ACTIONABLE INSIGHTS FROM DATA: MEET INSIGHT FINDER, YOUR AI-POWERED ANALYTICS ASSISTANT
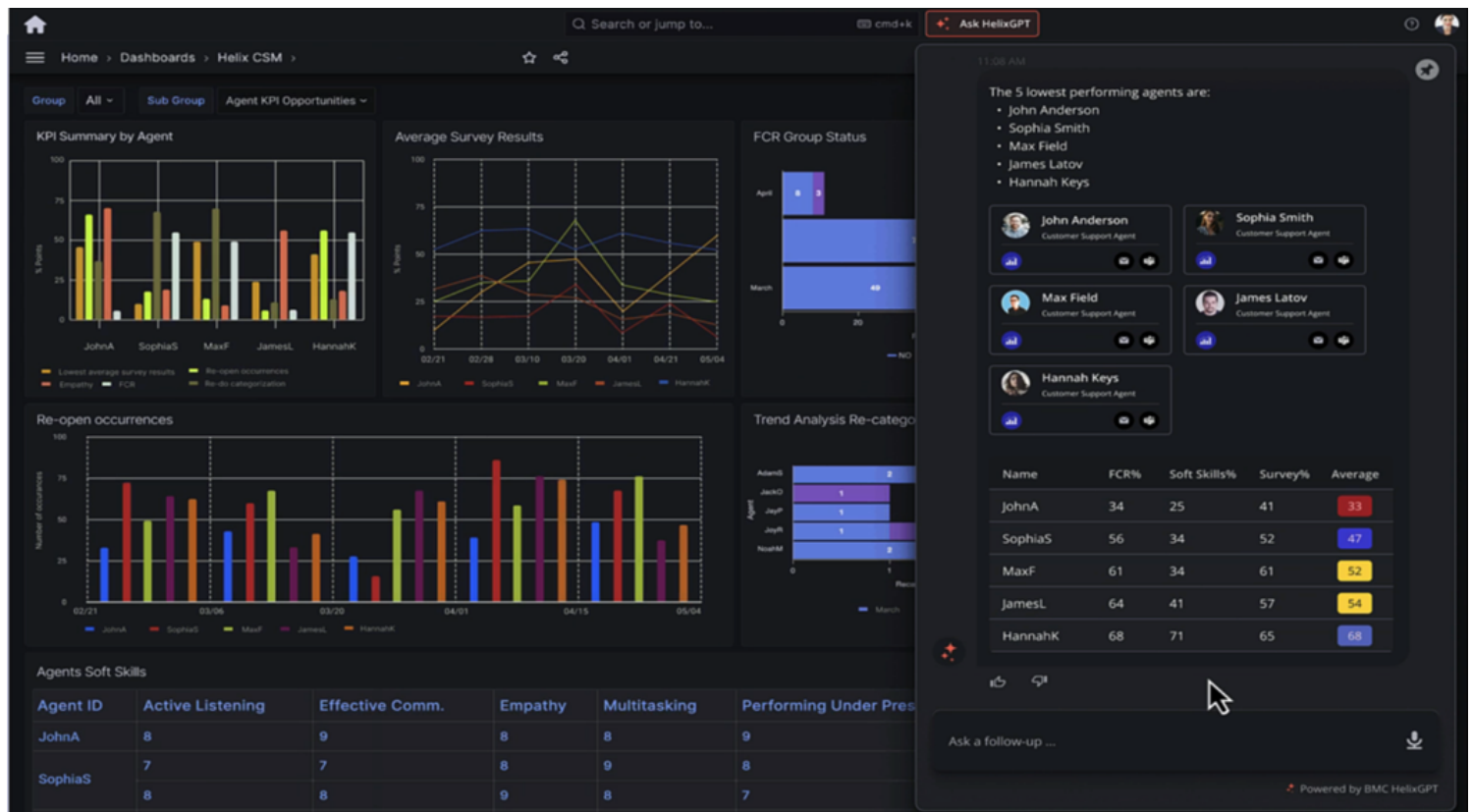

BMC is introducing agentic artificial intelligence (AI) to transform enterprise IT work. The new BMC HelixGPT Insight Finder AI agent works with your teams to unlock the power of ITSM and ITOM data.

Modern IT service and operations management (ITSM/ITOM) solutions are smarter than ever, able to discover, monitor, understand, and even repair complicated distributed systems. However, the explosion of data that results from those solutions can be both a blessing and a challenge.

Many organizations become dependent on specialized teams to perform data analysis, causing delays, inefficiencies, and additional costs, particularly if the reporting teams need to learn the data structures and query mechanisms of the products providing the data. If ITSM, ITOps and DevOps practitioners are left to create their own reports and dashboards without assistance from reporting experts, data complexity can lead to errors. Such mistakes in data analysis may lead to bad decisions and erroneous communications, impacting the organization severely.

Alternatively, users may simply avoid data analysis altogether, dissuaded by the difficulty of dealing with the volume of information, resulting in opportunity cost and uninformed tactical and strategic decisions.

BMC Helix Insight Finder provides proactive information and responds to natural language prompts

BMC HelixGPT Insight Finder allows support and operations professionals to use generative and conversational AI interactions to simplify the process of creating and interpreting dashboards and reports. As a result, data insights become more accessible and immediate than ever before.

BMC HelixGPT Insight finder makes data analytics and reporting both easier and more powerful, enabling even novice users to get better insights from ITSM/ITOM data. The benefits are significant:

- **Dashboard creation time is significantly reduced:** The time and resources required to create dashboards are slashed. This frees up your team to focus on strategic initiatives rather than getting bogged down in data preparation.
- **Better decisions can be made, underpinned by data:** By providing actionable insights directly in line with data analysis activity, BMC HelixGPT Insight Finder empowers teams to be more data-driven, making faster, more informed decisions to achieve better business outcomes and service level performance.
- **Everyone in your organization gains data science superpowers:** BMC HelixGPT Insight Finder's intuitive interface and enhanced features help more users perform deep analysis across service and operations data, unlocking the useful information in your data for better decisions and outcomes, and removing the delays and costs that arise when an organization relies on a pool of reporting specialists.

Conclusion

In the evolving landscape of enterprise software, staying ahead means equipping your team with the tools they need to act on data swiftly and effectively. BMC HelixGPT Insight Finder is not just a dashboard tool—it's a game-changing assistant that transforms how your organization interacts with data. By simplifying dashboard creation, identifying actionable insights, and enriching reports with

critical data, it empowers your team to make better, faster decisions, driving success in today's competitive business environment. BMC HelixGPT Insight Finder brings data science superpowers to everyone.

Learn more about transforming your service and operations management with agentic AI at https://www.bmc.com/it-solutions/ai-agents.html, or contact BMC sales to learn more.