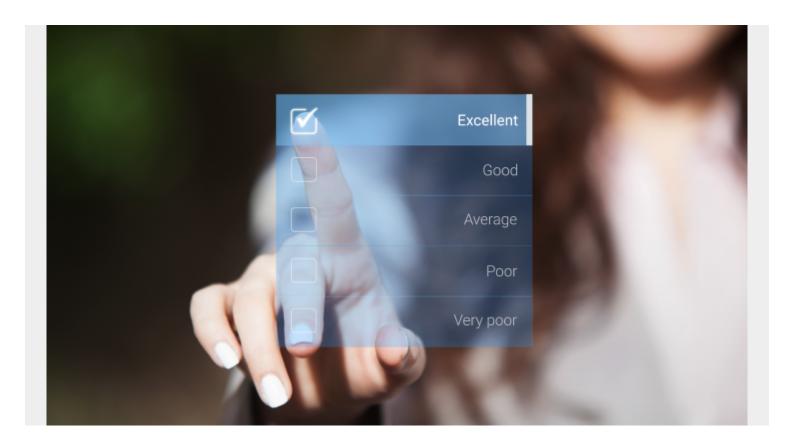# SERVICEOPS IS A STRATEGIC IMPERATIVE FOR MODERN IT ORGANIZATIONS

At BMC Helix, we've long led the charge in applying AI and automation to cut costs, minimize downtime risks, and boost IT productivity and efficiency. It's why we pioneered a new service delivery operating model called ServiceOps, built from the ground up, to unify data and workflows across IT service management (ITSM) and IT operations (ITOps). By combining these two practices—and applying AI to data to identify and resolve issues quickly—ServiceOps enables teams to work together to reduce disruptions and deliver service excellence.

Customer enthusiasm about our approach was clear from the get-go (BBVA is a prime example).

And now, I'm excited to see that Gartner®, with its latest report, *Innovation Insight: Create a Service Operations Capability to Reduce Disruption*, recognizes the need for a ServiceOps capability in IT organizations.

Gartner validates ServiceOps

Specifically, the report advises IT organizations to "create a strategic and proactive service operations capability by aligning roles and responsibilities, and by formally integrating monitoring and core ITSM disciplines (including event, incident, problem and configuration management)."* We believe this recognition confirms that ServiceOps is no longer a conceptual model—it's a strategic imperative for modern IT organizations.

Convergence of ITSM and ITOps

The shift from siloed IT practices to collaborative engagement across teams is accelerating. Frictionless workflows between service and operations management are emerging to help teams proactively detect, diagnose, and resolve events and incidents before outages occur. In fact, according to Gartner, "By 2028, over 50% of I&O organizations will operate a service operations environment, compared with less than 10% in 2025."* We believe BMC Helix is leading this transformation by enabling convergence through our platform.

The organizational transformation powered by AI

ServiceOps is not just a technological shift—it's an organizational transformation. BMC Helix's approach to ServiceOps puts AI at the core of IT evolution. Our fleet of AI agents, powered by BMC HelixGPT, our generative AI (GenAI) toolset built into the BMC Helix platform, work alongside IT teams to curate knowledge, assess risks, identify and remediate problems, and improve productivity. In our opinion, these intelligent AI agents support the Gartner vision of integrated, proactive service operations that enable faster decisions as well as improve outcomes and experiences.

A common concern is the cost of this transformation. Gartner cautions, "return on investment (ROI) may require several months or years, due to the extensive transformative efforts involved."* With BMC Helix's modular, predictable approach, customers can achieve their ServiceOps vision fast, by building on the tool and large language model (LLM) investments they've already made.

The bottom line

The question is no longer whether ServiceOps will transform IT organizations, but how fast and successfully. Our customers are already realizing greater staff efficiency, faster incident resolution, proactive problem management, effective change management, and rapid service innovation.

ServiceOps drives enterprise productivity, from operational efficiency to cost optimization and risk management. The time to act is now. IT leaders must align with this strategic direction to stay ahead. You can read the full report with our complements here.

*Gartner, Innovation Insight: Create a Service Operations Capability to Reduce Disruption, July 30, 2025, Mark Cleary.

GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

Gartner does not endorse any vendor, product or service depicted in its research publications and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's Research & Advisory organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.