

**SOLVE
SOMETHING
IMPORTANT**

BMC Remedy Helix Design, Development & Deployment Service

Service Definition Document

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BMC Remedy Helix Design, Development & Deployment

1 WHAT THE SERVICE IS

Provision of innovative implementation and support services for the BMC Helix ITSM (formerly known as BMC Remedy) platform. The service includes OOTB (Out-of-the-Box) installation, bespoke application development, platform implementations and customisations, maintenance and support.

FEATURES

- Large scale, enterprise BMC Helix ITSM transformations;
- Complaint with ITIL Framework best practices policies and processes;
- Provide easy Integration solutions with customers and suppliers;
- Change Management Impact Analysis before a change is implemented;
- LDAP Single Sign On Integration via RSSO (RADIUS Single Sign-On);
- A Rapid Delivery, based on best practices deployment methodology;
- Providing Managed Services and Support;
- Quarterly upgrade Review to ensure customers on the latest version.

BENEFITS

- Increase ROI leveraging BMC Helix functionality with necessary bespoke development/integration.
- Faster time to value using mature delivery and deployment processes;
- Assured quality using internal standards aligned with BMC Helix best practices;
- Skilled, security-cleared consultants accelerating tooling deployment and reducing delivery timelines.
- CMDB and Asset Management integration/configuration topology to improve business services.

OVERVIEW

At Leidos, our comprehensive service offerings surrounding BMC Helix Design, Development, and Deployment are tailored to elevate and streamline your enterprise IT service management capabilities. Our approach integrates cutting-edge technology with proven methodologies to deliver transformative outcomes that are both efficient and compliant with the highest industry standards. By choosing Leidos, you benefit from a partnership that not only increases your return on investment through enhanced functionality and integration but also guarantees faster and more reliable service delivery. This allows your business to focus on its core operations, secure in the knowledge that your IT infrastructure is managed by expert hands. Our commitment to continuous improvement and customer satisfaction ensures that your IT systems evolve in alignment with emerging technologies and business needs, making Leidos the ideal choice for organisations looking to achieve operational excellence and drive forward their digital transformation initiatives

2 ANY ONBOARDING AND OFFBOARDING SUPPORT YOU PROVIDE

Where relevant, Leidos will adopt a consultative approach with customers to define and validate their requirements to determine how best to engage with the services. The onboarding and offboarding process is dependent on the specific requirements of the solution, and the delivery methodology agreed upon.

3 PRICING

Please refer to the associated Pricing Document relevant for this Service

4 TERMS AND CONDITIONS

Please refer to the associated Terms and Conditions Document relevant for our Service Offerings

5 FURTHER INFORMATION

Please send your requirement to publicsector@uk.leidos.com. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

1. Your organisation name
2. The name of this service
3. Your name and contact details
4. A brief description of your business situation
5. Your preferred timescales for starting the work.

ABOUT LEIDOS

Leidos is a leading partner to the UK government and the Scottish government as well as having key client partners in transportation and energy. Leidos employs 1300 people across the UK supporting technology and business process transformation programmes for clients such as the Home Office, the Ministry of Defence, the Metropolitan Police Service and NATS.

The success of this work in the UK and beyond shows that we are a trusted partner in the region and that our people can deliver innovative solutions to solve the most challenging problems.

LEVERAGING OUR CORE CAPABILITIES

Our technical core capabilities define the areas in which technical excellence is critical, not only for our business, but in the work we do daily to help customers achieve the important missions on the frontlines of their industry. Explore our core capabilities [here](#)



Digital Modernisation



Cyber Operations



Mission Software Systems



Integrated Systems



Mission Operations



INCLUSION AND DIVERSITY IN LEIDOS UNITED KINGDOM

Leidos is committed to creating a diverse and inclusive workplace, where every colleague has the opportunity to contribute, share their unique ideas and talents, and be supported in their career. Explore Inclusion and Diversity in the UK [here](#)

SOCIAL VALUE

We're committed to supporting sustainability initiatives, tackling workforce inequality and STEM education by enriching the communities to our operations. Learn more about Social Value in the UK [here](#)