

BMC HELIX ITSM LEADS THE WAY IN AI-POWERED SERVICE MANAGEMENT



Manual and inefficient processes can leave service management teams struggling to meet employee expectations and service delivery goals. BMC Helix Service Management targets these challenges with innovations that deliver the [agentic artificial intelligence \(AI\) promise](#) of better outcomes for employees and service management teams. Proven to meet the demands of modern service management organizations, BMC Helix Service Management address common pain points faced by IT teams, driving greater efficiency, accuracy, and productivity.

Unfortunately, some competitors attempt to misrepresent BMC Helix Service Management, leaving IT leaders with an incomplete or misleading impression. I'd like to highlight why BMC Helix continues to lead in AI-driven IT service management (ITSM), offering better value, flexibility, and innovation.

Your modern, AI-powered ITSM solution

Many vendors today are touting AI as the next step in ITSM, but not all AI is created equal. BMC Helix ITSM stands apart because it doesn't just add AI as an afterthought—it embeds BMC HelixGPT, our agentic and generative AI engine, directly into ITSM workflows. This means organizations can deploy AI agents that actively assist IT teams, automate resolution and fulfillment processes, and improve efficiency across IT without adding unnecessary costs or complexity.

Unlike other solutions that require expensive add-ons or force customers into proprietary AI approaches, BMC Helix includes open AI capabilities as a core part of the platform, ensuring a lower total cost of ownership (TCO) while delivering enterprise-grade AI without restrictions.

Your fully integrated, scalable ITSM platform

At the heart of BMC Helix Service Management is the BMC Helix platform, a microservices-based, scalable solution that supports enterprises of every size. While some competitors rely on closed, inflexible architectures that limit integrations, BMC Helix takes an open approach, offering:

- A single integrated platform that unifies event, ticket, metric, tracing, and topology data
- Causal, generative, and predictive AI to provide real-time insights into IT services
- Support for on-premises, cloud, and hybrid environments, unlike other suppliers that force customers into proprietary cloud solutions

The result? IT teams gain deep visibility into their IT services, improving reliability, productivity, and operational efficiency.

No cost of ownership surprises: Transparent pricing

Several ITSM suppliers charge premium fees for AI features, which often increase the total costs significantly. Others force customer data into their proprietary clouds, adding unexpected expenses.

BMC Helix takes a different approach:

- BMC HelixGPT is included at no additional cost for standard usage within BMC Helix Service Management suites
- We offer simplified pricing and just two solution suites, eliminating complex product structures that inflate costs
- There are no hidden charges for AI adoption, unlike suppliers that bundle AI capabilities into separate, expensive add-ons

Our transparent pricing approach makes it easier for IT leaders to budget their transformation initiatives without discovering unexpected costs.

More control for you: An open approach to AI

BMC Helix believes AI should be flexible, enhancing ITSM on your terms, instead of locking you into proprietary environments that reduce choice and potentially increase costs. Unlike suppliers that require exclusive use of their own AI models, BMC Helix provides:

- Bring-your-own-AI flexibility that allows organizations to use their preferred AI models and partners
- Integration with Microsoft Teams and other collaboration tools, so IT teams can interact with AI agents where they already work
- Data privacy and security that ensures customer data remains in compliance with governance policies

Better together: ITSM and ITOM management

BMC Helix Service Management doesn't just manage tickets. It aligns ITSM with an always-on [AIOps](#) and observability solution and market-leading [ServiceOps](#) approach that delivers:

- Automated incident detection and resolution, reducing manual workloads

- Real-time insights into service performance, preventing outages before they occur
- True service and operations integration, unlike other suppliers who struggle to unify these practices

While some vendors have shifted focus away from AIOps and observability, resulting in weaker service management offerings that lack operational intelligence. BMC Helix remains fully committed to ServiceOps, ensuring IT leaders can further improve efficiency and service quality.

You decide: Freedom to deploy anywhere

Unlike some providers that force customers into a single cloud or data center, BMC Helix Service Management offers true deployment flexibility:

- SaaS, on-premises, public cloud, private cloud, or data cloud—you choose the best fit for your needs
- Better integration with cloud commitments, ensuring better cost efficiency
- No forced migrations or strict hosting requirements in a supplier's data center

Other vendors often limit deployment options, increasing dependency on their cloud environments and risk from inflated long-term costs. BMC Helix Service Management provides customers the freedom to run ITSM their way.

BMC Helix: The smart choice for enterprise ITSM

BMC Helix offers a powerful, flexible, and cost-effective solution for enterprises looking to modernize their IT service management. By choosing BMC Helix, IT leaders can benefit from:

- AI-powered automation with BMC HelixGPT
- Lower TCO and transparent pricing
- An open approach to agentic and generative AI
- ServiceOps leadership for ITSM and ITOM alignment
- The freedom to deploy ITSM anywhere

Discover how BMC Helix Service Management can transform your IT operations with our [free guided demo](#). Learn more about BMC HelixGPT agentic AI [here](#), and [contact BMC Helix](#) to discuss how BMC Helix can help improve your service delivery experiences and outcomes.