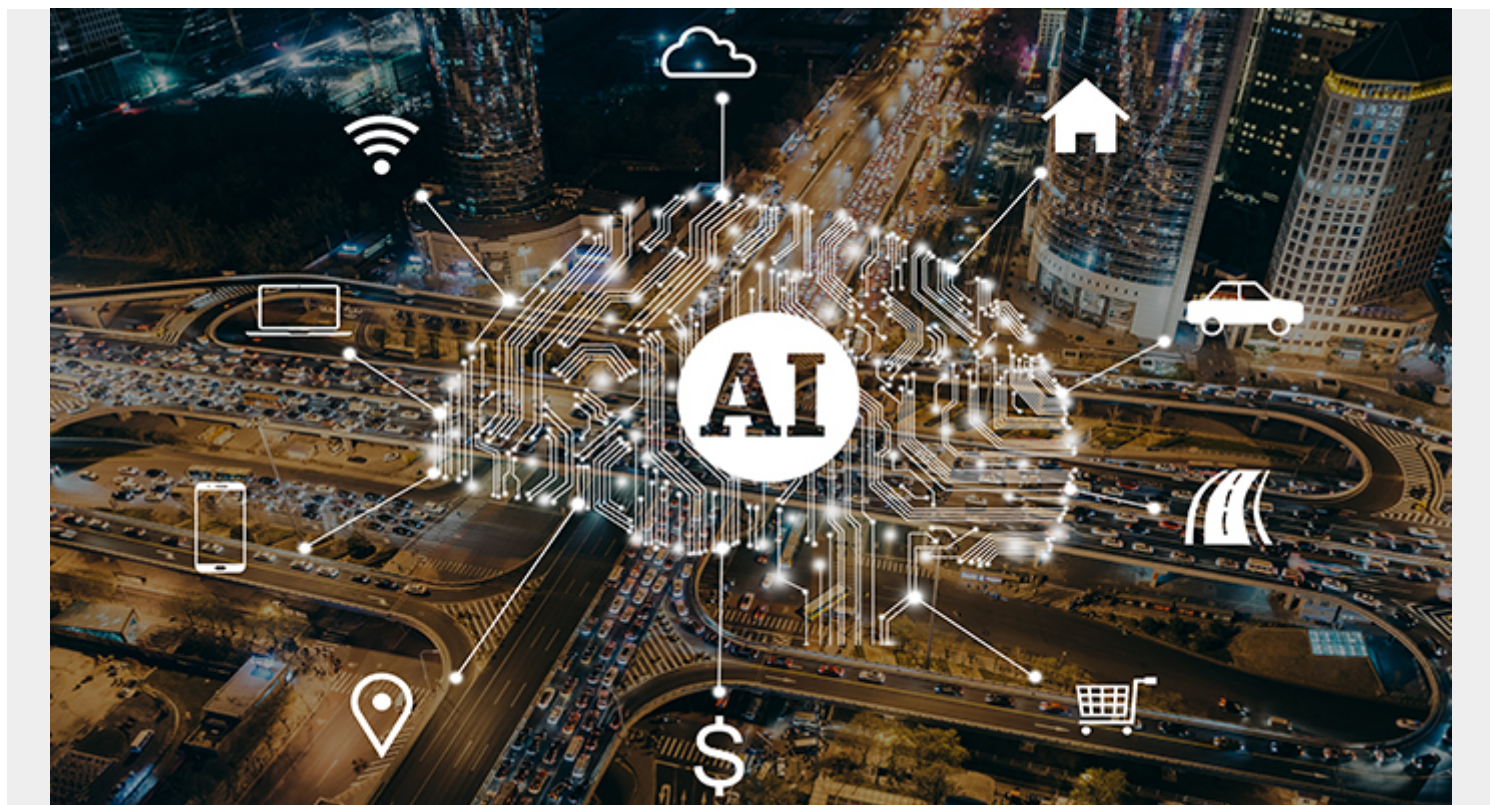


# BUSINESS FASTER THAN HUMANLY POSSIBLE THROUGH AI



Artificial intelligence (AI) is a paradigm shift for every business and industry, bringing out insights and driving action. But AI is only as powerful as the data and the infrastructure it runs on. To thrive with AI, organizations need trusted technology partners and a strong digital foundation that helps them evolve as the world evolves around them.

To make the most out of new and existing technologies, particularly AI, BMC is here to help enterprise leaders unify and [act on data](#) across an increasingly complex digital landscape—from cloud to mainframe to edge. With that, I want to lay out our approach, our current offerings, and our promise for the future, leveraging the power of AI.

## Our approach

BMC has been delivering secure and trusted solutions for decades, with a breadth of products that already incorporate AI and machine learning (ML) capabilities, including causal AI, predictive AI, and generative AI (Gen AI). We enable customers to work more efficiently so they can innovate, and we build safe products they can rely on. We help organizations create their own unique solutions with our customizable portfolio, empowering them to solve their business challenges as they integrate AI and Gen AI into their evolving technology stack.

- **Innovation:** We automate business service and data workflows, which allows organizations to quickly produce AI/ML solutions and modernize business models across the entire multi-cloud enterprise. In addition, the BMC Helix and BMC AMI solutions use AI, including Gen AI, to

help transform IT from reactive to proactive, predict and resolve issues, and provide an excellent employee experience.

- **Safety and reliability:** BMC has focused on data privacy and security across all our offerings for decades, and we are applying that same clear focus on governance to our AI models, associated training data, and applications. We also provide essential audit logs and controls to satisfy compliance mandates and bias avoidance—regulatory or otherwise.
- **Personalized portfolio:** Our flexible approach means customers have the option to bring their own AI, allowing them to meet security, privacy, and risk requirements, and the opportunity to have a ChatGPT-like interface with our BMC Helix and BMC AMI portfolios. We will continue to add Gen AI partners for this functionality, along with embedding our own domain-specific AI models into the BMC portfolio.

## Driving business outcomes with the BMC portfolio

We see our customers using AI, particularly Gen AI, to succeed across the BMC portfolio. Our customers benefit by leveraging our products with AI functionality to increase productivity, improve service level agreements (SLAs), provide terrific employee and [customer experiences](#), and speed up time to market for new products and services.

BMC offers AI and Gen AI capabilities in BMC Helix Operations Management and Service Management—the leading AIOps solution; Control-M—our market-leading service orchestration and automation platform (SOAP) for orchestrating application and data pipelines that deliver critical business outcomes; and the BMC AMI zAdviser service for measuring and improving your mainframe DevOps practices.

With the [BMC Helix](#) platform, customers use [AI for event correlation](#), anomaly detection, root cause analysis, and intelligent remediation. We designed [AIOps](#) solutions to allow IT teams to focus on strategic initiatives, revenue protection, and continual optimization in a multi-cloud and mainframe environment, instead of being reactionary to issues that arise.

The [BMC HelixGPT](#) solution is at the center of our strategy for service management. In addition to what we already have in place, we are incorporating some exciting new areas of focus.

To start, we will expand to offer a fleet of [AI assistants](#) that give customers productive conversational experiences with BMC HelixGPT. For example, customers will be able to easily audit their knowledge base through natural language to remove duplicate entries, and enrich articles with publicly available information or peer insights.

Additionally, the BMC HelixGPT platform will help data analysts rapidly build and modify reports by allowing them to converse with their data to access the answers they need immediately. It will address one of the most intimidating parts of designing apps for business—creating and modifying workflows—by helping IT application development teams do so hands-free.

The internal AI/ML capabilities of the [Control-M](#) workflow automation solution deliver extensive predictive forecast analytics and SLA management to ensure production application and [data workflows](#) run on time, every time. Deepti Soni, Sr. IT Manager of Data Quality for Data Operations and MLOps at BMC customer, [Domino's Pizza](#), highlights how important the Control-M solution is to getting value from the organization's data analytics initiatives, saying, "Control-M is mission-critical to Domino's data-driven culture. It's going to play a key role in helping us continue to grow and deliver cutting-edge innovation." We are currently focusing our AI innovation for Control-M on helping our

customers outside traditional IT operations (ITOps), such as developers and data engineers, build and deploy complex data pipelines into production with an intuitive, natural language, chat-like interface.

DevOps productivity and application performance for the mainframe today rely on the [BMC AMI zAdviser Enterprise collaborative service](#), which leverages AI/ML and Gen AI to address critical needs. By offering Gen AI-driven recommendations for development process improvements, BMC AMI zAdviser Enterprise helps IT and DevOps managers understand key performance metrics, identify trends, and detect deviations from the norm, as well as alert stakeholders to any potential issues.

To further drive mainframe application transformation and facilitate critical knowledge transfer, BMC announced a [beta program](#) to test Gen AI-driven solutions like BMC AMI Code Insights with Code Explain. This new Code Explain feature creates easy-to-follow explanations of complex code in monolithic mainframe applications.

For our broader portfolio of BMC AMI solutions, we just announced a [statement of direction for the BMC AMI platform](#), highlighting our continued leadership in AI and Gen AI. Starting this October and continuing throughout the next year, we will deliver innovative Gen AI services to assist with mainframe transformation, offering our customers the flexibility to choose between locally hosted or private cloud deployment. This will include a dedicated navigator for mainframe operations, ensuring unparalleled support and efficiency.

In the coming months, we will announce more innovation, including at [BMC Connect](#) in Las Vegas this October, across the entirety of our portfolio demonstrating how we will deploy AI to continue strengthening our customers' capabilities to run their organizations.

## **Our commitment to customers**

At BMC, we are building on decades of innovation to empower organizations across the globe with the technology to excel. We help enterprises [maximize value](#) from their data, [transform operations](#) from reactive to proactive, and deliver amazing customer and [employee experiences](#), all with the power of AI. Organizations that thrive in the face of fundamental shifts like AI view technology as a strategic investment in their short- and long-term success. The AI paradigm shift is a call to action, a call to inspire, and a call to serve an ever-changing future ahead of us. And BMC is here to be your partner along the journey.