NEW BMC HELIX MULTI-TENANCY DASHBOARDS HELP MANAGED SERVICE PROVIDERS SOLVE IT ISSUES

BMC Helix makes multi-tenant instances of our software—both on premises and in the cloud—available for our managed service provider (MSP) customers and partners who implement, manage, and maintain BMC Helix tenant instances for their clients. The solution allows MSPs to perform regular maintenance and updates that ensure their clients' systems are always performing optimally and in compliance with regulations such as the Digital Operational Resilience Act (DORA), the Federal Financial Institutions Examination Council (FFIEC), and data security and data residency, among others. Some MSPs are sole operators of their customers' tenant instances of BMC Helix, while others just provide their customers with access to the software. Some large enterprise customers with multiple business units or compartmentalized IT operations in different geographies also have multi-tenancy instances of BMC Helix.

To more efficiently do their jobs, MSPs need to see events and alarms as well as key performance indicator (KPI) data across multiple tenants e.g., client instances.

New multi-tenancy dashboards, available with the 25.1 release of BMC Helix, give MSPs:

- Visibility into critical event data across multi-tenant instances with a configurable dashboard that gives each instance its own separate panel, eliminating the need for MSPs to log in separately to each customer instance.
- The ability to look across hundreds of tenant instances for better and faster issue alerting, prioritization, and resolution.
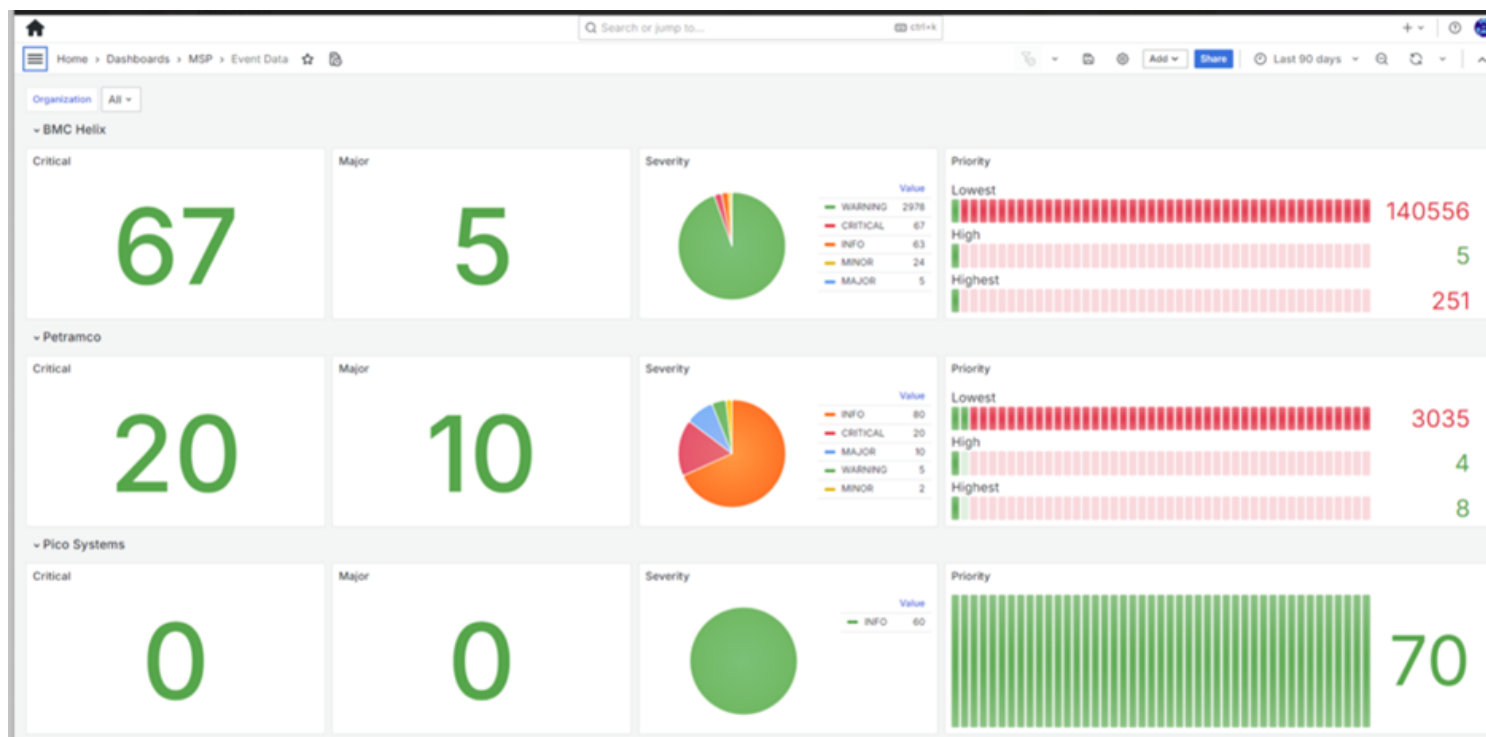
Figure 1. MSP incident dashboard

BMC Helix helps our MSP customers solve their clients' IT issues faster, and some of them have thousands of clients with deployments. With the visibility from BMC Helix, MSPs can proactively address their clients' problems before they become outages. For instance, BMC Helix Discovery gives MSPs full visibility into and control of their clients' IT assets and services by identifying network devices and providing detailed information for each asset, while also continuously monitoring the network for changes. continuously monitoring the network for changes.

Prior to implementing BMC Helix Discovery, our MSP customers would plan out their clients' upgrades, manually check the software, and then create code to extract insights. Since BMC Helix Discovery is automated and agentless, it gives our MSP customers comprehensive visibility while helping ensure efficient asset management, security, and resource optimization. BMC solutions help MSPs increase trust and transparency with their clients by automating security patching and rapidly building out service blueprints, enabling services to be modeled and understood on an ongoing basis.

Many MSPs are moving away from traditional monitoring to BMC Helix, giving them the power of causal, generative, and predictive artificial intelligence (AI) and observability to identify and prevent IT issues before they even happen. This helps MSPs meet their customers' service level agreements (SLAs) for uptime, performance, and other KPI metrics. The predictive capabilities of BMC Helix Operations Management with AIOps can also improve the performance of an MSP's service offerings for things like IT issue resolution.

To learn more about how these new BMC Helix capabilities can help you transform your IT operations,contact us for a consultation.