

BMC INTRODUCES AGENTIC AI TO TRANSFORM ENTERPRISE IT WORK



I am happy to announce the addition of agentic AI, powered by BMC HelixGPT, to our BMC Helix platform. We are beginning a journey to transform enterprise IT work, starting with agentic bots for service management and operations.

Agentic bots take generative artificial intelligence (Gen AI) beyond the “call and response” mechanism familiar to many users from their early interactions with GenAI. BMC HelixGPT now powers a set of bots that work autonomously, in a number of different roles, which include task automation, curation of knowledge content, proactive provision of insights from data, evaluation of change risks, and more.

Agentic bots in BMC Helix work alongside your human experts to improve service organization productivity and user experience (both for end users and the support and operations teams who support them), deliver better value from data, and improve service quality.

The new BMC Helix ITSM release introduces the first of many agentic bots, which will work to improve service organization productivity and the user experience (both for end users and the support and operations teams who support them), to deliver better insights from data and provide faster and more successful outcomes.

BMC HelixGPT Knowledge Curator Enhances and Updates

Knowledge

Effective support of complex service environments requires good knowledge sharing between support and operations professionals. Furthermore, with effective delivery of that knowledge to the users who need it, when they need it, people are more likely to find solutions to their issues and inquiries, improving operational outcomes and reducing the burden on the support organization.

But there is a challenge: While many organizations have sought to implement effective knowledge management practices, this is often very challenging in large and complex environments. In practice, many knowledge management initiatives have suffered from a lack of article quality and consistent coverage, and content may become duplicated or obsolete. When stakeholders lose confidence in the reliability and availability of knowledge, their engagement with the knowledge management system is also impacted, and people become less inclined to participate in using, creating, or improving knowledge.

BMC HelixGPT Knowledge Curator is a new agentic bot that uses Gen AI to solve these problems. The bot has a number of skills: It can identify whether new content needs to be written for any given issue, and guide the user through doing so, or matching them to relevant existing content. It can locate issues that are difficult for knowledge managers to detect, particularly in a large knowledge base, such as duplicated content or obsolete information. Furthermore, it helps knowledge managers resolve these issues by drafting proposed new content and guiding the knowledge author through the process of editing, finalizing, and publishing it.

BMC HelixGPT Knowledge Creator transforms knowledge management in support organizations, empowering your teams to achieve greater self-service levels and higher resolution rates, while reducing unproductive and repetitive toil.

The screenshot displays the BMC Helix Knowledge Manager interface. The top navigation bar includes 'bmc helix Knowledge Manager', 'Home', 'Search', 'Article editor', 'Knowledge manager', and 'More'. Below the navigation, there are tabs for 'IT Support', 'Finance', and 'Customer support'. The main content area shows an article titled 'Add image or video to an article' in the 'IT Support' category. The article is in English and has been published. The 'Issue' section contains the text: 'I want to add an image or a video to an article'. The 'Environment' section lists 'Windows' and 'Mac'. The 'Resolution' section provides instructions on how to add media to an article, including steps like 'Create an article', 'Enter the article's title and text', and 'Click Save'. A chatbot interface is overlaid on the right side of the screen, showing a conversation where the bot identifies potential duplicates and provides a comparison of two articles. The chatbot messages include: 'Okay, the following articles have been identified as potential duplicates:', 'Add a file to an article', 'Add image or video to an article', 'Similarities: Both articles discuss: How to add media to articles, The necessity of saving to obtain an article ID', and 'Differences: Article 2 ("Add image or video to article") offers more details about: Media types, Potential formatting concerns.' The chatbot interface also includes a 'Merge articles' button and an 'Ask a question' input field.

Duplicate management with BMC HelixGPT Knowledge Curator

BMC HelixGPT Insight Finder Democratizes Data Insights

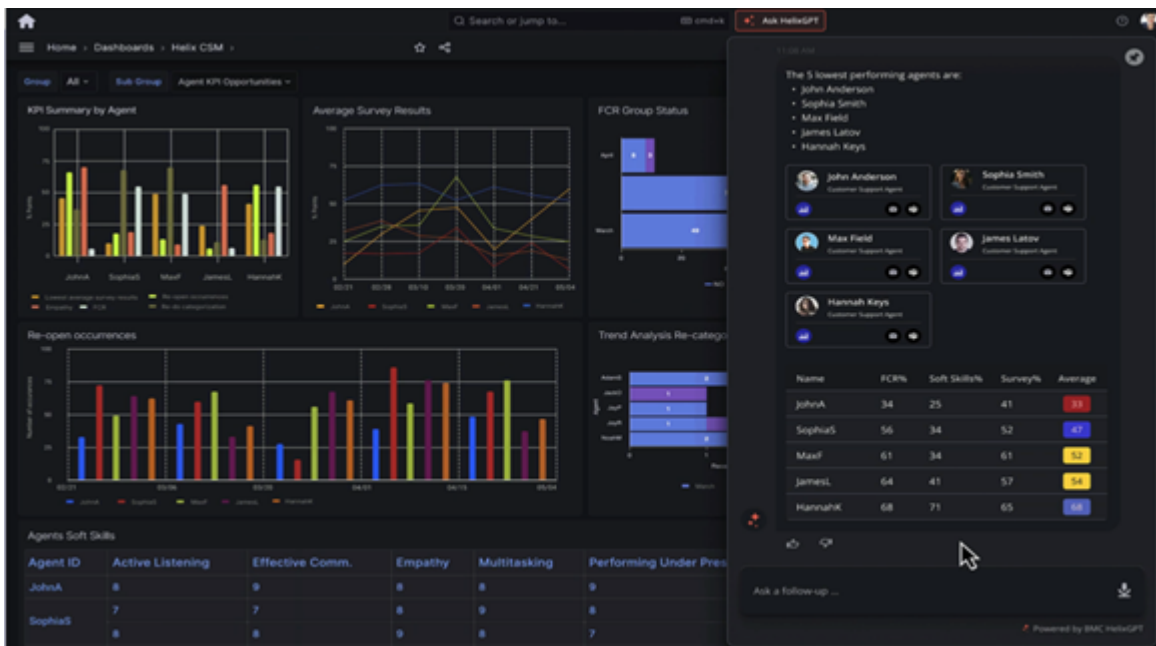
The ongoing digital transformation of industries is creating ever more complexity in the technology landscape of enterprises. In turn, the tools used to discover, run, manage, and support those technologies are receiving and generating more data than ever.

However, maximizing the potential of complex data has traditionally been the domain of data scientists and reporting technology experts, which can leave stakeholders waiting in line for data insights. Additionally, data experts may not have significant experience with the domain-specific context of the requests coming into their team, leading to multiple iterations or missed opportunities to surface valuable insights.

BMC HelixGPT Insight Finder is an agentic bot which uses Gen AI to surface important, timely insights directly to stakeholders such as support team managers or operations team members. It can tabulate and chart data on the fly, create dashboard widgets and reports automatically, and converse with the user as they drill further into the data.

Furthermore, it acts as a cognitive interface between users and the often-complex data that is relevant to them, allowing them to use natural language to state their requirements without needing to be familiar with the table-and-graph structure of the underlying database, or knowing how to navigate the interface and features of a specialist reporting tool. Users simply tell BMC HelixGPT Insight Finder what they want to know, and BMC HelixGPT executes their request, collating the data and presenting the results conversationally and visually.

As a result, BMC HelixGPT Insight Finder enables support and operations team users to make truly data-driven decisions. Every user becomes a reporting expert. By proactively providing them with significant data, BMC HelixGPT Insight Finder prompts users to explore higher-priority subjects first, ensuring their efforts are directed toward the most important and effective topics.



BMC HelixGPT Employee Navigator Improves Enterprise Productivity

Traditional ITSM tools have done a great job automating workflows and fulfilling service requests for

supported end users. However, as business operations become increasingly complex, demand is growing for a more straightforward, intuitive way for employees to find information and services quickly, across departments, enabling them to stay focused on more productive tasks.

BMC HelixGPT Employee Navigator is an agentic AI bot focused on those supported users of services and systems. Consider this example: An employee encounters a problem with an application. Instead of submitting a ticket and waiting for IT to resolve the issue, they simply talk directly with the agentic bot in natural language—perhaps simply stating "I'm having trouble with this application." BMC HelixGPT immediately responds with troubleshooting steps or, if needed, automatically creates a service request for the IT team.

Giving users a fully conversational experience, BMC HelixGPT can provide summarized answers to questions consolidated from multiple knowledge sources, removing the need for users to sift through a list of search results. It is designed to be used across the company, giving users a single point of dialogue for accessing services from different lines of business.

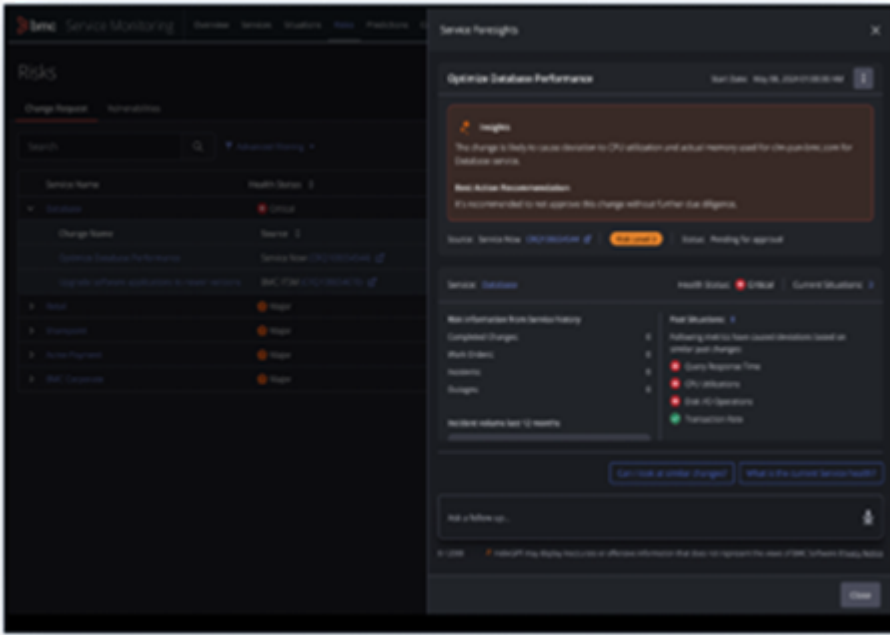
However, it is more than just a conversational tool. BMC HelixGPT Employee Navigator can execute tasks and workflows, automating not only the service request, but also its fulfilment.

These new capabilities work together to encourage greater use of self-service, delivering results faster to users while reducing the volume of requests to the support organization. This enables ITSM and IT operations teams to move away from simple request-handling to more productive activities with better enduring value.

BMC HelixGPT Change Risk Advisor Balances Risk and Speed in DevOps

The most effective way to manage change, and its impact, is to proactively analyze risks, and thus avoid making changes that are likely to cause an incident. However, the current change management process typically involves manual analysis of risk, and lacks real-time operational data for accurate risk predictions.

BMC HelixGPT Change Risk Advisor is an agentic bot that uses Gen AI to reduce change failures in complex systems by surfacing risky changes which might impact a service. This information is crucial for balancing risk and speed in DevOps. The agentic AI bot de-risks DevOps by catching unforeseen risks in real time using precise analysis of ITSM and IT operations management (ITOM) data. DevOps and SRE teams can follow up with questions and get responses for a given change request so they can continue to deploy quickly and with confidence, only delaying their push when a potential failure is detected.



An Agentic Future for Enterprise IT WorkService

BMC HelixGPT Insight Finder, BMC HelixGPT Knowledge Curator, and BMC HelixGPT Employee Navigator are available to all customers with advanced-tier-suite licensing for BMC Helix ITSM. To learn more about BMC HelixGPT Change Risk Advisor, [contact us for a consultation](#).

They represent the first set of autonomous, intelligent assistants for service and operations management professionals, and the people supported by them. We will continue to deploy more agentic AI bots in BMC HelixGPT to empower knowledge workers with powerful personal assistants that interact with human users—and each other—to boost productivity, reduce toil, and enhance outcomes.

Learn more about BMC Agentic AI [here](#) , and please [contact BMC](#) if you would like to discuss this further.