

# BMC ANNOUNCES FURTHER INNOVATIONS WITHIN BMC HELIX SERVICE MANAGEMENT



Today is [BMC Connect London](#), the final in a series of global events designed to bring together and empower our customers and partners to fully leverage the power of BMC for service management.

We were [the first vendor to embed GPT](#) across our AI-driven service and operations management portfolio, and today we are proud to announce new innovations within our [BMC Helix Service Management solution](#). They include generative AI, low-code/no-code development, and automated workflow solutions to help enterprise customers strengthen their security posture and deliver elevated employee journeys.

With BMC Helix, seeing is believing, so I would encourage you to watch these videos, which are powerful illustrations of our new innovations in action:

- **Resolution insights, conversational chat, and search capabilities with generative AI.** Harness the power of [BMC HelixGPT](#) to isolate incidents and recommend the best action to agents to reduce the risk of business disruptions. This can improve the quality and accuracy of chatbot experiences while minimizing administrative overhead.

**Watch the video:** [BMC HelixGPT-Powered Situation Explainability with Causal AI](#)

**Watch the video:** [BMC HelixGPT-Powered Conversational Engagement and Search](#)

- **Security Incident Handling.** The BMC Helix for [Security Incident Handling solution](#) strengthens the ability to prevent or respond against threats. It elevates the importance of enterprise

security handling and provides a system of record for these processes. The solution integrates bi-directionally with leading third-party SIEM security incident solutions for accelerated post-threat detection response.

**Watch the video:** [BMC Helix Enterprise Service Management Security Incident Handling](#)

- **Asset and ticket management consoles.** These consoles provide more contextual, user-configurable experiences with single-screen visibility and simplified communication. These new, modern consoles significantly improve agent experiences and efficiency.

**Watch the video:** [Asset Console in BMC Helix ITSM](#)

**Watch the video:** [New Shared Ticket Console](#) in BMC Helix ITSM

- **Industry vertical sector templates.** [BMC Helix Digital Workplace Studio](#) provides complimentary, out-of-the-box templates that offer modern user interfaces uniquely tailored for the employee experience across the automotive, entertainment, fashion, finance, healthcare, retail, and telecom industries.

**Watch the video:** [BMC Helix Digital Workplace Out-of-the-Box Content](#)

- **Employee offboarding and alumni services.** New capabilities in the BMC Helix for HR Service Management solution offer cross-departmental, out-of-the-box HR workflows for a more positive and seamless employee transition experience. This improves efficiency, ensures compliance, and preserves the security of assets, data, and intellectual property.

**Watch the video:** [HR Service Management Offboarding Workflows and Alumni Services](#)

- **Workplace service management.** The BMC Helix for Workplace Service Management solution offers automated workflows to handle a range of workplace issues and manage the scheduling of preventive maintenance work for individual assets or groups of assets.

**Watch the webinar replay:** [Delivering a Safe, Sustainable Workplace](#)

These innovations across enterprise service management highlight the continued focus on driving meaningful customer value across the entire BMC Helix portfolio. I am extremely proud of our achievements this year especially our [recognition as a leader in enterprise service management and AIOps](#).

Learn more about BMC Helix Enterprise Service Management [here](#).

## Additional Resources

- [BMC Recognized as a Leader in Enterprise Service Management and AIOps](#)
- [BMC Helix: Leading the charge in Generative AI-driven enterprise service management article](#) on [CIO.com](#)
- [The Forrester Wave™: Enterprise Service Management, Q4 2023 report](#)
- [Simplify Complexity with BMC Helix Enterprise Service Management e-book](#)
- [Smooth Transitions: Managing the Employee Lifecycle with BMC Helix e-book](#)