devoteam

BMC

Service Definition Document

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G-Cloud 15

AI-driven tech consulting

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Welcome to Devoteam

Devoteam is a leading consulting firm focused on digital strategy, tech platforms, cybersecurity, and business transformation. What defines us is Technology, it is our DNA. We believe in technology as a positive force, driving "Creative Tech for Better Change" across the UK Public Sector.

Agile at Scale, Local in Delivery

With over 25 years of experience, Devoteam has reached a level of maturity that allows us to support large-scale government transformations while remaining agile and responsive. We are a "mid-sized" specialist: big enough to offer global reach and massive R&D investment, yet small enough to provide the senior-level attention and flexibility that UK public sector bodies require.

- 11,000+ experts across EMEA.
- Dedicated UK-based consultants, many with high-level security clearances, ensuring compliance with UK data sovereignty and GDS standards.
- We continuously certify our people on the latest technologies to ensure our clients achieve measurable, high-impact results.

The Power of Strategic Partnerships

Devoteam's core belief is that organisations must think and behave like "Tech Players" to thrive. This requires a robust technological foundation built on world-class cloud platforms.

In the UK, we focus on leveraging the research and development power of our primary strategic partners. By mastering these ecosystems, we help our clients scale rapidly and securely.

End-to-End Transformation

Our circular, continuous innovation journey takes you from vision to reality:

- We co-create new digital services and citizen experiences.
- We build and implement these services on secure cloud platforms.
- Through our Cloud Managed Services, we ensure your digital products are always secure, optimised, and evolving with the latest platform features.

By combining the world's leading cloud platforms with our expertise, we provide a powerful end-to-end approach that reduces legacy debt and accelerates the delivery of 21st-century public services.

Devoteam BMC Partnership

Devoteam UK is a strategic partner of BMC Software, delivering IT Service Management (ITSM), automation, and cloud transformation services to UK enterprises.

Devoteam UK's partnership with BMC enables organisations to modernise IT service management, automate workflows, and embrace cloud transformation.

Devoteam brings its **AI-driven consulting** approach and combines it with BMC's tools for ITSM, workflow orchestration, and enterprise automation.

Why BMC?

Overview

In an era where IT complexity outpaces human capacity, BMC provides the essential foundation for the Autonomous Digital Enterprise. Unlike point solutions that address single tasks, BMC unifies ServiceOps and Workflow Orchestration on a single, AI-driven platform.

By integrating Helix's predictive AIOps and generative AI capabilities with Control-M's industry-leading orchestration, BMC allows organisations to bridge the gap between legacy systems and modern cloud environments. This results in a "Zero-Ops" reality where manual firefighting is replaced by proactive, self-healing systems, drastically reducing operational risk, optimising cloud spend, and accelerating the delivery of business-critical digital services at scale.

Technical Insight

BMC Software provides an integrated ecosystem of enterprise solutions focused on ServiceOps, AIOps, and Workflow Orchestration.

Its architecture is designed to transition traditional IT departments into an Autonomous Digital Enterprise by automating complex infrastructure and service management tasks.

Technical Features

Helix AI Service Management (ITSM)

A cloud-native, microservices-based platform that leverages HelixGPT and Agentic AI to automate the lifecycle of IT service requests. It features conversational experiences for incident and change management, using Natural Language Processing (NLP) to auto-classify, route, and resolve tickets while providing summarised resolution notes and intelligent routing to reduce manual intervention.

Control-M Workflow Orchestration

The industry-leading engine for orchestrating complex business processes and data pipelines across hybrid-cloud and mainframe environments. It provides a single point of control for managing cross-platform dependencies and implements a Jobs-as-Code approach with REST APIs and JSON, allowing developers to integrate workflow versioning and testing directly into CI/CD pipelines.

Helix AIOps (Artificial Intelligence for IT Operations)

A predictive observability layer that applies machine learning to big data—including metrics, events, logs, and traces—to perform automated event correlation and noise reduction. It utilises Probable Cause Analysis (PCA) and service-centric prediction to identify and remediate performance bottlenecks before they escalate into service outages.

Helix Discovery (Dynamic Asset Management)

An agentless inventory solution that provides a holistic, 360-degree view of the IT estate across on-premises, cloud, and containerised environments. It automatically maps the dependencies between hardware, software, and services, creating a Dynamic CMDB that supports change impact assessment, security blind-spot detection, and regulatory compliance.

Control-M Managed File Transfer (MFT)

A specialised module that integrates secure file movement directly into broader business workflow orchestration. It supports multiple protocols (SFTP, FTP/S, AS2) and provides centralised visibility into file transfers, ensuring that data-driven tasks, such as AI model training or financial reporting, only trigger once the required data has successfully landed.

Helix Continuous Optimisation

An AI-driven capacity management tool that aligns IT infrastructure resources with business demand. It uses Predictive Analytics and "what-if" business planning

simulations to forecast growth, identify over-provisioned cloud assets (such as Kubernetes pods and containers), and right-size resources to eliminate wasted spend.

Helix Log Analytics

A centralised log management platform that simplifies the collection, normalisation, and parsing of logs from diverse sources like Kubernetes and AWS. It utilises Machine Learning-based anomaly detection to identify unusual patterns in log data and generates proactive alerts in BMC Helix Operations Management for faster troubleshooting.

Helix Digital Workplace

An omni-channel service interface that provides employees with a consumer-grade self-service experience across web, mobile, and chat platforms. It features a Unified Service Catalog that aggregates services from IT, HR, and Facilities, using conversational AI and virtual agents to guide users through request fulfillment and issue resolution.

Helix Edge

An extension of the service management and monitoring platform designed specifically for Edge Computing and IoT environments. It enables local data aggregation and processing on remote devices or factory floors, allowing for real-time anomaly detection and autonomous action without the latency of a central cloud response.

Helix Business Workflows

A case management solution that extends IT-style automation and rigor to non-IT departments such as HR, Finance, and Facilities. It features a No-Code/Low-Code workflow designer that allows business leaders to define, automate, and scale service delivery patterns to drive operational excellence across the entire enterprise.

Why Devoteam?

As a **BMC Strategic Partner**, Devoteam provides the strategic execution layer that transforms BMC's world-class technology into a tailored operational engine. While BMC offers the "what" (AIOps, ServiceOps, and Orchestration), Devoteam provides the "how"—delivering specialised frameworks such as "ServiceOps Excellence" and "Jobs-as-Code" to ensure these tools integrate seamlessly into your business culture.

With Devoteam, you gain access to the 1000+ BMC-certified experts who specialise in moving organisations from manual, reactive firefighting to a "Zero-Ops" environment. We don't just implement software; we modernise your entire operating model,

ensuring your BMC investment delivers maximum ROI through reduced MTTR, optimised cloud spend, and an automated path to becoming an Autonomous Digital Enterprise.

Our Services

ITSM Implementation - Deploying and configuring BMC Helix ITSM for incident, problem, and change management.

Workflow Automation - Setting up BMC Helix Control-M to automate complex IT and business processes.

Cloud Migration – Moving ITSM and automation platforms to BMC Helix SaaS for scalability and resilience.

Service Desk Modernisation - Designing modern, user-friendly service portals for employees and customers.

AI & Predictive Analytics - Embedding AI into BMC platforms for proactive issue detection and resolution.

Configuration & Asset Management - Implementing CMDB and asset tracking to improve IT operations visibility.

Integration Services - Connecting BMC tools with enterprise systems (ERP, CRM, DevOps pipelines).

Governance & Compliance - Ensuring ITSM processes align with ITIL and regulatory frameworks.

Training & Enablement - Upskilling IT teams to effectively use BMC Helix and Control-M.

Managed Services & Support – Continuous monitoring, optimisation, and support for BMC environments.

Service Benefits

Operational Efficiency - Automated workflows reduce manual effort and improve service delivery speed.

Reduced Downtime - Proactive monitoring and AI-driven insights minimise disruptions.

Cost Savings - Cloud-based BMC Helix reduces infrastructure and maintenance costs.

Scalability - Easily expand ITSM and automation capabilities as business needs grow.

Improved Compliance - ITIL-aligned processes ensure regulatory and governance standards are met.

Enhanced Visibility - Real-time dashboards provide clear oversight of IT operations.

Employee Empowerment - Self-service portals improve user experience and reduce IT workload.

Cross-Industry Value – Solutions tailored for finance, telecom, retail, healthcare, and public sector.

Future-Proofing - Continuous updates from BMC keep ITSM modern and competitive.

Expert Guidance - Devoteam's consulting expertise ensures best practices and successful adoption.

General Information

Onboarding and Offboarding

Every Devoteam assignment requires close collaboration with our clients and their suppliers. Our people build strong relationships; quickly orienting themselves with each Stakeholder's perspective, understanding their current and future needs as well as the desired state, the work underway and any current challenges, whilst facilitating consensus across the groups. We appoint one of our senior leaders to direct engagements and actively participate in senior-level workshops

It would be our aim to have continuously transferred knowledge throughout each engagement. However, at project closure, our Engagement Lead would also:

- Ensure that all defined Products have been delivered
- Any work in progress is documented and passed to an agreed client stakeholder.
- Run lessons learnt exercises relating to our delivery with key stakeholders and share the results.

Data Backup and Restore, BCP and Disaster Recovery

We are a professional services company and we deliver within our client's physical or virtual environment, we, therefore, adopt and follow our client's DR/BCP policies. Our engagements do not require us to remove data from our client's environments.

We operate hybrid and flexible working so agree with our clients where it would be best to locate the joint project team and we frequently have a mix of home working, on client site and at Devoteam offices. In addition, all Devoteam employees and associates use standardised laptops, operating systems and adhere to strict procedures and anti-virus measures to protect both Devoteam and client information at all times.

Devoteam maintains an office in central London for management and administration purposes, this is a serviced office, we rely on and adhere to services provided by that Serviced Office and their backup procedures. Should the office become inoperable for any reason our policy is to instruct central office personnel to work at home, where they are able to undertake their roles using their portable laptops until the event has been resolved. All Devoteam software is Cloud-based and so has a high degree of resilience and backup is provided as part of the licensing arrangements.

Service Levels

We would agree on a set of Service Levels that are appropriate for the type of engagement, covering, for example, Response and Resolution times. These services, depending on the scope and complexity of the delivery can take the form of

- Dedicated resources, from a single resource to a team of many.
- Remote and/or onsite delivery.

Full details of a Service Level Agreement, including consequences for failure to meet Service Levels, will be mutually agreed upon between both parties where appropriate.

Termination

Termination will be agreed upon on a project by project basis in alignment with G Cloud Terms and Conditions.

Service Constraints

Our services typically do not have any constraints.

Ordering Process & Contact Details

Order process

To place an order or request assistance please contact:

John Lacey

Managing Director

UKGovTenders@devoteam.com

0207 288 2800

General Enquiries

uk.info@devoteam.com

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About Devoteam

Devoteam is a tech consulting firm specialised in cloud, cybersecurity, data, and sustainability. Tech Native for over 25 years, Devoteam guides businesses through sustainable digital transformation to unlock their full potential.

With over 11,000 employees in more than 25 countries across Europe, the Middle East, and Africa, Devoteam is committed to putting technology at the service of people. To realise this vision, we partner with the top cloud platforms in the world, Microsoft Azure, Google Cloud, and AWS.