidents or problems. The pressure to deliver exceptional quality across an increasingly diverse architectural landscape continues to drive demand for AI-enabled transformation as a strategic imperative. ITSM sits at the center of enterprise technology modernization and transformation.

BMC Helix solution

BMC Helix ITSM is a low-/no-code solution for enterprises to quickly build, deploy, and manage IT assets and applications. PinkVerify®-certified BMC Helix ITSM is built upon the BMC Helix for ServiceOps platform, which unifies service and operations management with common data stores. The platform empowers IT service desk agents to resolve cases faster by isolating or preventing service disruption through root cause analysis, real-time incident correlation, predictive incident resolution, and proactive problem management.

BMC Helix ITSM harnesses advanced artificial intelligence (AI) and machine learning (ML) to automate workflows and multiply the productivity of ITSM experts, with advanced AI agents working alongside humans to surface insights, automate tasks, reduce risk, and boost organizational knowledge. BMC Helix ITSM also integrates data and processes intelligently to accelerate change management, mitigate risk, and advance the DevOps cycle. Integrated DevOps tooling within BMC Helix ITSM can link change requests with the software development lifecycle (SDLC) and imported continuous integration and continuous delivery (CI/CD) stages.

KEY FEATURES

- **Resolve** more issues through self-service with agentic AI support from any device.
- **Free** teams from low-complexity, low-value work, enabling them to multiply their productivity and maximize their expert skills and knowledge.
- **Anticipate** problems before they occur with data-driven insights, saving time and resources.

KEY BENEFITS

- **Resolve** more issues through self-service with agentic AI support from any device.
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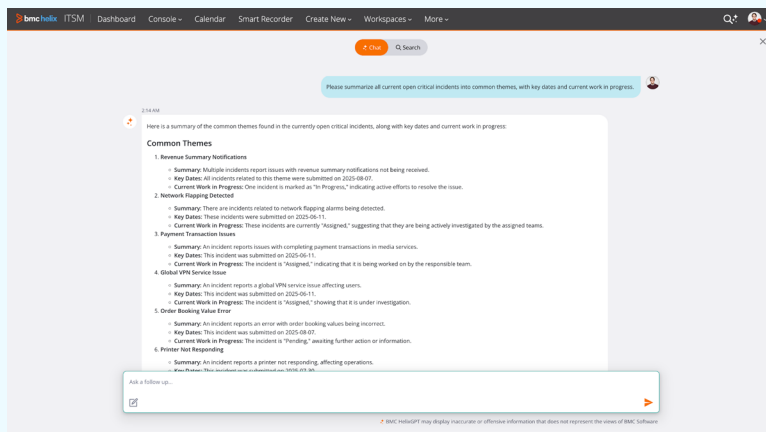
Product details

- **AI service management (AISM):** Harness a fleet of expert AI agents to provide detailed insight, automate workflows, and mitigate risk with root cause isolation/analysis.
- **Automated trouble ticketing:** Use BMC Helix Innovation Suite to create and automate business processes and applications across the cloud and on-premises without learning programming languages or complex development tools. Improve efficiency, responsiveness, and resolution with AI-powered ticket tracking, routing, and notifications.
- **IT asset management:** Discover IT assets across the environment—with or without agents—to map dependencies across physical, virtual, cloud, and ephemeral components and populate the BMC Helix Configuration Management Database (CMDB). Augment IT asset management with BMC Helix Discovery on-demand or scheduled data ingestion and discovery, including manually entered product end-of-life notices and third-party information, for continuous updates of assets and supporting service models.
- **Open, no-code integrations:** Leverage native connectors or BMC Helix iPaaS with pre-built BMC Helix ITSM integrations for third-party ticketing, DevOps, operations, security operations, customer service management, and alerting solutions.
- **PinkVerify®-certified ITSM across a full suite of ITSM use cases:** Integrate proven and certified best practices to optimize value from IT and digital services. Ensure that service interruptions (incidents) get resolved as quickly as possible. Determine, isolate, and remove the cause (problem) that led to the incident. Increase the success rate of any modification (change) made across enterprise infrastructure, processes, services, applications, or products.
- **Take digital experience even further:** Use BMC Helix Digital Workplace Studio to create unique line-of-business (LOB) microsites and persona-driven journeys.
- **Ticket deflection support:** Integrate BMC Helix ITSM knowledge swarming (ChatOps), BMC Helix Virtual Agent with live chat cutover, and natural language processing (NLP)-powered BMC Helix Knowledge Management articles to promote self-service tools, resources, and user adoption.



FOR MORE INFORMATION

To learn more about BMC Helix ITSM, please visit www.helixops.ai



View of BMC Helix ITSM AI-enhanced toolkit for front-line service staff.

About BMC Helix

BMC Helix, now an independent company, helps the world's most forward-thinking IT organizations turn AI into action—unlocking human potential to multiply productivity so teams can focus on the work that matters most. With an industry-leading, AI-powered, open platform, BMC Helix delivers a dynamic fleet of AI agents that augment work across enterprise IT service and operations management to anticipate needs, automate solutions, and accelerate outcomes for ServiceOps.

Turn AI into action.



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