TOTAL ECONOMIC IMPACT REVEALS 361% ROI FOR SERVICE DESK AND INTELLIGENT AUTOMATION BENEFITS

As leading businesses continue their evolution to becoming an Autonomous Digital Enterprise, they must learn to be fast, agile, and constantly innovating. By deploying BMC Helix, these companies not only realize the benefits of intelligent automation but also other critical KPIs like improving cost efficiencies, mean time to repair (MTTR), and overall productivity. BMC recently commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study to help enterprise companies evaluate the potential financial impact of BMC Helix on their organizations.

To better understand the benefits, costs, risks, and flexibility associated with this investment, Forrester interviewed 14 decision-makers from 11 current BMC Helix customers. Forrester's financial analysis found that by adopting BMC Helix for IT and enterprise service desk needs, customers could potentially realize a three-year, risk-adjusted net present value (NPV) of $10.6 million and a return on investment (ROI) of 361 percent. When customers added intelligent DevOps capabilities, benefits included 33 percent greater operational resource efficiencies.

Modernize with BMC Helix

BMC Helix empowers enterprise services, IT service desks, IT operations (ITOps), DevOps, and end users to be more agile, efficient, and effective so organizations can refocus on innovation, maximizing productivity, and growing the business. Five key business drivers were identified by customers as their impetus for investing in BMC Helix, including:

- Enhance the user experience with a consolidated, easy-to-use IT and enterprise service desk
- Reduce the cost of service delivery
- Shift-left service resources for added business value and improved employee experience (EX)
- Accelerate the business
- Enable flexibility, scalability, and modernization

Put AI service management to work

By leveraging artificial intelligence (AI) along with orchestration, multi-cloud, and third-party vendor integration and brokering capabilities, BMC Helix can provide mostly or fully automated service fulfillment to save time and improve EX for service desk resources and end users. In the study, Forrester cites customers who have used BMC Helix, Digital Workplace, and BMC Helix Chatbot to automate:

- Provisioning and shutting down environments
- Accessing accounts
- Resetting passwords
- Gaining access to services
- Ordering equipment

In one use case—the full study has many more—a global telco saved an estimated $300,000 USD a year just with the end-to-end automation of password resets. Customers also shared that BMC Helix has boosted service desk agent productivity by using AI to:

- Improve data capture
- Automatically categorize and route tickets to the correct resources or teams
- Identify interdependencies, impact, and root causes
- Prevent and mitigate incidents
- Enhance UX and performance
- Allow agents to update, monitor, and resolve tickets from mobile devices
- Power service desk analytics to improve decision-making for process enhancements

Embrace the power of DevOps

When you add full intelligent automation capabilities to BMC Helix, the solution can help both service, ITOps, and DevOps teams dramatically reduce the friction caused by IT governance competing against the speed and agility of DevOps. The integrations, automated analyses, and orchestrations can:

- Eliminate significant swivel-chair data entry
- Decrease wasted DevOps labor
- Avoid slowed DevOps timelines imposed by IT processes
- Assess changes for risks to allow faster release
- Ensure compliance, security, and dependability
- Address risks before they become issues