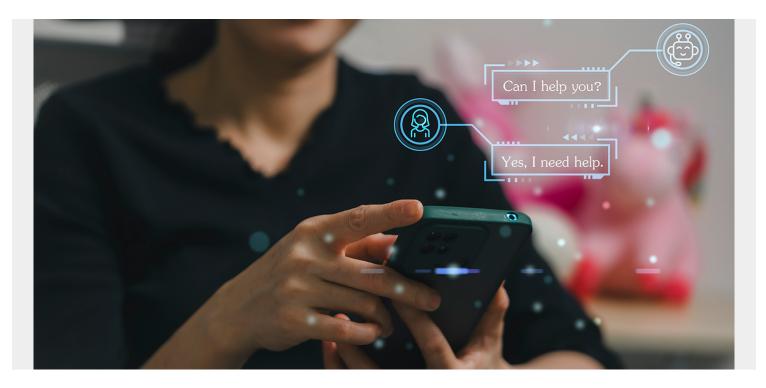# THE TRANSFORMATIONAL POWER OF AGENTIC AI FOR ENTERPRISE IT

CIOs, CTOs, and technology leaders are always looking for ways to improve business results with the use of innovative and transformational technologies, and causal, predictive, and generative artificial intelligence (GenAI) have become commonplace for practical use cases across enterprise IT. Innovative organizations, however, are pushing AI even further, introducing more opportunities for the enterprise to transform IT work through advanced AI solutions.

How agentic AI transforms enterprise IT work

By autonomously working alongside humans and other AI tools, agentic AI aims to completely transform enterprise IT work. Autonomous AI agents are software entities that are capable of performing tasks on their own, rather than only responding to queries from humans. Agentic AI agents analyze current environments, including historical IT and line of business (LOB)-specific issues and resolutions to deliver automated resolutions or give IT and enterprise users recommendations on the best actions to take. These agents can surface key insights in real time and with full context, which is essential for teams working on resolving critical IT incidents.

BMC Helix includes a series of AI agents powered by BMC HelixGPT that act as digital assistants, performing a variety of different functions for internal teams, including:

Enabling the creation of business-specific agents: BMC HelixGPT Agent Builder allows service owners and analysts to quickly build and deploy AI agents using simple prompts. The AI agents can be connected easily to other AI agents, tools, and processes, endowing them with significant autonomy as they work intelligently to meet users' needs.

Improving collaboration: BMC HelixGPT Ops Swarmer is an AI agent that can be deployed directly into Microsoft Teams channels, meetings, and conversations, enabling support and operations experts to query and update data and gain AI-driven insights, entirely within the Teams session.

Building service offerings: The BMC HelixGPT Catalog Curator AI agent gives LOB and IT process owners the ability to use simple conversational instructions to create new catalog offerings for their users.

Documenting incident resolutions immediately: The BMC HelixGPT Service Collaborator AI agent helps support teams by creating summarized resolution descriptions based on ticket data and activity logs. This ensures that high-quality resolutions are captured with each ticket while also saving valuable time for agents.

Democratizing data insights: The BMC HelixGPT Insight Finder is an autonomous AI agent that simplifies data analysis and reporting by allowing users to interact with complex data through natural language. This agent autonomously surfaces timely insights to help employees make better data-driven decisions in a fraction of the time a worker would need to analyze huge data sets.

Enhancing knowledge base usability: The BMC HelixGPT Knowledge Curator AI bot acts like a digital librarian, continuously optimizing knowledge resources by ensuring content is current, unduplicated, and easily accessible. The AI agent reduces the load on service desks and even guides authors with intelligent suggestions to improve research findings and the readability of final outputs.

Improving enterprise-wide productivity: The BMC HelixGPT Employee Navigator agentic AI bot helps employees quickly resolve IT issues, submit HR requests, or retrieve critical information for improving work performance. By intelligently pulling data from multiple sources to provide a single, concise answer, the AI agent drastically improves resolution time and enhances overall productivity.

In addition, enhancements to BMC Helix AIOps solutions integrate service management, observability, and vulnerability data with automated workflows to help IT manage complexity and alert noise, accelerating incident response, managing change risks, and resolving vulnerabilities before they impact the business.

Reducing change failures in complex systems: Managing change risks is crucial to preventing incidents. The BMC HelixGPT AIOps Change Risk Advisor uses agentic AI to predict the risk of changes, providing a change risk score that helps IT teams focus on high-risk changes and fast track low-risk updates. As a result, they improve continuous integration and continuous deployment (CI/CD) velocity and cross-team collaboration, particularly between DevOps and service management teams.

Eliminating exposure to vulnerabilities: Managing vulnerabilities is constant, and BMC HelixGPT Vulnerability Resolver helps IT operations (ITOps), security operations (SecOps), and DevOps teams improve compliance and risk management with automated patching or workarounds, using AI-powered vulnerability best action recommendations (VBARs).

Supporting collaboration with Google Gemini: Google and BMC Helix began a partnership based on the shared vision of transforming enterprise IT with the power of AI. BMC HelixGPT supports Gemini, Google Cloud's set of GenAI models, to power the AI journey of our mutual customers with enhanced flexibility, faster resolutions, and deeper insights, all while delivering cost savings.

Improving IT efficiency while keeping costs under control

BMC Helix, powered by BMC HelixGPT, features an open-architecture deployment that allows customers to retain their enterprise data in place. This open approach enables IT organizations to take advantage of hyperscaler credits available to them.

In addition, BMC HelixGPT offers a bring-your-own-AI approach, empowering enterprises to maintain control over data governance, optimize costs, and bring their AI project to life faster.

To see how BMC Helix can help you transform enterprise IT work with agentic AI, visit here for more information or contact BMC Helix.