

BMC Helix – Service Description

Overview

BMC Helix is a cloud-native, enterprise-grade Service Management and Service Operations platform designed to support IT Service Management (ITSM), Enterprise Service Management (ESM), and ServiceOps across complex hybrid environments. The platform embeds AI and automation throughout to reduce operational cost, improve service quality, and enable scalable service delivery across IT and non-IT functions.

BMC Helix is modular, highly configurable, and designed to support public sector, regulated industries, and large enterprises requiring strong governance, security, and auditability. It supports deployment across hybrid IT estates, including on-premise, cloud, and SaaS environments.

This service description outlines the full functional capabilities of the BMC Helix platform for the purposes of framework and catalogue submission. It is not customer-facing marketing material.

Platform Architecture

BMC Helix is delivered as a SaaS platform with the following architectural characteristics:

- Cloud-native, multi-tenant SaaS architecture
- Modular services deployable independently or together
- Open APIs and integration framework
- Hybrid IT support (on-premise, cloud, containerised, SaaS)
- Embedded AI and machine learning capabilities
- Role-based access control and granular permissions

The platform is designed to avoid vendor lock-in and supports integration with third-party tools, hyperscalers, identity providers, collaboration platforms, and line-of-business applications.

Core IT Service Management (ITSM)

BMC Helix ITSM provides the foundational service management capabilities required to operate and govern IT services at scale. It supports both traditional ITIL-aligned processes and modern, automation-first operating models.

Core ITSM capabilities include:

- Incident Management
- Problem Management
- Change Management (including risk-based and standard change models)
- Release Management
- Request Fulfilment
- Service Catalogue Management
- Service Level Management (SLAs, OLAs, underpinning contracts)
- Knowledge Management (KCS-aligned)
- Major Incident Management

These capabilities are tightly integrated with the CMDB, automation, analytics, and AI layers of the platform.

Enterprise Service Management (ESM)

BMC Helix extends ITSM principles across the enterprise, enabling non-IT functions to digitise, automate, and govern their services on a shared platform.

ESM capabilities support (but are not limited to):

- Human Resources (case management, employee services)
- Finance and Procurement
- Estates and Facilities Management
- Fleet and Asset Services
- Legal, Risk, and Compliance
- Shared Services and Corporate Functions

Each function can operate with tailored workflows, service catalogues, policies, data models, and reporting while leveraging a common data, automation, and AI layer.

Enterprise Service Management (ESM)

BMC Helix extends beyond IT to support enterprise-wide service delivery, including (but not limited to):

- Human Resources
- Finance and Procurement
- Estates and Facilities
- Fleet and Asset Services
- Legal and Compliance

- Shared Services and Corporate Functions

Each function can operate with tailored workflows, service catalogues, policies, and reporting while sharing a common data and automation layer.

Digital Workplace & Self-Service

The BMC Helix Digital Workplace provides a unified self-service experience:

- Single portal for all service requests
- Personalised views based on role and entitlement
- Mobile and desktop access
- Integration with collaboration tools such as Microsoft Teams
- AI-powered virtual agent for conversational support

The Digital Workplace is designed to increase self-service adoption and reduce manual service desk effort.

Knowledge Management

Knowledge Management capabilities support Knowledge-Centered Service (KCS) practices:

- Centralised, searchable knowledge base
 - Contextual knowledge suggestions
 - AI-assisted article creation
 - Knowledge reuse across IT and enterprise services
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Configuration Management & Service Modelling (CMDB)

The BMC Helix CMDB provides a trusted, continuously updated system of record for infrastructure, applications, and services.

Capabilities include:

- Automated population via discovery
- Logical and physical service modelling
- Dependency and impact analysis
- Support for federated data sources
- Integration with ITSM, AIOps, and Change Management

The CMDB underpins incident resolution, problem analysis, change risk assessment, and service operations visibility.

Discovery & Dependency Mapping

BMC Helix Discovery provides:

- Automated discovery of servers, networks, applications, and cloud resources
 - Support for on-premise, private cloud, and public cloud environments
 - Application and service dependency mapping
 - Continuous update of configuration data
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Asset & Contract Management

Asset Management capabilities include:

- Full lifecycle tracking of hardware and software assets
- License and warranty management
- Contract and renewal visibility
- Financial and usage reporting

These capabilities support cost control, compliance, and procurement planning.

Reporting, Dashboards & Analytics

BMC Helix provides a unified data, analytics, and insights layer across IT and enterprise services.

Capabilities include:

- Real-time operational dashboards
 - Configurable reports for governance, audit, and management
 - Cross-service and cross-department KPIs
 - AI-assisted insight generation and trend analysis
 - Storyboard-style reporting for executive and board-level review
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Automation & Orchestration

Automation is a core design principle of the BMC Helix platform and is delivered through multiple integrated capabilities.

BMC Helix Automation (Workflow & Orchestration)

- Event-driven and rules-based workflows
- Low-code/no-code automation design
- Orchestration across IT and enterprise processes
- Integration with external systems via APIs and connectors
- Reduction of manual tasks and hand-offs

BMC Helix Intelligent Automation

- AI-assisted decisioning within workflows
 - Automated remediation actions
 - Closed-loop automation driven by events and alerts
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AI, Agentic AI & AIOps Capabilities

BMC Helix embeds AI, machine learning, and agentic capabilities across the platform to improve efficiency, resilience, and decision-making while remaining aligned with governance and audit requirements.

BMC Helix AI Capabilities

- Intelligent ticket triage, categorisation, and routing
- Natural language processing for requests and search
- Automated summarisation of incidents and cases
- Contextual knowledge recommendations
- Predictive analytics for service performance

Agentic AI

Agentic AI enables autonomous, goal-oriented actions within defined guardrails:

- Automated execution of remediation tasks
- AI-driven decision-making within workflows
- Safe, auditable agent behaviour aligned to policy

BMC Helix AIOps

BMC Helix AIOps provides advanced service operations intelligence:

- Event correlation and noise reduction
- Anomaly detection across metrics, logs, and events
- Predictive incident and outage prevention
- Root cause analysis using topology and dependency data
- Closed-loop remediation and automation

AIOps capabilities integrate directly with ITSM, CMDB, and automation services.

Security, Governance & Compliance

BMC Helix supports enterprise and public-sector security requirements:

- Role-based access control
 - Audit logging and traceability
 - Data segregation and encryption
 - Alignment with ISO 27001, GDPR, and common public-sector standards
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Integration & Extensibility

The platform provides extensive integration options:

- REST APIs and webhooks
 - Pre-built connectors
 - Integration with identity, collaboration, monitoring, and business systems
 - Support for hyperscaler ecosystems
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Service Scope

The BMC Helix service includes:

- SaaS platform access
- Core ITSM and optional ESM modules
- AI and automation capabilities
- Ongoing platform updates and enhancements
- Vendor-managed availability and resilience

Implementation, migration, configuration, and managed services may be provided separately via accredited partners or professional services.

Additional BMC Helix Capabilities

BMC Helix Operations Management (BHOM)

BMC Helix Operations Management provides real-time monitoring and event management across hybrid environments:

- Infrastructure, application, and service monitoring
- Metric, log, and event ingestion
- Threshold-based and AI-driven alerting
- Integration with AIOps and ITSM for automated incident creation

BMC Helix Continuous Optimization (BHCO)

BMC Helix Continuous Optimization enables capacity, performance, and cost optimisation:

- Capacity and demand forecasting
- Resource utilisation analysis
- Cloud and infrastructure optimisation insights
- Scenario modelling and planning

BMC Helix Service Operations (ServiceOps)

ServiceOps brings together ITSM, AIOps, monitoring, and automation:

- Unified view of services, operations, and risk
- Cross-domain visibility (applications, infrastructure, services)
- Faster resolution through automation and collaboration

BMC Helix Discovery

- Automated discovery of on-premise, cloud, and containerised environments
- Application and service dependency mapping
- Continuous updates to CMDB data

BMC Helix Digital Workplace Advanced

- Unified employee and operator experience
- Personalised dashboards and role-based views
- Integration with collaboration platforms (e.g. Microsoft Teams)
- Conversational AI via virtual agents

BMC Helix Knowledge Management

- Knowledge-Centered Service (KCS) enablement
 - AI-assisted article creation and curation
 - Knowledge reuse across IT and enterprise services
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Summary

BMC Helix is a comprehensive, modular Service Management and Service Operations platform encompassing ITSM, ESM, AIOps, Operations Management, Continuous Optimisation, Automation, and Agentic AI.

The platform is designed to support complex, regulated organisations requiring strong governance, security, scalability, and cost control. Its open architecture, embedded intelligence, and enterprise-wide scope make it suitable for framework-based procurement and long-term digital service transformation.