TRANSFORMING ENTERPRISE IT WORK: BMC HELIX NOW SUPPORTS GOOGLE GEMINI FOR GOOGLE CLOUD MODELS

I'm thrilled to announce that, starting with the 24.4 release of BMC Helix Service Management, BMC HelixGPT now supports Google Cloud's generative AI (GenAI) models, Gemini. This release marks a significant milestone in our collaboration, building on our previous integration with Google Cloud and Llama 3.1.

Our shared vision for IT management is clear: transform enterprise IT with the power of GenAI and agentic AI, as we highlighted at BMC Connect. With BMC Helix now integrated with Gemini models, we're empowering IT teams with enhanced flexibility, faster resolutions, and deeper insights, all while delivering cost savings.

Top benefits of Google Cloud's Gemini in HelixGPT to BMC Helix customers include:

- **Faster resolutions:** Gemini's industry-leading long-context window processes long documents quickly, speeding answers and root cause identification. IT practitioners can access relevant knowledge from past resolutions, significantly shortening mean time to resolution (MTTR).
- **Deeper insights:** By analyzing large datasets in one go, Gemini models reduce latencies and enhance performance, delivering high-quality critical insights to improve decision-making and customer experiences.
- **Smarter recommendations:** The advancing reasoning power of Gemini models, applied to vast amounts of information and relevant problem-solving with longer blocks of code helps IT, DevOps, and developers provide better code recommendations and more accurate next steps,

improving DevOps workflows.

What sets BMC HelixGPT apart

Key differentiators for BMC HelixGPT include:

- **Open platform:** Enterprises can use their existing strategies and investments in GenAI and Google Cloud, avoiding costly data migrations while accelerating innovation and time to value.
- **Hands-free setup:** With native BMC Helix connectivity and pre-built connectors (e.g., Confluence, Teams), setup is easy, eliminating the need for lengthy configurations.
- **Unified ServiceOps:** Combining AIOps and service management data, BMC Helix delivers faster, more accurate issue resolutions, higher-quality answers, and higher operational efficiency.

As long-standing collaborators, BMC and Google Cloud share a history that enhances our mutual ecosystems. This latest development cements our joint commitment to provide organizations with innovation that allows quick adoption of generative AI to help eliminate repetitive troubleshooting work and supercharge IT productivity.

The release of BMC HelixGPT with Google Cloud's Gemini models support is not just a step forward for enterprise software—it also paves the way for smarter, faster, and more effective IT operations.

Learn how BMC Helix and Google Cloud's Gemini models together can transform your IT processes—contact BMC today!