# BMC NAMED A LEADER IN FORRESTER PROCESS-CENTRIC AI FOR IT OPERATIONS (AIOPS) WAVE



I'm delighted to share that BMC has been recognized as a leader in the prestigious _Forrester Wave™: Process-Centric AI for IT Operations (AIOps), Q2 2023 report_. This achievement validates for us our commitment to innovation, customer satisfaction, and our continuous pursuit of excellence.

Our journey to being named a leader is marked by a relentless focus on delivering cutting-edge AIOps solutions to our valued customers. At BMC, we believe that process-centric AIOps represents the future of IT operations management, where traditional approaches are enhanced and augmented with AI-driven intelligence.

Ranking highest in the strategy and current offering categories is, in our opinion, a testament to our unwavering dedication to customer success. We prioritize understanding the unique needs and challenges of modern enterprises and organizations, ensuring that our solutions meet and exceed their specific requirements.
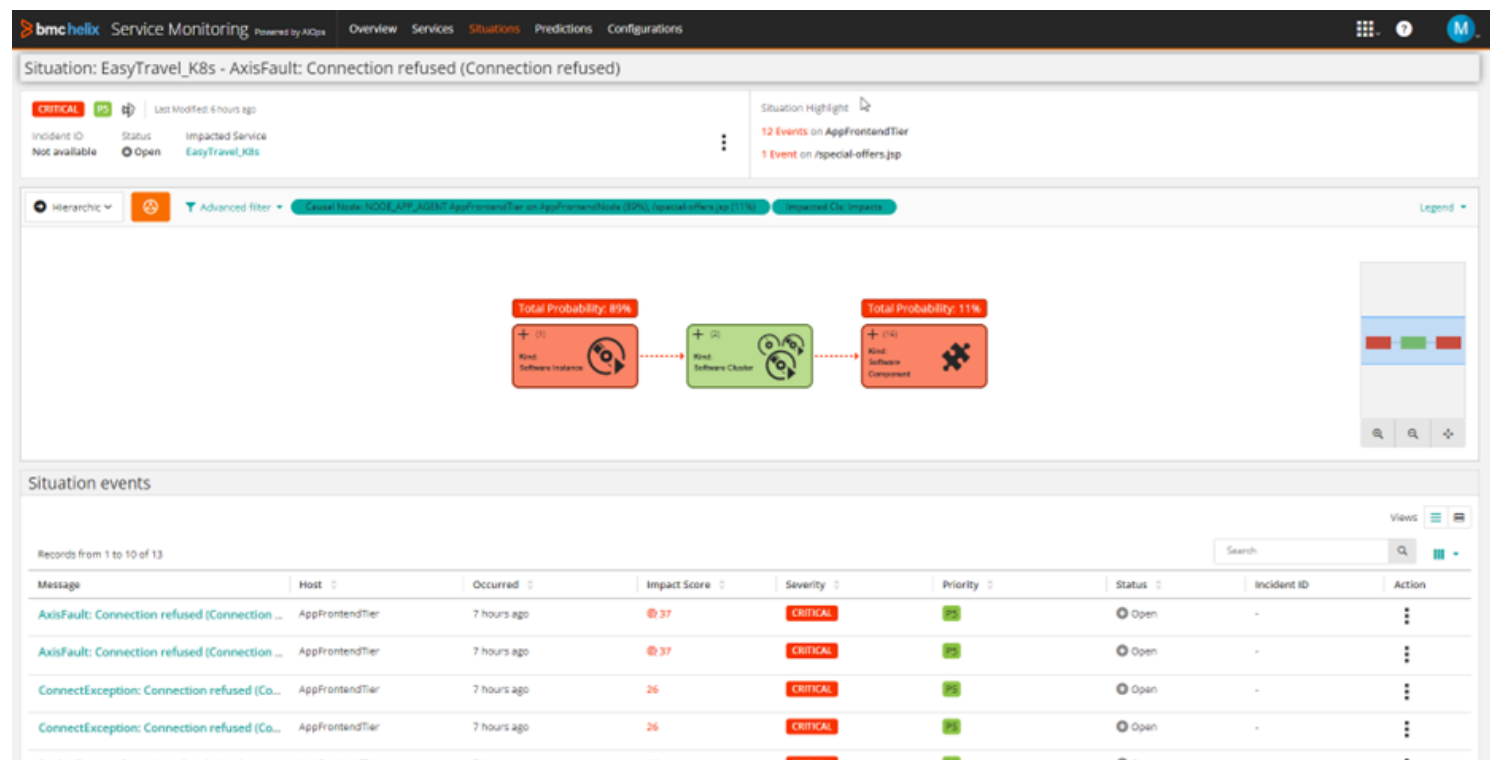
Figure 1. BMC Helix Operations Management – Situation Explainabilty.

While we'll take a moment to celebrate this achievement, we're not resting on our laurels. In the interval since the process for this report began we've added even more features such as service blueprints, improved anomaly detection, and new situations summaries with HelixGPT to help customers find and fix problems quickly before they impact the business or mission readiness. And more is coming, including cool capabilities that take advantage of generative AI technology.

We invite you to join us on this exciting journey as we continue to empower organizations with intelligent, efficient, and future-ready IT operations.

Read the full report