

# NEW BMC HELIX SERVICE MANAGEMENT RELEASE CONTINUES TRANSFORMING IT WITH AGENTIC AI



Manual and inefficient process can leave service management teams struggling to meet employee expectations and service delivery goals. The BMC Helix 25.1 Service Management release targets these challenges with new BMC HelixGPT innovations that continue delivering on the [agentic artificial intelligence \(AI\) promise](#) of better outcomes for employees and service management teams. Designed to meet the demands of modern service management organizations, this release introduces key enhancements that address common pain points faced by IT teams, driving greater efficiency, accuracy, and productivity.

## BMC HelixGPT Employee Navigator: Enhancing employee experiences

Navigating enterprise systems can be time-consuming and frustrating for employees, often leading to inefficiencies and poor adoption of self-service tools. BMC HelixGPT Employee Navigator takes a big step toward delivering better, more natural, and human-like self-service support experiences by “seeing and hearing.” It acts on error message screenshots and voice inputs, making it easier and faster for BMC HelixGPT to provide the right information needed to speed resolutions and fulfillment.

BMC HelixGPT Employee Navigator also adds enhancements for BMC Helix Digital Workplace (DWP) environments by offering a more intuitive and engaging experience within DWP environments like a portal or catalog. These new features promise to save employees time by enabling them to have conversations with BMC HelixGPT Employee Navigator to quickly access relevant resources and services, improving self-service engagements. Organizations also benefit

from empowering their workforce by reducing their dependency on manual IT support.

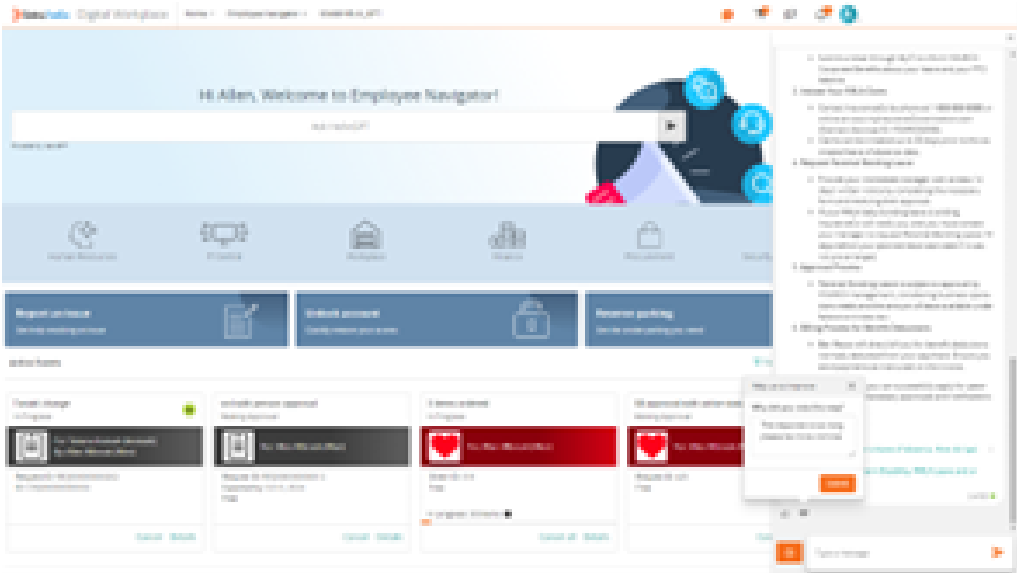


Figure 1. AI-powered conversations improve employee experiences.

## BMC HelixGPT Service Collaborator: Empowering agents with intelligent assistance

For the IT service desk, repetitive and manual tasks like ticket routing often result in errors and delays, especially for new service desk agents. BMC HelixGPT Service Collaborator transforms this process with intelligent, automated ticket routing, ensuring tickets are automatically assigned based on relevant attributes, without requiring administrators to configure mappings and rules. This automated functionality significantly reduces misrouting and associated delays. Additionally, the integration of SharePoint as a trusted data source expands the availability of knowledge resources from which BMC HelixGPT can create consolidated, referenced answers, enabling service desk agents to resolve issues faster and with greater confidence. These advancements reduce resolution times and improve service desk accuracy and the development of agents' skills and knowledge, enhancing the overall service delivery experience.

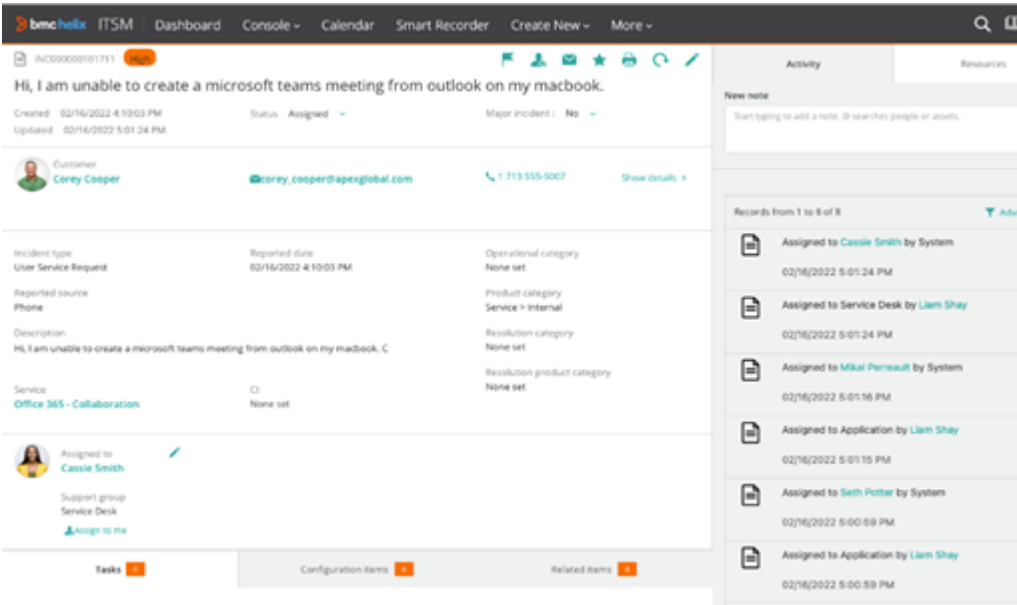


Figure 2. Automatic ticket routing reduces misrouting and resolution delays.

## **BMC HelixGPT Knowledge Curator: Ensuring knowledge accuracy and reliability**

Maintaining a high-quality knowledge base is critical for effective service management. BMC HelixGPT Knowledge Curator automates the validation and normalization of knowledge articles, ensuring accuracy and adherence to organizational standards. This feature reduces the burden of manual reviews, enabling service desk agents to focus on more critical tasks. By delivering reliable, up-to-date, and validated knowledge resources, BMC HelixGPT Knowledge Curator improves resolution accuracy and strengthens user self-service engagement, driving adoption and operational efficiency improvements.

## **Snowflake Connector: Unlocking enterprise data insights**

Integrating service management data with broader enterprise analytics platforms can be challenging. BMC Helix Service Management 25.1 introduces early access to a connector to simplify this process by enabling easier data movement from BMC Helix to the Snowflake Data Cloud. This integration empowers organizations to perform advanced analysis, combining BMC Helix Service Management data with other enterprise-wide datasets to derive actionable insights. By enabling better decision-making and supporting enterprise data strategies, the Snowflake Connector ensures IT teams can analyze all their available data for better data-driven decision-making.

## **On-premises deployment of BMC HelixGPT: Flexible and secure AI**

For organizations operating in on-premises environments, access to advanced AI solutions can be limited, because most AI-driven products are cloud-only. With on-premises deployment of BMC HelixGPT, enterprises can now benefit from the transformative capabilities of generative AI by augmenting their on-premises BMC Helix Service Management solution. This deployment option provides flexibility for on-premises organizations while ensuring they can improve service management processes with modern AI capabilities.

## **Transforming service management for the modern enterprise**

The BMC Helix Service Management 25.1 release is the comprehensive solution that enterprises need to meet modern IT challenges. By addressing inefficiencies, improving user experiences, and increasing operational insights, this release empowers organizations to operate with greater agility and precision.

Discover how BMC Helix Service Management can transform your IT operations. Explore the new features and benefits with our [free guided demo](#) to see how BMC's latest innovations can drive efficiency, productivity, and innovation for your organization. Learn more about BMC HelixGPT agentic AI [here](#), and [contact BMC](#) if you would like to further discuss how BMC Helix can help improve your service delivery experiences and outcomes.