BMC HELIX EARNS PINKVERIFY® CERTIFICATION ACROSS 18 IT SERVICE AND OPERATIONS MANAGEMENT PROCESS AREAS
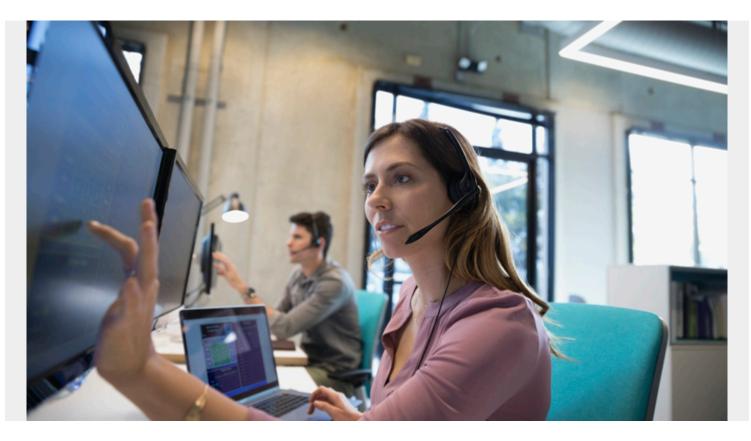

We are delighted to announce that Pink Elephant has awarded PinkVERIFY® certification to BMC Helix across 18 areas of IT practice.

This recognition by Pink Elephant, a globally respected name in IT service management (ITSM) consultancy and assessment for over 40 years, highlights BMC Helix's ability to transform IT service and operations management. The PinkVERIFY certification remains one of the most trusted benchmarks for ITSM tools, and BMC Helix has consistently exceeded expectations. BMC products have previously received multiple PinkVERIFY® certifications, and BMC Helix ITSM was the first solution endorsed for ITIL® 4 under the 2020 version of the assessment framework.

The expanded scope of PinkVERIFY certification

Since its launch in 1999, PinkVERIFY® has been recognized as a vendor accreditation of the highest standard. In 2023, it underwent its most significant change, expanding its scope to reflect a broader range of modern, real-world approaches to today's complex IT environments.

Formerly focused on ITIL®, PinkVERIFY® now reflects a solution's ability to support multiple ITSM, International Organization for Standardization (ISO), and International Electrotechnical Commission (IEC) (IEC) standards versus a single framework.

With this update, PinkVERIFY® has been extended to include a broader range of topics relevant to the demands of today's complex IT environments. Its assessment extends into IT operations management and artificial intelligence technologies, such as generative AI, which play increasingly prominent roles in IT management.

BMC Helix's comprehensive certification

The new PinkVERIFY® certification was awarded to BMC Helix after a demanding, hands-on assessment of its capabilities over several weeks in December 2024. To achieve compliance for each process area, we were required to demonstrate to Pink Elephant that our tools could fully support every assessment point. BMC Helix met every criterion across all 18 assessed process areas.

As a result, certification was awarded to BMC Helix for each of the following processes:

- AI capability

- Availability management

- Capacity management

- Change management

- Configuration management

- Financial management

- Governance, risk, and compliance

- Incident management

- IT asset management

- IT operations management

- Knowledge management

- Monitoring and alerting

- Problem management

- Release and deployment management

- Request management

- Service catalog management

- Service desk

- Service level management

Driving innovation with GenAI and ServiceOps

BMC Helix's accreditation for a wider-than-ever set of process areas reflects BMC's significant investment in ServiceOps and GenAI and the extensive capabilities of the unified BMC Helix platform, including the use of agentic AI to transform enterprise work, improve agility, reduce downtime, and enable fast resolutions.

"We are delighted to receive Pink Elephant's endorsement across so many processes," said Margaret Lee, Senior Vice President and General Manager of Digital Service and Operations Management at BMC. "This endorsement reflects the confidence of a highly trusted, long-standing independent assessor in the quality and capabilities of the BMC Helix solution, especially for IT and enterprise service management."

Learn more about Pink Elephant, the PinkVERIFY® program, and BMC's certification here.

Experience BMC Helix

To learn more and experience BMC Helix's PinkVerify®-certified capabilities, try our instant, free, guided demonstration at https://www.bmc.com/forms/bmc-helix-itsm-demo.html.

Guided demo