

# THERE'S NEVER BEEN A BETTER TIME TO MIGRATE TO BMC HELIX ITSM



The timing of change is never easy. The bigger the change, the longer we tend to drag our feet or over-analyze the choices. It's like buying a new car or house when you're outgrowing the current model. Business-critical enterprise IT service management (ITSM) is no different; change is hard, but with the right impetus it can be done.

If you've been considering a change in your ITSM provider, the impetus could be market shifts (like planning for a hybrid work environment) or vendor consolidation (like the pending Cherwell acquisition by Ivanti). That makes now the perfect time to consider upgrading your service management solution.

If you're looking to upgrade from your current ITSM tool to [BMC Helix ITSM](#), we will ensure that the journey is an easy one, with minimal disruptive impact on your daily business. Additionally, we understand that your data is critically important to your business, so our process will make sure it comes with you. Your basic foundation data, as well as the current and historic incident-, problem- and change-related data—and even bespoke data—can be mapped into BMC Helix ITSM.

## Why change?

As the last year has shown, the need to be agile, customer centric, and driven by actionable insights has never been stronger. To be successful, BMC believes organizations need to evolve to an [Autonomous Digital Enterprise \(ADE\)](#) that leverages automation and minimizes manual effort across

the enterprise to better capitalize on human creativity, skills, and intellect and intelligently create new value.

Part of delivering a [Transcendent Customer Experience](#), one of five technology-enabled tenets of an ADE, is ensuring that the employee experience is effortless as well. Basic service ticketing is no longer sufficient to meet the increasingly complex demands of the multi-cloud, multi-channel, multi-device world—especially in times of change. IT must transform both the way services are delivered as well as the human and business components of service management.

## Enter BMC Helix ITSM

Our price-competitive, software-as-a-service (SaaS)-based solution embeds artificial intelligence (AI), machine learning (ML), and advanced automation to improve every layer of service delivery and enhance experiences for customers and employees alike. We engineer BMC Helix ITSM to empower people to do their jobs, now and in the future. When it's done right, this improves experiences for everyone, from service desk agents to end users to customers.

BMC Helix ITSM spans the entire organization—not just IT. This means that end users don't have to comb through 50 different catalogs to get their problems resolved, but can instead consult a single knowledge management catalog to drive resolutions.

And we make it easy for the business, not just IT, to expand the workflow and capabilities by providing an easy-to-use, drag-and-drop workflow creation solution. That means that the business doesn't have to wait for IT to get to their projects—they can do it themselves.

## So much more than service management

The [BMC Helix family](#) can expand as your needs change with a full complement of service and operations management capabilities—and upgrades are included! BMC means enterprise scale that you can trust. BMC Helix has a 99.9 percent SLA and is used worldwide by:

- Over 1,600 companies
- More than 20 million end users
- 200k-plus licensed technicians

And there's more! BMC Helix is FedRAMP certified to provide service to the U.S. government, adheres to all GDPR guidelines, is ISO 27001 certified, and SOC 2 certified by the AICPA.

Don't take our word for it. BMC Helix ITSM is a:

- Leader in the [Gartner® ITSM Magic Quadrant™](#) for the 8<sup>th</sup> year in a row
- 2020 Leader in [Gartner Critical Capabilities for Advanced Maturity I&O](#)

Unlike upgrading to a new car or house, upgrading from Cherwell to BMC Helix won't cost you more while you get more horsepower or square footage for future growth

Interested in making the move to BMC Helix ITSM? [Connect with a specialist today.](#)