UNLOCK DEEP VISIBILITY INTO YOUR IT ENVIRONMENT WITH THE LATEST BMC HELIX ITOM RELEASE

IT operations (ITOps) teams now more than ever need an IT operations management (ITOM) solution that is both highly observable and leverages the power of artificial intelligence for ITOps (AIOps) to drive more actionable insights. When you're dealing with complex, dynamic IT environments, it can be tough to get the visibility you need to make informed decisions.

That's where BMC Helix comes in, and we are delighted to announce our latest 23.4 Fall release for BMC Helix Operations Management. It's packed full of new innovations that deliver unparalleled real-time visibility into your IT environment and the ability to analyze data across all underlying domains and services across the entire IT estate, from mainframe to on-premises to the edge.

BMC Helix Operations Management uses machine learning (ML) algorithms to analyze patterns and anomalies in real-time data, identifying potential issues before they impact end users. This enables IT teams to take proactive measures to prevent incidents and minimize downtime.

In this release, we've also rolled out several enhancements across our ITOM portfolio.

BMC Helix Operations Management

- **Service Blueprints.** New, out of the box for microservices, Kubernetes, cloud, and application program monitoring (APM), Service Blueprints provide users with the ability to define simple templates like microservices on Kubernetes, while improved auto-detection across different

components enhances service modeling.

- **Situation Explainability** powered by causal AI provides a visual representation of root cause and now accepts user-driven Situation feedback, allowing additional Situation information to be added by a user for faster root cause isolation.
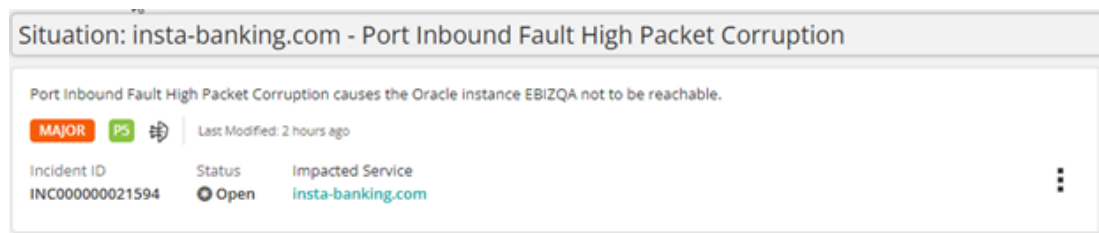

Figure 1. Situation Explainability.

- **Situation Fingerprinting powered by AI, GPT, and natural language processing.** Automatically identify whether a similar situation has previously occurred and eliminate the need to diagnose the same problem again.
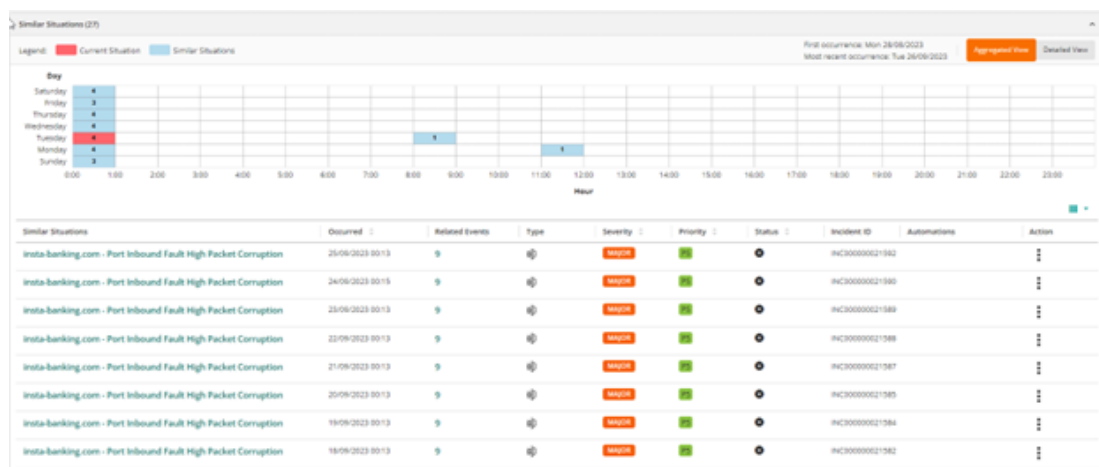

Figure 2. Situation Fingerprinting.

BMC Helix Discovery

BMC Helix Discovery is our SaaS-based, cloud-native discovery and dependency modeling system that provides instant visibility into hardware, software, and service dependencies across multi-cloud, hybrid, and on-premises environments.

In this release, we've added Visual Query Builder, which allows customers to build complex queries using a simple drag-and-drop method for a faster and more intuitive and available experience that removes the need for specialist query scripting skills. BMC Helix Discovery is continually evolving, and we are working towards releasing a deep container discovery capability in a future release that which will enhance visibility into embedded containers for site reliability engineers (SREs) and end users.
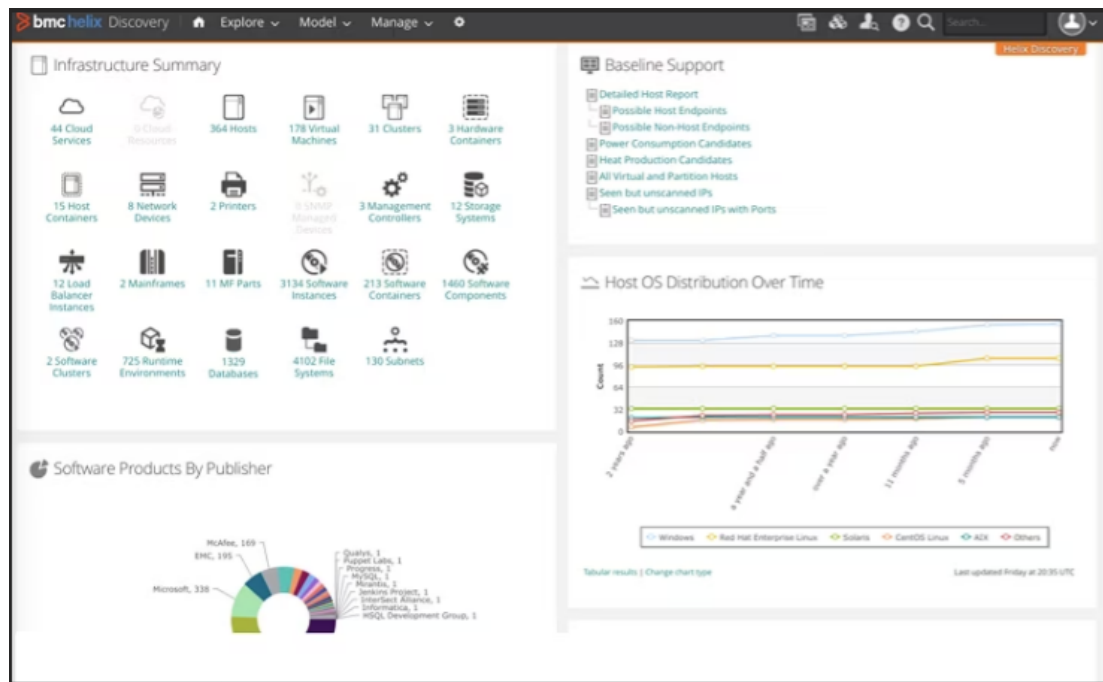
Figure 3. BMC Helix Discovery.

BMC Helix Intelligent Integrations

BMC Helix Intelligent Integrations use REST APIs and Webhook mechanisms to communicate with a data source, providing an easy-to-use, click-and-connect capability to configure an integration and import resource information, topology, and services from third-party data sources for an end-to-end view of your environment. In this release, users will find new enhanced support for Datadog, Microsoft System Center Operations Manager (SCOM), Dynatrace, VMware vRealize Operations, SAP HANA®, and ServiceNow.

The enhanced connectors make it faster and easier for customers to add their third-party monitoring data to BMC Helix Operations Management, delivering more data sources to strengthen the AIOps algorithms' ability to isolate root cause and improve mean time to repair (MTTR).
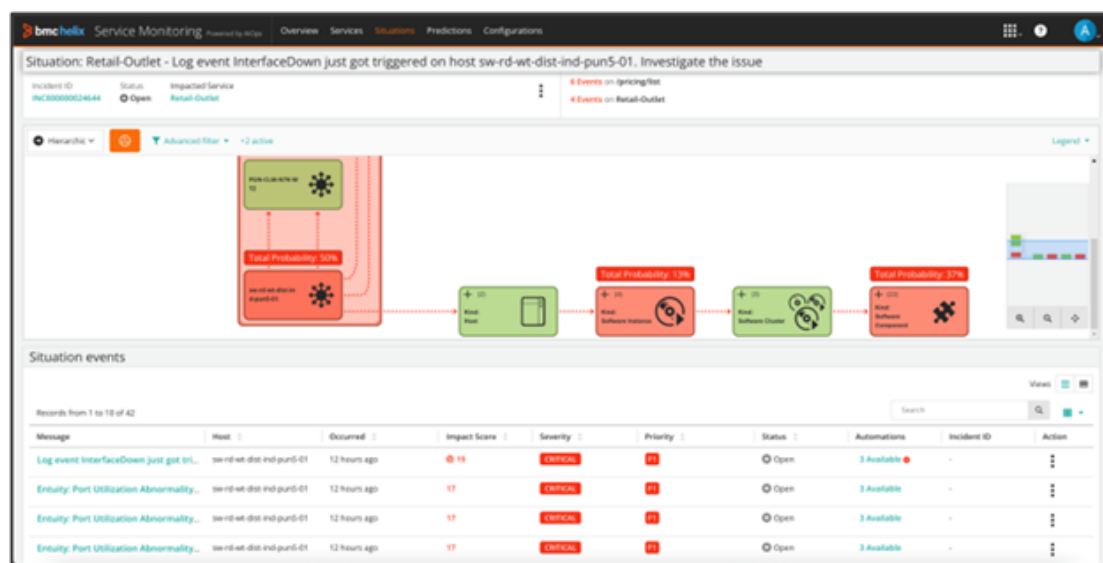

Figure 4. Root cause isolation leveraging BMC Helix Intelligent Integrations.

Our development is highly dependent on the feedback we receive from our customers, partners, and the wider analyst communities. Thank you to all of you who contributed feedback to us. To

continue the discussion, tell us how you're using the new features and workflows and share suggestions to improve the product experience on the [BMC Helix Operations Management community](#) forum.

Additional Resources

- BMC Helix Named a Leader in the [The Forrester Wave™: Process-Centric AI For IT Operations (AIOps), Q2 2023](#)
- [BMC Helix Operation Management Release Notes](#)
- [BMC Helix AIOps Frequently Asked Questions (FAQs)](#)