

BMC Helix Enterprise Service Management

Deliver instant and frictionless employee experiences across IT and non-IT departments.

Product description

BMC Helix Enterprise Service Management solutions help IT and non-IT departments increase automation and insight to work smoothly, reduce risk, and minimize points of failure across the enterprise. Everywhere. Every time. For every user.

Business challenge

Enterprises face rising pressure to deliver engaging, consumer-like service experiences to employees while controlling costs. Meeting these expectations requires aligning internal service delivery processes with employee needs, improving service quality, and increasing satisfaction. At the same time, organizations must optimize resources, automate manual work, and standardize service delivery to boost efficiency and reduce operational overhead. These are challenges that demand a modern, scalable, and intelligent enterprise service management (ESM) solution.

BMC solution

BMC Helix Enterprise Service Management elevates user experiences across all IT and non-IT lines of businesses (LOBs) through AI-powered automation, unified workflows, and low-code extensibility. From simplifying complex case management to enabling proactive issue resolution with agentic AI and AIOps, the solution improves service quality and employee satisfaction while reducing operational costs. It empowers distributed business teams to collaborate seamlessly and deliver consistent, high-value services and experiences across the enterprise.

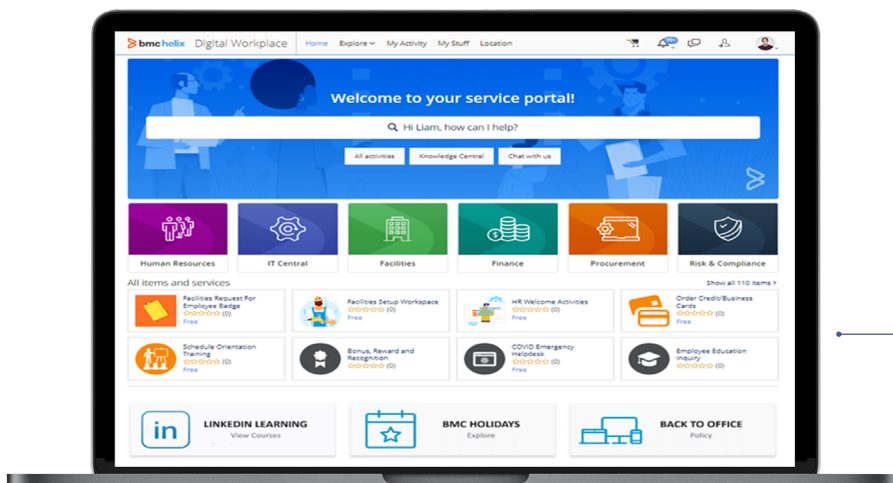
KEY FEATURES

Automate, innovate, and optimize experiences across the business with:

- **Automated workflows**—Offload manual tracking and repetitive requests across business functions.
- **Engaging employee experiences**—Develop unique pages, new workflows, and AI agents quickly and easily for each department.
- **Curated knowledge management**—Automate the creation, validation, and deduplication of knowledge articles to improve shared knowledge.
- **DevOps velocity and agility**—Move at the speed of innovation while reducing risk with dynamic asset discovery and integration of common DevOps toolsets.

KEY BENEFITS

- Reduce calls and automate tasks and workflows within and across different departments.
- Fuel employee productivity through AI-powered self-service resolutions accessible from any device.
- Convert data into action and resolve cases faster, without manual intervention.
- Drive and track continuous improvement of service delivery performance to better understand business impacts.



BMC Helix Enterprise Service Management, powered by BMC HelixGPT agentic AI.

Product details

BMC Helix Enterprise Service Management solutions support IT and non-IT departments with a choice of deploying pre-developed, automated workflows or creating unique, department-specific applications. The portfolio includes:

BMC Helix for Human Resources Service Management, with employee onboarding: Set the stage for employee success from the start and manage the entire employee journey across training, career development, personal time management, compliance, and more.

BMC Helix IT Service and Asset Management: Combine powerful service management capabilities with comprehensive asset discovery and oversight. Automate business workflows, improve IT processes and the user experience, and gain full visibility of IT assets with agentic AI.

BMC HelixGPT: Apply AI agents to improve employee experiences, supercharge staff productivity, and increase the quality and adoption of knowledge articles. Agents can also automate tasks, analyze data, and proactively address issues across various functions like request fulfillment, knowledge management, and change risk evaluation.

BMC Helix Portfolio Management: Unify the decision-making and performance lifecycle across strategy initiatives, business processes, and projects under a single framework.

BMC Helix Workplace Service Management: Deploy an out-of-the-box solution with automated workflows for preventative and reactive management across facilities, real estate, and physical equipment.

BMC Helix Customer Service Management: Deliver customer experience excellence by aggregating data across various customer touch points and systems of record to improve the first customer response.

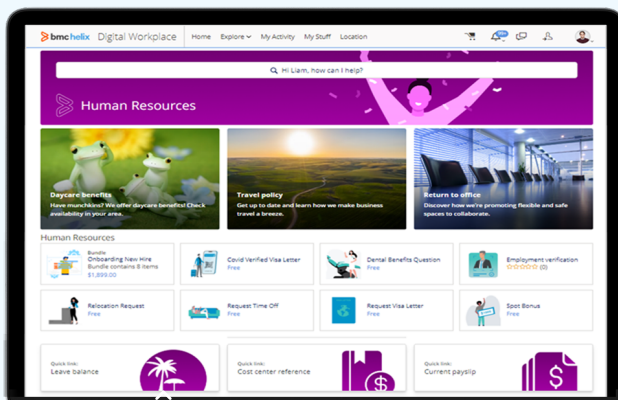
BMC Helix Security Incident Management: Protect information and users from security breaches by identifying, managing, and analyzing security incidents, and then remediating threats or incidents in real time.

BMC Helix Business Workflows: Leverage this extensible no-code/low-code platform and BMC Helix design partners to create and personalize LOB solutions spanning finance, procurement, legal, food services, and more.

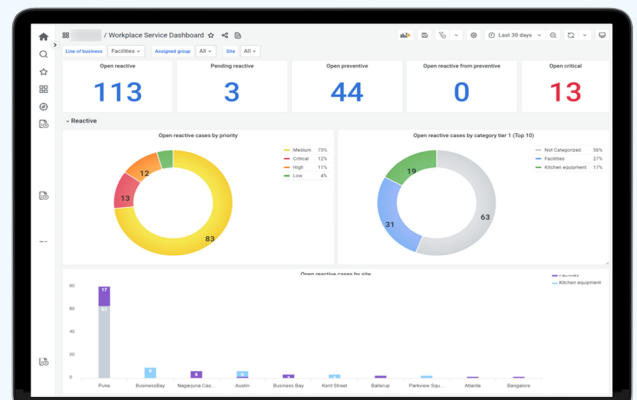


FOR MORE INFORMATION

To learn more about BMC Helix Enterprise Service Management, please visit bmc.com.



BMC Helix Human Resources Service Management, with Employee Onboarding, delivers OOTB forms and workflows for faster deployment.



BMC Helix Workplace Service Management dashboards provide additional insight to understand business impacts.

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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