

SIMPLIFY COMPLEXITY, FUEL PRODUCTIVITY WITH BMC HELIX ENTERPRISE SERVICE MANAGEMENT



Services are driving economies around the world. Recent global events have put into focus how service creation, delivery, and management can impact every facet of our lives. Enterprises are finding new ways to be more agile and adapt faster to the changing needs of the global services economy. These new ways include supporting a distributed, hybrid workforce, managing supply chains to fulfill demand, assessing risk, and meeting escalating, always-on customer and user expectations. There are three common roadblocks to enterprise service management success:

1. Managing the complexity of multiple lines of business (LoBs) and legacy and digitized infrastructures.
2. Meeting the higher user expectations of employees, customers, developers, and technology partners.
3. Supporting the scale and response requirements necessary to service millions of unique users in real time.

[BMC Helix Enterprise Service Management](#), including [BMC Helix ITSM](#), removes these common service management roadblocks by ensuring that all facets within enterprise LoBs come together to work smoothly, reduce risk, and prevent points of failure.

Everywhere. Every time. For every user.

BMC Helix solutions unlock business value by delivering elevated experiences to employees, customers, developers, and technology partners while achieving operational excellence.

How does BMC Helix Enterprise Service Management do it? We empower enterprises to simplify complexity through intelligent automation and fuel productivity with personalized employee experiences. The solution offers unique value in three ways, as shown below.



Figure 1. Three ways BMC Helix ESM offers unique value.

Let's start with **personalized user experiences**. The users of enterprise services—whether employees, customers, DevOps teams, or technology partners—are the heart of any business. BMC Helix Enterprise Service Management solutions such as BMC Helix Innovation Studio, [BMC Helix Business Workflows](#), [BMC Helix Digital Workplace Advanced](#), and [BMC Helix Digital Workplace Studio](#) drive employee productivity by delivering a unified service catalog that is accessible on any device. Employees can see results sooner through faster self-service tools powered by artificial intelligence (AI)-enabled virtual agents, knowledge management, and real-time information swarming.

Automated workflows simplify complexity through intelligent automation. Manual and inefficient processes within the enterprise can result in frustrated employees, dissatisfied customers, and business disruption. When information can be converted into action without manual intervention, and issues can be quickly and effectively addressed and fixed, you can transform how services are managed and scaled.

BMC Helix Enterprise Service Management takes automation several steps further to foster innovation by:

- Embedding AI, machine learning (ML), and robotic process automation (RPA) for pervasive automation across applications, workflows, LoBs, and DevOps
- Harnessing [BMC HelixGPT](#), generative AI, and large language models (LLMs) to integrate siloed data sources to derive actionable insights for anomalies and automatically resolve repeat cases

- Supporting agile and more traditional waterfall [DevOps practices](#) with embedded change request screens spanning Jira, Azure DevOps, and mainframe tools

Integrated [BMC Helix for ServiceOps](#), the converged platform behind BMC Helix Enterprise Service Management solutions, is a native SaaS solution that enables intelligence, user personalization, and predictive insights with action by orchestrating data, automation, and AI/ML across every touchpoint of the service experience. All BMC Helix solutions, including chatbots and BMC HelixGPT, are pre-integrated within the BMC Helix platform for accelerated deployment.

When you choose BMC as your service management partner, you gain a unified enterprise and IT service management platform and the power to expand across any LoBs, giving your enterprise a true business advantage.

BMC Helix Enterprise Service Management simplifies complexity, integrates any data source or app quickly, streamlines deployments, and delivers service management experiences the way you want. And that's just the beginning. To learn more, please download our complimentary e-book, *Simplify Complexity with BMC Helix Enterprise Service Management*, [here](#).