

BMC HELIX RECEIVES HIGHEST SCORES POSSIBLE IN SEVEN CRITERIA IN AIOPS EVALUATION



I'm delighted to share that BMC has been recognized as a strong performer in the new report, *The Forrester Wave™: AIOps Platforms, Q2 2025*, receiving the highest scores possible in the vision, roadmap, and agentic AI, advisor, and assistant criteria. For us, receiving the highest score possible in the vision criterion demonstrates our consistent leadership in addressing IT challenges with agentic AI.

At BMC Helix, our vision is to revolutionize how enterprise IT operates. For service and operations leaders who need to manage service performance across evolving IT landscapes with constrained budgets and team sizes, BMC Helix is the industry-leading, open agentic AI platform for ServiceOps. It multiplies human productivity and eliminates toil by using AI agents to proactively surface insights from infrastructure, applications, and tools for optimal service performance and customer experiences.

BMC received the highest scores possible in the following criteria:

- **Vision and Roadmap:** "BMC's vision is to revolutionize enterprise operations with GenAI, empowering IT with autonomous agents across AIOps, IT, and security roles and enabling transformative results without expanding team sizes. Its roadmap is well articulated with aggressive goals."
- **Service Map Creation:** "BMC excels in creating service maps that inform and drive its intelligent and suggestive alerting capability."
- **Agentic AI/Advisor/Assistant:** "A concerted multi-year effort to build an AI driven platform with GenAI and RAG throughout is powering a fleet of purpose-built AI agents such as Insight

Finder, Employee Navigator, and Knowledge Curator, which provide proactive assistance. BMC has made great strides but must now determine how to further elevate itself in the ITSM and AIOps markets simultaneously to close in on market leaders."

- **Anomaly and Root Cause Detection:** "BMC Helix's service mapping and AI capabilities deliver precise root cause analysis and automated remediation for optimal IT performance and customer experience."
- **Connected Devices:** "The BMC Helix Edge features extend its intelligence to connected devices on the edge that need to be controlled and managed."

BMC Helix referenced customers liked the ability to bring discovery and event management together, as well as support for ITSM with BMC's superior service mapping capability. For us, this validates our broader strategy that prioritizes the needs of both service and operations leaders, fostering collaboration and enhancing productivity across the organization. With native observability capabilities and integrations with third-party tools, BMC Helix's strength lies in our open agentic AI platform with GenAI embedded throughout to power a fleet of AI agents that augment work across the entire service and operations management lifecycle.

Our customers trust us to prioritize understanding of their current state and future IT needs, and for our partnership in achieving their long-term strategic goals. We continue to prioritize AI, specifically agentic AI, at the core of our product development roadmap, to empower IT to do more and fuel enterprise-wide efficiency while maintaining control with a human-in-the-loop approach. We have been leading the pack in deploying agentic AI in production with customers since November 2024.

The Forrester report also states, "Customers looking for a trusted partner with world-class experience that understands their current state and envisions their future IT needs from a business outcomes perspective should choose BMC."

To learn more, read the full report [here](#).

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