

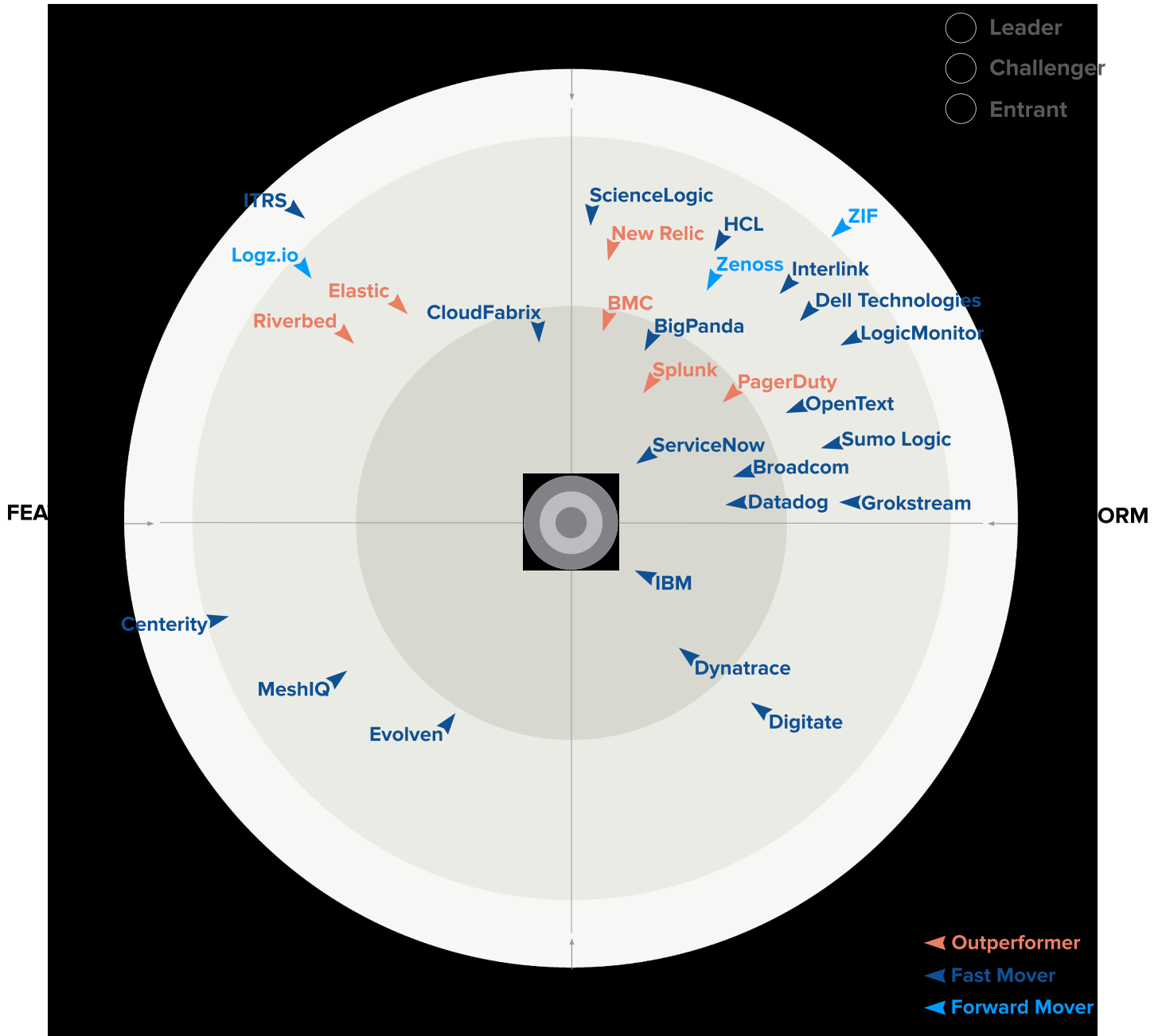
GIGAOM RADAR REPORT NAMES BMC AS A LEADER AND OUTPERFORMER IN AIOPS



I am excited to announce that BMC has been named a Leader in the 2024 [GigaOm Radar Report for AIOps](#) by Dr. Shane C. Archiquette. This placement recognizes the industry-wide AIOps leadership and innovations of the BMC Helix platform.

The report rated 29 vendors across “capabilities (table stakes, key features, and emerging features) and nonfunctional requirements (business criteria).” BMC was rated on its [BMC Helix IT Operations Management \(ITOM\) with AIOps](#) solution and designated as an “Outperformer” due to its rapid rate of development of features over the last 12 months, with a strong roadmap for the next 12 to 18 months. BMC was also rated in the Maturity/Platform play quadrant.

Please refer to the image below for the BMC rating.



MATURITY

Emphasis on stability and continuity; may be slower to innovate.

INNOVATION

Flexible and responsive to market; may invite disruption.

FEATURE PLAY

Offers specific functionality and use case support; may lack broad capability.

PLATFORM PLAY

Offers broad functionality and use case support; may heighten complexity.

Figure 1. 2024 GigaOm Radar for AIOps.

BMC was named a Leader because it had a higher aggregate score in the decision criteria reviewed, including:

- Advanced analytics with strong capabilities demonstrated in root cause and predictive analytics and the ability to support multidimensional analysis
- Automated remediation functionality
- Anomaly detection

The following business criteria were also rated highly:

- Ease of deployment and use, including low-code customization of most features and a good workflow manager
- Preconfigured Integrations with third-party data sources and low-code interfaces
- Extensive ecosystem with training, documentation, partners, community, certifications, and professional services

The report highlights BMC's AI-enabled incident resolution stating, "BMC Helix ITOM is a general-purpose AIOps solution and its primary use cases center around IT operations. However, additional functionality is built on the platform's generative AI foundation, and its strong AI capabilities allow AI-assisted troubleshooting, remediation, continuous integration, and discovery." It goes further in explaining BMC's AIOps advantage for issue resolution, stating, "BMC HelixGPT can analyze past incidents and recommend the most likely resolution steps, as well as summarization and explainability, using HelixGPT for clusters of events."

In an area for improvement, the report notes BMC's lack of support for security information and event management (SIEM) or security orchestration, automation, and response (SOAR), though it mentions that BMC can integrate data from SIEM vendors.

Since the release of the report, BMC has announced new [vulnerability management](#) capabilities to help resolve exposures faster with risk and impact analysis. By gaining visibility of risks along with the context of services impacted, organizations get protection through continuous scanning and monitoring of both their assets and potential risks. Furthermore, vulnerability best action recommendation (VBAR), essential for vulnerability management use cases, uses BMC HelixGPT to speed vulnerability remediation by identifying the required patch or potential workaround for each vulnerability.

To download the full report, please click [here](#).