



End users of ITOM/ITSM tools can capture the “playbook” of how they would normally respond to an issue and request that new automation be created for that process, enabling teams to develop automated responses and derive new automated policies for future use. The solution also proactively identifies and recommends areas that would most benefit from automated responses by looking at frequently recurring events and incidents.

## Capabilities, benefits, and a quick example

When an alert is issued by BMC Helix Operations Management with AIOps, BMC Helix Intelligent Automation immediately triggers a policy-driven pop-up with a recommendation for a quick, automated action leveraging [TrueSight Orchestration](#), [TrueSight Automation for Servers](#), and Ansible, with more solutions coming in the near future. In addition, BMC Helix Intelligent Automation can cross-launch into the BMC Helix Innovation Studio (Process Designer) to easily build and use new workflows. Once the recommendation is approved, the event can then be quickly and efficiently remediated.

BMC Helix Intelligent Automation can also:

- Centralize and plan automation requests
- Generate value-based reports and dashboards to communicate progress to key stakeholders

## Conclusion

BMC Helix Intelligent Automation helps improve service performance, availability, and customer experiences while simultaneously improving efficiency and lowering costs. It enables ITOM/ITSM teams to shift their attention from maintenance to more strategic tasks and innovations that deliver a competitive advantage. Visit the BMC Helix Operations Management with AIOps [web page](#) to learn more.