

# ENJOYING SEAMLESS SERVICE MANAGEMENT IN A MULTI-CLOUD, MULTI-PROVIDER WORLD



Enterprise companies are migrating workloads to the cloud in order to spend less time on upgrades and achieve the flexibility to add compute power on demand. Companies expect easy and successful migration with reduced time and effort of upgrades by significant amounts. They also want to cut costs but be able to have the power to scale elastically.

In a recent study, Forrester found that over 90% of Enterprises are employing multiple environments and over 75% of them are utilizing a hybrid approach that includes on-premise, private and public cloud with “no single platform dominating”. IT faces this tremendous complexity yet still needs to effectively manage and resolve issues quickly and easily.

“Multi-cloud service management solutions enable multi-provider brokering to efficiently manage and resolve issues. When organizations embrace service management tools, it enhances the ability to secure better service from multi-cloud service providers.”

-- CIO.com

## **BMC Helix Multi-Cloud Service Management:**

[BMC Helix Multi-Cloud Service Management](#) enables multi-service and provider brokering to efficiently manage and resolve issues. IT can now manage tickets from multiple solutions and providers in a 'single-pane of glass', integrated service desk. IT can also collaborate directly with

their cloud service/provider counterparts to more efficiently troubleshoot and resolve issues as well as proactively manage services (i.e. planned outages).

BMC Helix Multi-Cloud Service Management provides out-of-the-box integrations with leading Agile Development tools like Jira, to enable agile development and resolutions of issues.

"Modern service management solutions, like BMC Helix, also provide out-of-the-box integration with [DevOps](#) tools such as JIRA. For the DevOps manager, these capabilities mean resolving incidents directly in JIRA including associating multiple JIRA user stories with remedy incidents."

-- CIO.com

BMC Helix Multi-Cloud Service Management ties with Helix Remedy IT Service Management (ITSM) to integrate with agile development tools such as Atlassian Jira or CA Agile Central. When a developer creates an issue in an issue tracking system such as Jira, BMC Helix Multi-Cloud Service Management creates a corresponding change request or incident in Helix Remedy ITSM based on the conditions you specify, that can be viewed. Helix Remedy ITSM displays the issue ticket ID as a link that opens the ticket in the issue tracking system. Similarly, when a change coordinator creates a change request in Helix Remedy ITSM, Helix Multi-Cloud Service Management creates a corresponding user story in the Agile tool. The development team can view details of the change request from the Agile tool.

## **Collaborative and Seamless IT**

Service desk managers need to not only to continue streamlining its service processes but also increase accuracy and cost efficiency. Along with these complex imperatives, a premium must be placed on delivering highly compelling end user experiences.

"Bottom line: Whenever its necessary to file a trouble ticket naturally creates a difficult environment. Multi-cloud complicates an already stressful situation. And, no organization can afford to wait as IT works its way through heavily differentiated systems. With the ability to seamlessly bring diverse service environment together, service management tools offer IT an easy path to resolving inevitable situations."

-- CIO.com

## **Resources**

For more information on BMC Helix Multi-Cloud Service Management, please review:

<https://www.bmc.com/it-solutions/bmc-helix-itsm-capabilities.html>

For more information, read the [BMC Helix Multi-Cloud Service Management](#) solution brief.