

ACCELERATING BUSINESS VALUE, FASTER THAN HUMANLY POSSIBLE



We continuously hear from our customers that they face rapidly changing expectations from their consumers and the market. To continue to thrive and innovate, they must have technology that helps them be agile, build resilience, and accelerate business. As we become the new BMC, we aim to unlock human and machine potential to drive business growth, innovation, and sustainable success.

To that end, I want to outline some recent BMC offerings that simplify the complex, improve productivity, offer an amazing employee and customer experience, and lead to agility and resilience. Announced today at our BMC Connect event in Las Vegas, these solutions will empower enterprise leaders to unify and act on data with the power of generative artificial intelligence (GenAI) across an increasingly complex digital landscape—from cloud to mainframe to edge.

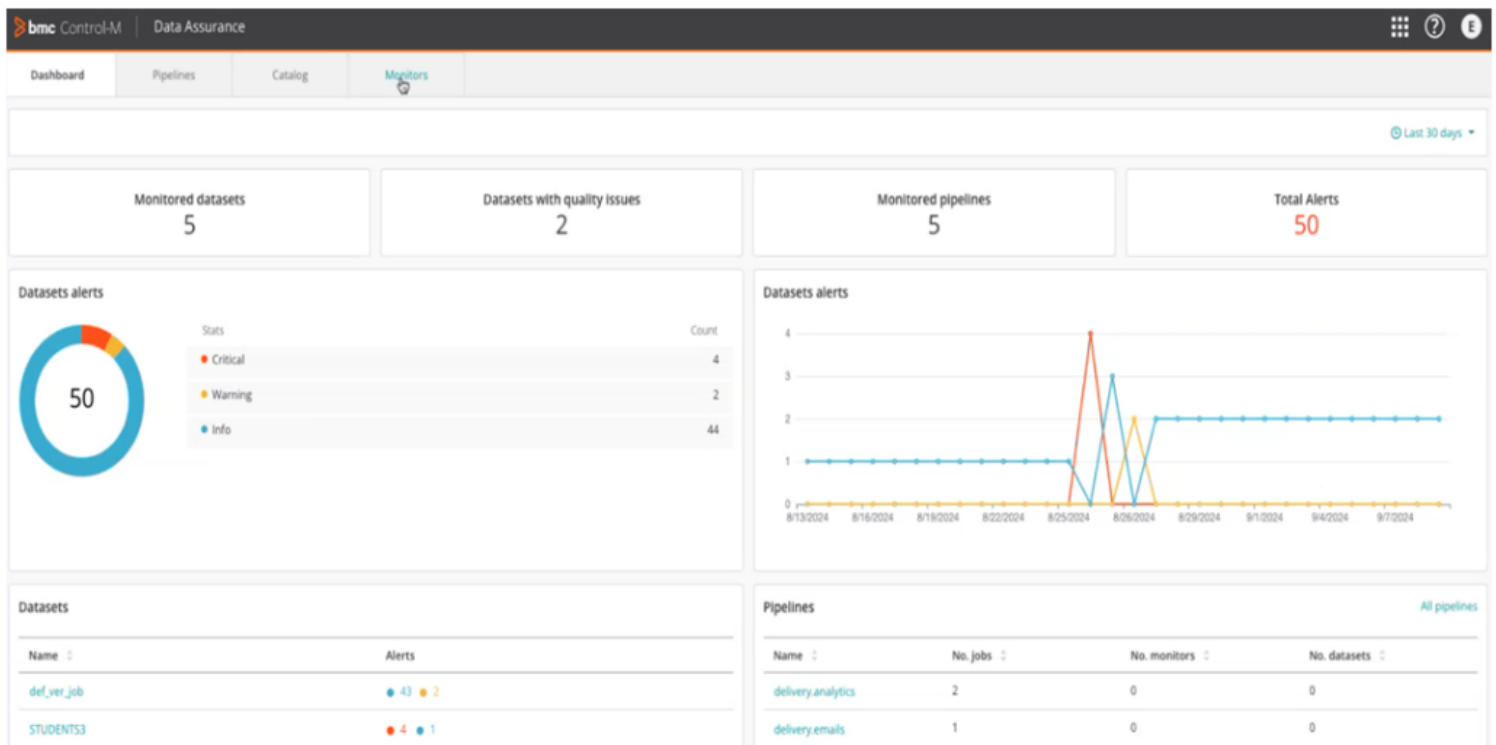
BMC has been delivering secure and trusted solutions for decades. We offer many solutions that incorporate [AI](#) and the latest GenAI functionality to extend and enhance customer capabilities. By building market-leading products our customers can rely on, we give organizations the tools they need to work more efficiently so they can focus on innovation. Our customizable portfolio also allows organizations to create their unique solutions tailored to their needs. This flexibility enables customers to solve their business challenges as they innovate across their technology stack.

Accelerate IT and business effectiveness

Introducing agentic AI: Our [latest release](#) of BMC Helix introduces agentic AI powered by [BMC HelixGPT](#) to transform enterprise IT work. It drives a set of autonomous agents that work proactively alongside human users to improve user experience, insights, and outcomes. It also extends the deployment flexibility of BMC HelixGPT so that service and operations management organizations can use the infrastructure of their choice. As part of the BMC Helix platform, BMC HelixGPT can be deployed via SaaS, on-premises, hybrid cloud, private cloud, and (soon) the Snowflake data cloud.

AIOps: The lack of efficiency and increased vulnerability due to visibility gaps in IT and security operations can leave IT teams constantly playing catch up. Our [latest BMC Helix AIOps solution release](#) addresses these challenges while also improving the overall operator experience with BMC HelixGPT. "AIOps will help us anticipate and address issues before they become problematic. We are excited about the capabilities BMC Helix will bring," said Gisela Riggan, Chief Information Officer at BMC customer Prosperity Bank.

BMC Helix Control-M Data Assurance (Beta): This new service works with Control-M to strengthen customers' data pipelines. With it, users can define dozens of data quality metrics and inspect and evaluate their data in motion at critical checkpoints throughout their workflows. By catching errors before they continue downstream, users can fix quality issues and prevent negative events from impacting customers and the business, thereby building more trust in significant data orchestration results. This is especially important in today's data-driven world, with the ever-increasing volume of data that organizations work with. "Control-M is mission-critical to Domino's data-driven culture. It will play a key role in helping us continue to grow and deliver cutting-edge innovation," said Deepti Soni, Sr. Manager of Data Quality, Data Operations, and MLOps at [Domino's Pizza](#).



BMC Helix Control-M Data Assurance (Beta)

Transform and modernize critical core systems

BMC AMI Assistant: Organizations can unlock the full potential of the mainframe with the GenAI-powered BMC AMI Assistant, which is designed to be seamlessly infused into [BMC AMI solutions](#). Whether explaining complex code or identifying the root cause of system anomalies, the assistant will provide actionable recommendations and automate manual, time-consuming tasks, empowering teams to work smarter and innovate faster. BMC AMI Assistant is pivotal to modernizing and transforming core mainframe systems, ensuring they remain agile and future-ready while preserving the reliability and performance that are critical to business operations. As of October 2024, [BMC AMI Assistant](#) will be available within:

- **BMC AMI DevX Code Insights:** Supercharged with BMC AMI Assistant, the GenAI-driven code explanation service offers developers the ability to demystify complex and unfamiliar code with a single right-click. Developers can confidently maintain and modify mainframe applications, eliminating the fear of change and accelerating time to delivery for impactful solutions. "It was imperative for us to give developers time to innovate and to focus on what it is they need to do. And that is to write code, build, and test that before shipping it," Jakes Oliver, DevOps Engineer at [Nedbank Ltd.](#), explains about BMC AMI DevX.
- **BMC AMI Ops Insight (Beta):** Enhanced by BMC AMI Assistant, BMC AMI Ops Insight, now in Beta, delivers GenAI-powered root cause analysis, providing clear explanations for performance issues and system outages. Operators instantly understand problems and receive actionable recommendations, significantly reducing downtime and ensuring system resilience.

The screenshot displays the BMC AMI DevX Code Insights interface. On the left, a code editor shows a snippet of COBOL code for 'SPECIAL-BUYERS SECTION'. A 'Code Insights Explain' dialog box is open, providing a 'Summary' and 'Detail' of the code's function. The 'Summary' states: 'This code reads special buyer records, performs calculations on garment cost and writes the processed record. If there are errors, it writes an unprocessed record.' The 'Detail' explains the logic: 'The code starts by initializing several variables to specific values using MOVE statements, it then enters a loop that continues until a certain condition is met, indicated by the PERFORM GET-SPECIAL-RECORDS statement. Within this loop, if the garment number of the current record matches the last garment input, the code checks if there were any errors. If so, it performs WRITE-OUTP-RECORD-UNPROCESSED to write an unprocessed record. Otherwise, it computes the total cost and moves the necessary values to the output record fields. The computed values include the garment cost, material cost, and operation cost. If then writes the output record using the PERFORM WRITE-OUTP-RECORD statement. Once the loop is complete, the code exits.'

Below the code editor is a 'Program Summary' table:

Procedure Name	Performs	Program C.	File I/O	SQL State.	Statements	Conditionals	Starting Line	McCabe	Blocks	GOTOs	Perform Ra.	Group Ref.
READ-MASTER-FILE THRU READ-M-F-EXIT	0	0	1	0	5	3	786	4	10	0	No	Yes
PROCESS-INPUT-MASTER-FILE THRU PROCESS-M-F-E..	5	2	0	0	17	7	803	10	18	0	No	Yes
ACCESS-STYLE-MASTER-DB THRU ACCESS-S-M-D-EXIT	1	0	0	0	4	0	840	1	2	0	No	Yes
WRITE-OUTP-RECORD-UNPROCESSED THRU WRITE...	1	0	0	0	16	0	849	1	2	0	No	Yes
WRITE-OUTP-RECORD THRU WRITE-O-R-EXIT	0	0	2	0	6	2	873	3	8	0	No	Yes
WRITE-WARNING-RECORD THRU WRITE-W-R-EXIT	0	0	1	0	3	0	890	1	5	0	No	Yes
PROCESS-STYLE-ONLY THRU PROCESS-S-O-EXIT	12	0	0	0	52	19	902	22	32	6	No	Yes
CALCULATE-ALL-LOTS THRU CALCULATE-A-L-EXIT	2	0	0	0	11	2	965	3	5	0	No	Yes
SPECIAL-BUYERS THRU SPECIAL-B-EXIT	4	0	0	0	18	5	1006	7	9	0	No	Yes
VALIDATE-DATA THRU VALIDATE-D-EXIT	2	1	0	0	15	6	1040	10	16	0	No	Yes
GET-PROC-PATTERN THRU GET-P-P-EXIT	2	0	0	0	4	3	1074	4	6	0	No	Yes
RETRIEVE-NEXT-PRICE THRU RETRIEVE-N-P-EXIT	2	1	0	0	25	14	1085	22	22	0	No	Yes
GET-4HP-RECORDS THRU GET-4-R-EXIT	5	4	0	0	26	11	1143	16	29	0	No	Yes

On the right, a flowchart visualizes the code's execution flow, with a callout box highlighting '1000 SPECIAL-BUYERS'.

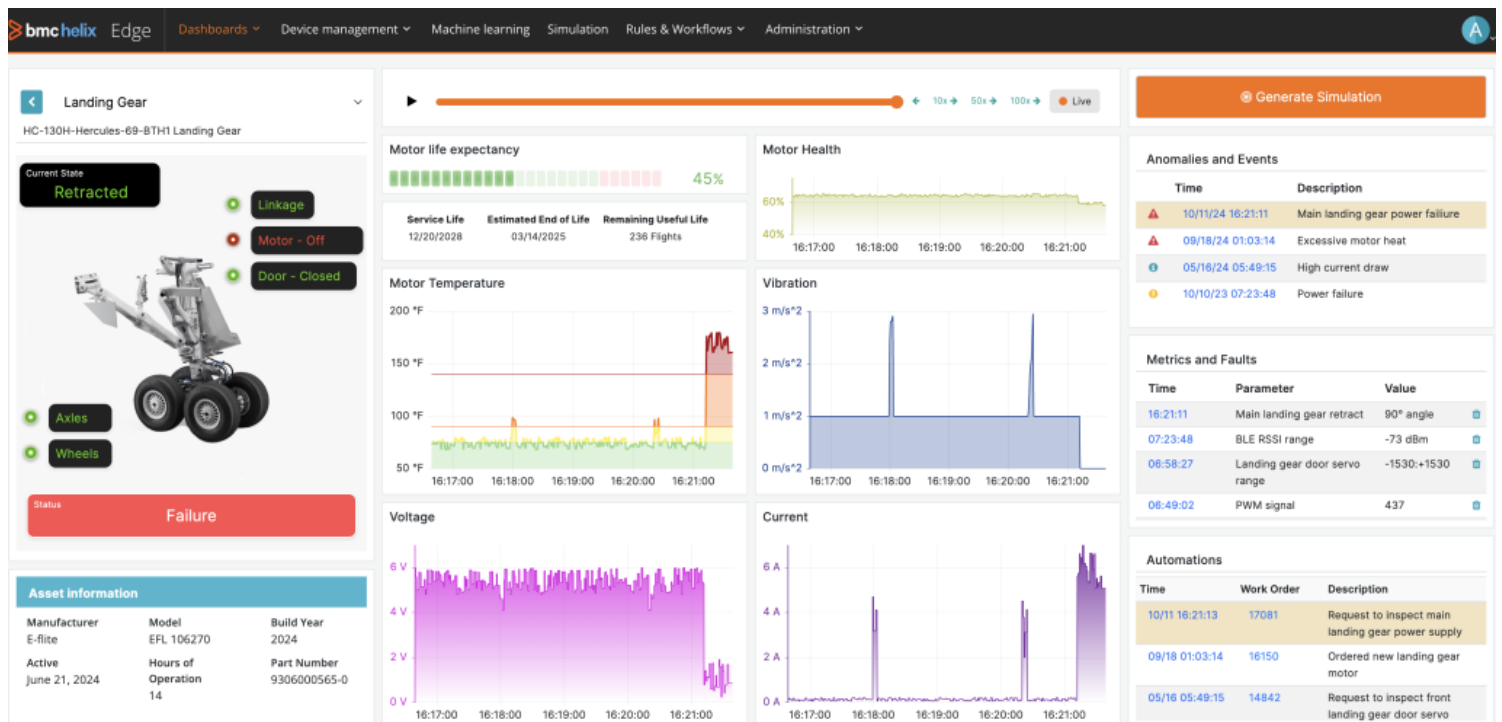
BMC AMI DevX Code Insights

Unlock innovation through orchestration and automation

BMC Helix Control-M Unified View: Our new "hybrid architecture" allows organizations to

seamlessly manage workflows across Control-M self-hosted and [BMC Helix Control-M](#) SaaS with a consolidated, single-pane-of-glass view of all their workflows. With BMC Helix Control-M Unified View, customers can dynamically evolve their application and data pipeline orchestration strategy to fit their desired technology environment and operating model today and into the future. This future readiness is important to BMC and our customers, as emphasized by José Fortemps, Head of Infrastructure and Operations at [AG Insurance](#), "We are confident that Control-M is the best way to go, not only to orchestrate the replatformed applications and data, but also to support other future workloads and activities. Control-M is a great investment for the future."

BMC Helix Edge: BMC's AI-powered solution takes orchestration and automation to the edge. It simplifies complex data collection and analysis anywhere in the network so you can predict and prevent problems before they occur and automates inventory management and lifecycle management of physical devices to free up more time to innovate.



BMC Helix Edge

Creating the best solutions to fit your needs

We are excited about these announcements and the other updates and features we are unveiling at [BMC Connect 2024](#). Additionally, you can keep up to date on the latest research from BMC—a co-sponsored study with [Forbes](#) on the current state of how IT leaders view AIOps, our just-released [19th annual State of the Mainframe survey](#), with 1,000+ respondents from 12 industries, and the second annual [Value of Data survey](#), which explores how organizations can assess and enhance their data maturity to help overcome challenges in using data for competitive advantage.

BMC helps enterprises maximize value from their data, transform operations from reactive to proactive, and deliver amazing customer and employee experiences, all with the [power of AI](#). We are building on decades of innovation to empower organizations across the globe with the technology to excel and to create the best platform for your organization—your own.