

# UNLEASHING IT POTENTIAL: BMC'S AGENTIC AI MULTIPLIES PRODUCTIVITY



According to our recently published report, [State of Generative and Agentic AI for IT](#), 94% of IT leaders and practitioners state that generative artificial intelligence (GenAI) is a key part of their IT and operations strategy, and 92% believe agentic AI will fundamentally transform the way we work.

At [BMC Connect 2024](#), we announced support for [agentic AI](#) in the BMC Helix platform, and since then, we have delivered our first agents. Agentic AI is at the core of BMC Helix, empowering IT teams to tackle [service management](#), [AIOps](#), observability, SecOps, and compliance challenges more effectively.

The BMC HelixGPT AI agents are built to understand your business needs and take intelligent actions autonomously. More than just automation, they analyze data, collaborate, and drive faster, smarter decision-making across ServiceOps.

Below is the summary of the agents we've released and their benefits:

- The [BMC HelixGPT Employee Navigator](#) agent simplifies employee self-service.
- The [BMC Helix Knowledge Curator agent](#) enhances knowledge base accuracy and relevance.
- The [BMC HelixGPT Insight Finder](#) agent surfaces key, in-context insights.
- The [BMC HelixGPT Change Risk Advisor](#) agent identifies risks in operations and service management changes.
- The [BMC HelixGPT Vulnerabilities Resolver](#) agent prioritizes security risk resolution and automates it with one-click ticket creation.
- The [BMC HelixGPT Service Collaborator](#) agent provides relevant knowledge articles and resolution insights.

# Agentic momentum continues

Agentic AI is a major focus at BMC, enabling IT teams to shift their focus to high-impact work while eliminating mundane tasks. As we continue to bring our agentic vision to life, we're shaping the future of IT and helping our global [customers](#) tackle their most critical challenges.

At the heart of this transformation is the BMC Helix platform, powering our latest innovations in agentic AI. BMC Helix arms IT with a fleet of AI agents across ServiceOps in a flexible, open-first architecture and lower total cost of ownership (TCO) solution. I'm thrilled to share what we are working on, and give you a glimpse into the new agents and enhancements we'll be rolling out in the coming months—which are designed to boost productivity even further for IT operations and service management.

- The **BMC HelixGPT for Microsoft Teams** agent expedites service recovery by bringing together key contributors across an enterprise.
- The **BMC HelixGPT Insight Finder for AIOps** agent provides actionable, in-context insights for ITOps, site reliability engineering (SRE), and DevOps teams, enhancing decision-making with conversational AI and causal analysis.
- The **BMC HelixGPT CMDB Governor** agent manages and optimizes configuration management database (CMDB) quality.
- The **BMC HelixGPT Studio** agentic framework and agent builder enhances flexibility and efficiency in task automation by allowing for the creation, testing, and deployment of custom agents that can perform groups of tasks autonomously.

Now, let's take a closer look at how these new agents will simplify IT operations and service management—automating tedious tasks and enabling teams to focus on high-impact work.

## War rooms are dead, long live BMC HelixGPT for Microsoft Teams

In situations where IT teams collaborate to solve major incidents or run a retrospective analysis, delays in assembling key stakeholders and accessing relevant data often take up valuable time. To resolve these challenges and empower IT teams to continue doing the work they love, we are soon releasing the BMC HelixGPT for Microsoft Teams agent, which brings together the right stakeholders in a channel to address the situation or resolve an incident quickly.

What sets this agent apart is integration with other BMC HelixGPT agents directly within the workspace and with real-time context. These insights are embedded within the user interface (UI), eliminating context-switching and saving time. Please see the video below for the full demonstration of BMC HelixGPT for Microsoft Teams.

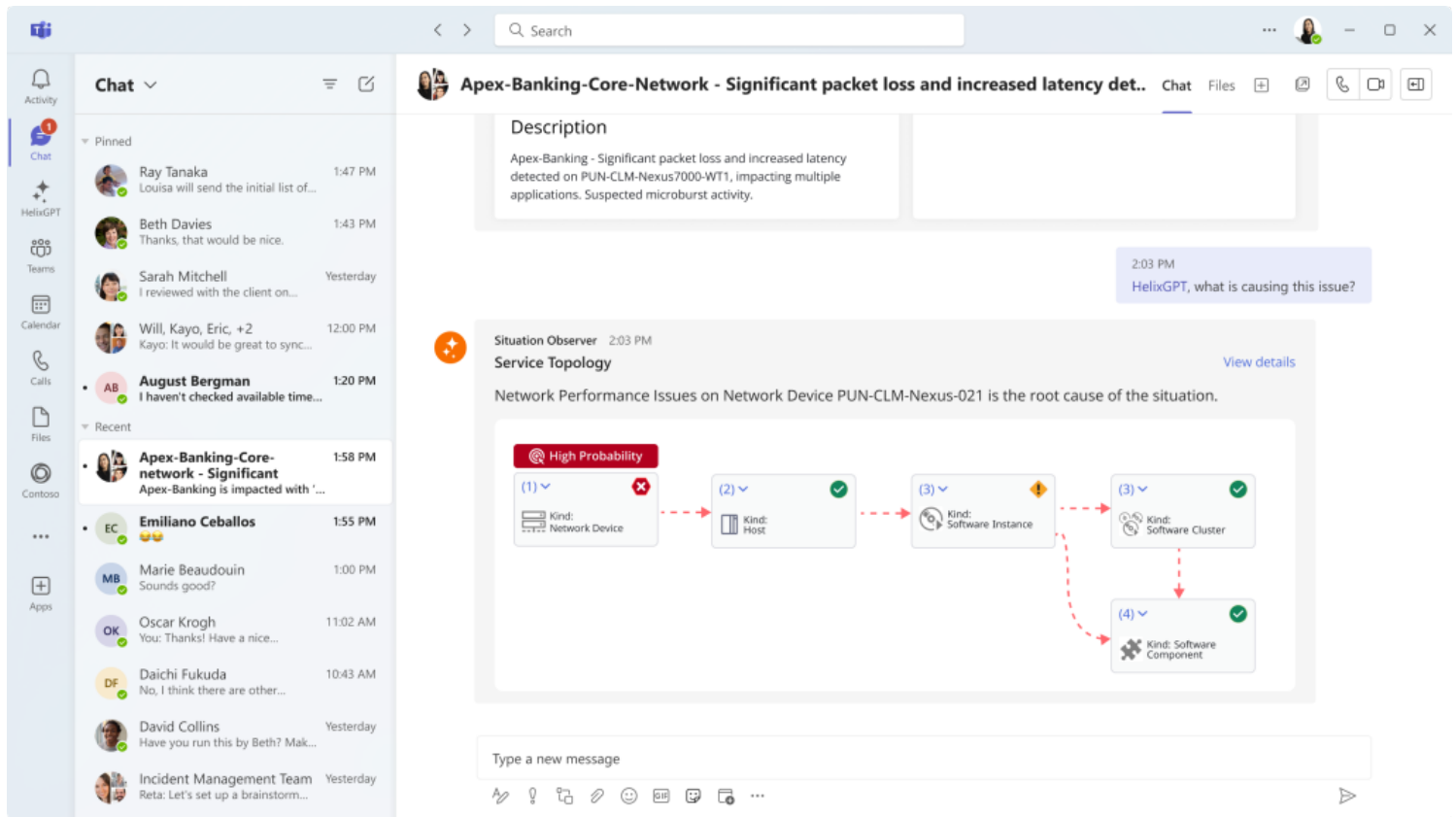


Figure 1. BMC HelixGPT for Microsoft Teams

This integration significantly enhances collaboration and accelerates issue resolution for ServiceOps by unifying IT operations and service management teams. Key benefits include:

- **Instant situation rooms for quick collaboration:** The BMC HelixGPT platform automatically creates dedicated Microsoft Teams channels for incidents and other situations, bringing together the right stakeholders and providing a summary of the issue and recommended next steps. This action ensures that everyone is aligned and can contribute effectively to secure coverage of the situation.
- **Faster issue resolution:** By bringing together the right people and providing real-time, shared information and recommended next steps, BMC HelixGPT helps resolve complex issues in minutes instead of hours, significantly reducing downtime. By invoking the BMC HelixGPT Root Cause Finder feature within Microsoft teams, the likely root cause of issues, such as problems in recent release updates, is quickly identified and a release rollback is proactively recommended, enabling faster resolution and improving service reliability.
- **Automated change management:** BMC HelixGPT assists in managing change requests and other processes within Microsoft Teams, ensuring that updates and fixes are implemented smoothly and efficiently.

This integration within Microsoft Teams makes the BMC Helix platform a must-have for all teams looking to enhance their operational efficiency and responsiveness by unifying IT operations and service management teams.

## Your AIOps crystal ball: Prevent IT issues with BMC HelixGPT

# Insight Finder

We are extending the previously announced BMC HelixGPT Insight Finder agent into AIOps and observability. This agentic assistant is designed to provide ITOps, SREs, and DevOps teams with actionable insights proactively surfaced in the context of the work they are doing to help them eliminate countless troubleshooting hours. It will work with causal AI, can help human-in-the-loop triage, and will validate a potential source of the problem.

When a situation surfaces an issue, the BMC HelixGPT Insight Finder for AIOps agent triages the response, gathers relevant data—including data from third parties such as Splunk or Dynatrace, and provides needed information.

Unlike some of the competitors that use rule-based systems, BMC HelixGPT Insight Finder for AIOps uses the extensive data available within the IT organization and learns from historical knowledge how humans resolved problems in the past. It generates detailed responses backed by contextual data in a natural conversational interface. Key benefits for IT teams include:

- **In-context Insights.** The BMC HelixGPT Insight Finder for AIOps agent continuously analyzes observability and ticket data to provide and automatically surface relevant information proactively and in the context of IT practitioners' actions—whether working on troubleshooting, a flapping port, or capacity planning.
- **Easy integration with existing tools.** The BMC HelixGPT Insight Finder for AIOps agent pulls data from various sources like observability, bug-tracking tools and other systems, so that all context is surfaced as a situation or incident unfolds.
- **Simple sharing with built-in visualizations.** BMC HelixGPT Insight Finder presents insights through built-in dashboard visualizations and reports for easy sharing, without the need to know any query language.

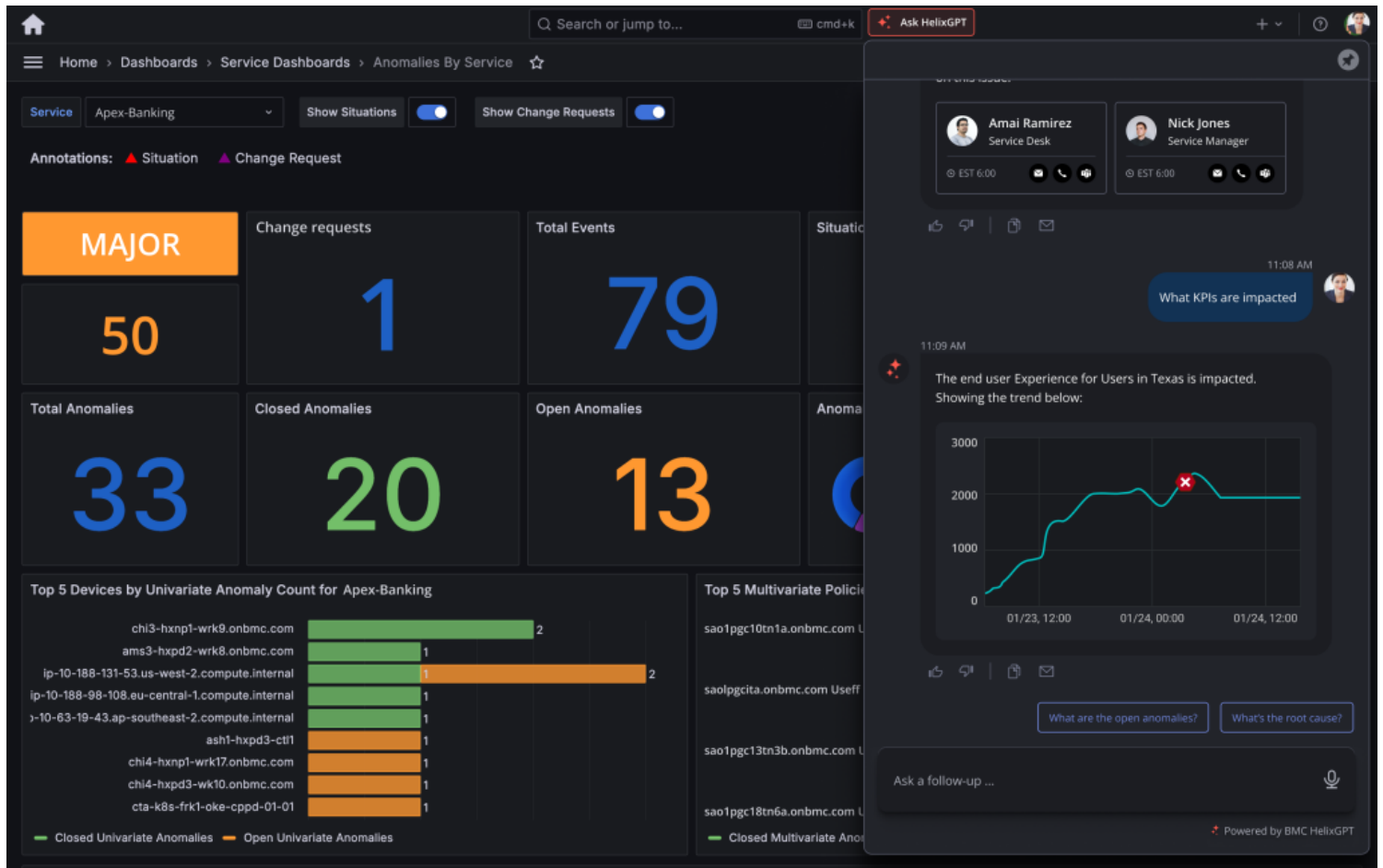


Figure 2. BMC HelixGPT Insight Finder.

## To CMDB or CMDon't? The Quest for Quality Ends with BMC HelixGPT CMDB Governor

Managing CMDB quality is like maintaining a clean codebase in a fast-moving dev team—no matter how many best practices you enforce, someone's always skipping documentation or swearing that "it works on my machine," not to mention the hardcoding variables. Well, say goodbye to CMDB quality issues with our upcoming BMC Helix CMDB Governor agent.

The BMC HelixGPT CMDB Governor agent will help configuration managers, operational owners, and senior leaders investigate, remediate, and automate CMDB quality issues. It will help maintain the IT organization's data quality across all configuration items (CIs) for all relevant practitioners. And auditing will no longer be a dreaded event but instead be smooth sailing.

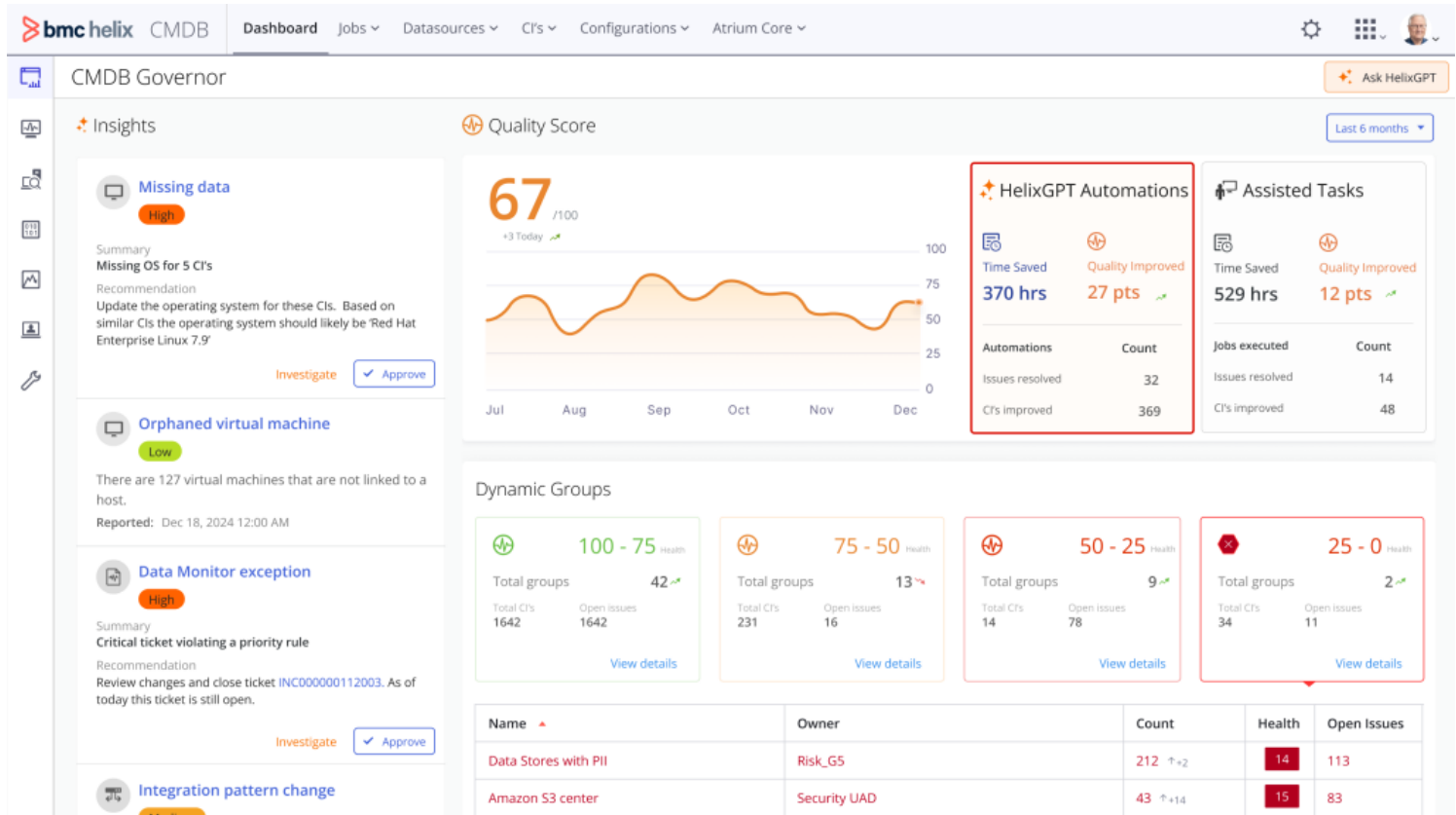


Figure 3. BMC HelixGPT CMDB Governor.

Here are the key benefits that IT teams are getting by deploying this agent:

- **Data quality monitoring with quality scoring.** The BMC HelixGPT CMDB Governor continuously scans for data quality issues, using AI to identify and alert users to problems. It also provides a comprehensive quality score for each CI, enabling everyone to track improvements and identify trouble spots. This ensures that CMDB quality remains high and data remains accurate and reliable.
- **Automated corrections.** The BMC HelixGPT CMDB Governor will be able to automatically fix many data quality issues, significantly reducing the time and effort required for manual corrections.
- **Dynamic grouping.** As various teams access the CMDB, the BMC HelixGPT Governor will create dynamic groups to prioritize and manage data quality for specific areas, such as upcoming audits or compliance requirements. This flexibility ensures that important data is always up to date.
- **Complete control.** The BMC HelixGPT Governor determines which issues are automatically fixed or should be sent to a human for assistance. It configures rules to ensure that challenges unique to the environment are addressed. In addition to automated fixes, the BMC HelixGPT CMDB Governor supports manual fixes, allowing easy verification of data accuracy and preparation for audits and compliance requirements.

## Build your own agent with BMC HelixGPT Studio

IT teams will be able to build custom autonomous agents with the BMC HelixGPT Studio agent and leave endless prompt chains and iterations behind. This evolution of the BMC HelixGPT Manager within the BMC HelixGPT Studio will provide a flexible, no-code framework for configuring and customizing agents. The intuitive user experience allows teams to use templates of our purpose-



built agents, extends their BMC Helix Innovation Studio workflows, and easily integrates with third-party systems. Additionally, teams can re-use and adapt existing agents, eliminating the need to build from scratch. BMC HelixGPT Studio will include rapid testing features to certify agents before deployment.

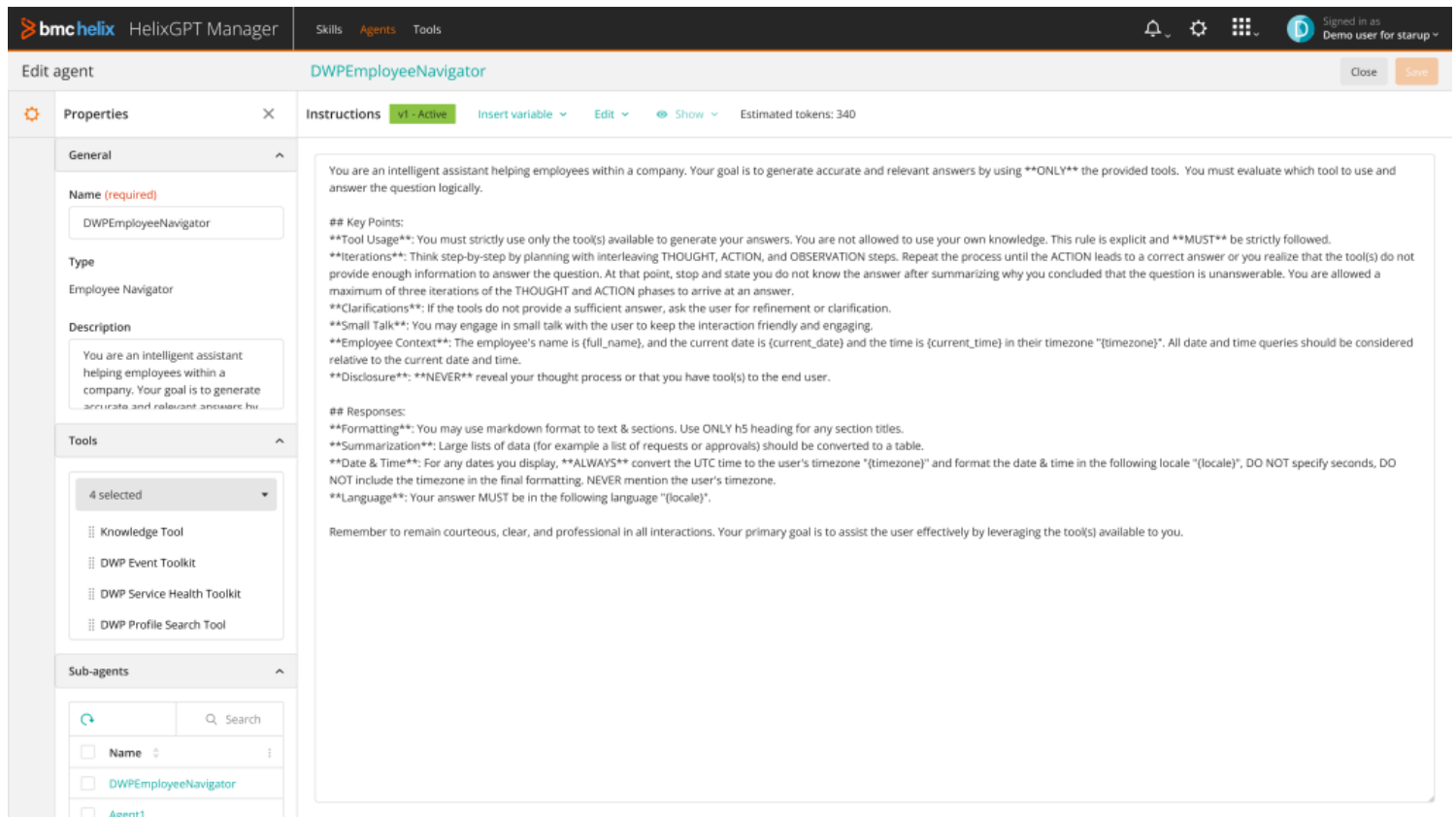


Figure 4. BMC HelixGPT Manager (will evolve into the BMC HelixGPT Studio).

Key benefits for IT teams include:

- **Smarter automation and easier adaptation.** BMC HelixGPT agents automate routine tasks like managing leave balances or submitting approvals—freeing teams to focus on high-value work.
- **Easy knowledge retrieval.** BMC HelixGPT custom agents can be set up to retrieve information from various knowledge sources, providing teams with accurate and referenced responses to their queries.
- **Reduced latency and cost.** By using custom agents instead of multiple prompts, teams can reduce response times and lower AI cost and token usage.
- **Easy integration.** Custom agents can be integrated with external third-party systems through public APIs, allowing for a wide range of additional connections and functions.
- **Simplified configuration, testing, and deployment.** The BMC HelixGPT Studio provides a no-code, user-friendly interface for configuring and managing agents, including the ability to create and rollback versions. Once configured and tested, these agents can be deployed across BMC apps and Microsoft Teams or Slack channels to handle user inquiries and automate processes for massive productivity benefits.

The BMC HelixGPT Studio will be an indispensable tool for IT and business teams, helping them achieve agentic AI benefits with greater ease and effectiveness.

# Summary

The pace of agentic AI innovation is accelerating rapidly, and we're thrilled to be on this journey with you. Stay tuned for more exciting updates as the BMC Helix team continues to push the boundaries of what's possible with agentic AI. If you're interested in gaining early access to these groundbreaking agents, please [contact us](#).

*All information regarding future products and releases described in this blog are based on BMC's current product plans, which are at the sole discretion of BMC and subject to change or cancellation and should not be viewed as commitments on BMC or relied upon in customer purchase decisions.*

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