

# CELEBRATING EXCELLENCE: BMC HELIX RECEIVES OUTSTANDING CATALYST SHOWCASE AWARD



We are thrilled to share some exciting news from the recent TM Forum Digital Transformation World (DTW) 2023, hosted in Copenhagen. At this prestigious event, BMC was honored with the Outstanding Catalyst Showcase Award for its pivotal role in revolutionizing telco service assurance through artificial intelligence for IT operations (AIOps) with an innovative approach, attention to detail, and a commitment to pushing the boundaries of what's possible in the telecom industry.

Every year, the event brings together communication service providers (CSPs), technology suppliers, and enterprises working globally, in the telecom industry, offering vendors an opportunity to showcase their latest innovations for the telecom industry and provide insights into groundbreaking software solutions that are shaping the future of communication technology.

## The winning solution

BMC's winning solution, titled "Revolutionizing service assurance through AI-powered, intent-based systems for continuity and customer satisfaction," was made possible by our highly skilled technology partner, Telia, and our customer, Telecom Italia. The submission was focused on how customers can leverage BMC Helix AIOps and machine learning (ML) capabilities to help customers:

- Increase network availability to improve customer satisfaction
- Improve efficiency and simplify operations using AI/ML-based automation

- Achieve higher performance as result of predictive capabilities
- Reduce manual activities in the network operations center (NOC) and substantially reduce the corresponding operating expenditures (OpEx)

The BMC Helix platform promises to revolutionize the way telcos provide service assurance and will open possibilities for efficiency, reliability, and scalability in the telecom sector.

## **Acknowledging excellence**

While BMC emerged as the winner in this category, it is important to recognize the remarkable achievements of all the participants and especially our technology-focused partner, Telia. The level of innovation and dedication displayed by each company in this event was truly awe-inspiring.

As we celebrate this award, BMC will continue to push the boundaries of what's possible in the world of telecoms with our AIOps capabilities to shape a more connected, efficient, and innovative telco.

To learn more about BMC Helix Operations Management, click [here](#).