

BMC HELIX AIOPS AND SERVICE MANAGEMENT AGENTIC AI INNOVATIONS REVOLUTIONIZE USER EXPERIENCES



IT and operations teams are continually called upon to achieve new levels of efficiency, accelerate responses, and improve business uptime while also increasing employee productivity and improving user experiences. The summer 2025 (25.3) release of BMC Helix for ServiceOps addresses these challenges and reduces operational costs with new enhancements for:

- **AIOps:** Delivering intelligent AI agents to improve business uptime and resilience
- **Network management:** Improving service reliability with software-defined networking (SDN) performance monitoring
- **Service management:** Boosting IT and employee productivity with agentic AI

AIOps: Delivering intelligent AI agents to improve business uptime and resilience

The BMC Helix AIOps 25.3 release builds on our vision for accelerating productivity in IT operations (ITOps) with AI-driven detection and response capabilities. New and updated AI agents work together to gather and analyze data, facilitate collaboration, and drive faster decision-making during critical incident responses.

BMC HelixGPT Best Action Planner

This release offers an orchestration layer that lets specialized AI agents work together and in tandem with ITOps teams. BMC HelixGPT Best Action Planner is a multi-agent system that takes

your organization's unique data and processes into consideration when formulating an action plan for resolving an incident. The system learns from your organization's incident data, chat scripts, and root cause analysis (RCA). With its ability to understand and correlate service level objectives (SLOs), dependency graphs, and change logs, the system gives users the best remediation steps to fix a problem, along with relevant IT planning and optimization information.

When an incident arises, the system follows the same process as human site reliability engineers (SREs) or ITOps teams to diagnose and resolve it, calling domain-specific agents to process and make the best decisions based on:

- Logs
- Metrics
- BMC Helix Service Management changes
- Incidents from BMC Helix Service Management and third-party ITSM solutions

BMC HelixGPT Best Action Planner improves efficiency and helps ITOps teams detect disruptions and respond effectively. BMC Helix continues its support for other ITSM solutions, including ServiceNow, so customers can get the benefit of agentic AI without the need to rip and replace their current investments.

BMC HelixGPT Ops Swarmer

For those on the front lines of incident response, identifying the right people to address an issue can be difficult. This BMC HelixGPT Ops Swarmer AI agent streamlines incident workflows by gathering relevant data, including that of third parties, across the BMC Helix platform to create a virtual war room in Microsoft Teams (Teams) that brings together stakeholders across the organization to quickly understand the situation and make faster decisions.

In this release, teams using BMC Helix AIOps can now use BMC HelixGPT Ops Swarmer in a Teams chat to surface real-time information about an incident. Everyone stays informed and up to date on the incident, without needing to manually create a timeline of incident activity or cascade information across the group using multiple tools. Best of all, this flow of information can be leveraged by another AI agent to generate a post-mortem—creating learning opportunities for the entire company.

BMC HelixGPT Insight Finder support for BMC HelixGPT Vulnerability Resolver

In this release, BMC HelixGPT Vulnerability Resolver introduces three major enhancements to accelerate and strengthen customer vulnerability management processes:

- **BMC HelixGPT InsightFinder:** Now, teams can instantly generate custom dashboards simply by describing what they need to see. Whether it's, "Show me the top five most vulnerable services in the last 30 days," or tracking remediation trends, BMC HelixGPT InsightFinder turns conversational queries into actionable visualizations, automatically creating dashboards and graphs to support faster, data-driven decisions.
- **Risk heat map:** Empower teams to quickly identify which services carry the highest risk. With a clear, color-coded, interactive view, you can prioritize remediation efforts, spotlight urgent exposures, and more effectively communicate risk status to stakeholders.

- **On-premises deployment:** For organizations seeking more control, BMC HelixGPT Vulnerability Resolver and the Automation Console are now available for on-premises deployment as part of the BMC Helix AIOps containerized deployment. This new option complements the existing SaaS offering so teams can align their deployments with security requirements, regulatory needs, or infrastructure preferences.

With these advancements, BMC HelixGPT Vulnerability Resolver makes it easier than ever to visualize, prioritize, and act on vulnerabilities at scale with the flexibility to choose between SaaS or on-premises deployments.

BGP topology support

In addition to the new agentic AI capabilities, the latest release adds Border Gateway Protocol (BGP) topology support in BMC Helix Discovery and BMC Helix AIOps to provide visibility into network devices and their connectivity. Users now get an end-to-end connected service topology of their networks and an understanding of impacted devices. Most importantly, the solution's ability to form situations and find root causes related to network components helps accelerate root cause analysis and mean time to restore (MTTR).

BMC Helix Network Management: Improving service reliability with SDN performance monitoring

Comprehensive network monitoring and management are essential for maintaining high service quality and customer satisfaction. The 25.3 release introduces three significant enhancements to broaden device coverage and deepen management capabilities:

- **Cisco ACI data monitoring:** As hybrid environments become increasingly prevalent, unified visibility and monitoring across both traditional and SDN components like Cisco Application Centric Infrastructure (ACI) are vital to quickly identify and resolve network-impacting issues, and that visibility and monitoring is now available in BMC Helix Network Management.
- **Universal API poller:** With a continual need to monitor new assets, the new universal API poller offers network operations teams flexible device integration as their tech stack evolves.
- **Device patching:** Maintaining devices with the latest operating system updates is crucial for service quality and security. This release expands BMC Helix Network Management's existing configuration and automation features, adding functionality to efficiently deploy patches to network devices, streamline patch management, and ensure consistent network monitoring context.

BMC Helix Service Management: Boosting IT and employee productivity

The BMC Helix 25.3 Service Management release brings powerful, new agentic AI enhancements that help service teams work smarter, respond faster, and deliver better outcomes across the enterprise. With this release, the service experience becomes more intuitive, knowledge more actionable, and compliance more achievable—whether you're operating in the cloud or on-premises.

BMC HelixGPT Employee Navigator

The latest updates deliver more intuitive self-service and faster resolutions, boosting productivity with a more natural and responsive employee support experience. Users can chat live with staff on demand, summarize service requests in natural language, and add rich, formatted updates (including images and highlights) for clearer communication. Employees can also now approve or reject requests through a simple conversation on desktop or mobile devices, even using voice-to-text.

BMC HelixGPT Service Catalog Curator

Accelerate service request creation and reduce administrative effort with smarter BMC HelixGPT Service Catalog Curator AI agents. Assign approval workflows by role or group and let the "Guide Me" feature offer intelligent recommendations for setup. New validation logic ensures better data quality, while delta-based updates preserve history and highlight what's changed. Improved display logic makes forms easier to read and navigate for faster, more accurate catalog publishing.

BMC HelixGPT Service Collaborator

Resolve issues faster with AI that improves communication, deflects routine tickets, and enables self-service, like AI-generated summaries based on trusted knowledge sources and automated replies for incoming service desk emails. Real-time category prediction improves consistency, while one-click case and incident summarization keeps teams aligned. Built-in template detection, category recommendations, and smart UI prompts reduce manual work and elevate support quality across IT and business services.

BMC HelixGPT Knowledge Curator

Turn support interactions into knowledge resources with less effort and more impact. Teams can now generate knowledge articles directly from incident records or case data, reducing rework and improving consistency. BMC HelixGPT automatically pulls relevant details to speed publishing of accurate, useful content that supports self-service and enables better collaboration.

BMC HelixGPT enhancements

Find answers faster with smarter, more refined search experiences. New clarifying prompts help users narrow their questions for more accurate responses. And for workflow designers, BMC HelixGPT Agent Studio now lets you embed AI agents directly into new workflows, expanding automation capabilities and driving greater consistency across service delivery.

BMC Helix ITSM DORA compliance updates

Improve your Digital Operational Resilience Act (DORA) compliance with new tools that strengthen major incident management. Additional fields help major incident managers capture impacts across financial, reputational, operational, and geographic dimensions directly in the incident record. Intelligent detection capabilities flag incidents with potential material impact early for faster, more confident responses. You can also configure service downtime thresholds and receive intelligent

recommendations when material impacts are detected, helping your teams respond quickly and stay ahead of regulatory demands.

On-premises deployment enhancements

Customers running BMC Helix Service Management on-premises gain greater control and efficiency with new enhancements that support selective loading of platform components to optimize CPU and memory usage, helping IT teams deliver modern service experiences while conserving infrastructure resources and investment.

These new [BMC Helix](#) AIOps, BMC Helix Network Management, and BMC Helix Service Management innovations are a significant step forward as the BMC Helix platform, powered by agentic AI, empowers ITOps, IT management, and business service teams to operate more intelligently, efficiently, and securely.