

# BMC Helix Business Workflows

Easily manage services across functions by defining and automating workflows

## PRODUCT DESCRIPTION

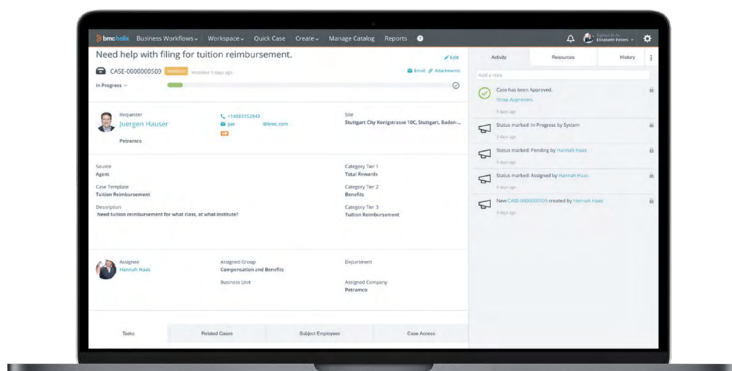
BMC Helix Business Workflows is an intelligent service management solution for Service Delivery Owners in all Lines of Business enabling them to manage, automate, and scale service delivery to drive peak efficiency.

## BUSINESS CHALLENGE

In today’s business environment, the new, competing capital is an engaged workforce and superior customer experience. Companies are investing in learning how to liberate their workforce’s time, talent, and energy to unleash their organization’s productive power. Complicating this is the struggle to create volume and scale in services, standardize and streamlines processes, and achieve service excellence. Common barriers for HR and other business units include inefficient ways to track cases, share knowledge, and automate workflow without using additional visualization resources. Organizations want to realize long-term operational cost savings and create an employee-centric, omni-channel experience that powers continuous improvement.

## BMC SOLUTION

BMC Helix Business Workflows transforms the way businesses interact, manage, innovate, and scale services across the enterprise, through a single platform—empowering employees to create the workflows they need to be self-sufficient and agile. This personalized employee experience fuels and drives engagement and productivity—redefining the relationship between the business and IT and helping to enable Intelligent Service Delivery. The BMC Helix Virtual Agent lets users find and request services using natural, conversational language with a personalized interface to help them work more efficiently.



## KEY FEATURES

Transform the way you manage and scale services:

- **Omni-channel interactions** – Engage with employees on channel of choice to get whatever they need
- **Self-service** – Provides a service catalog to employees via a universal browser or mobile app
- **Comprehensive case management** – Full and extensible capabilities featuring integrated content packages and starter services designed specifically for HR
- **Knowledge management services** – AI-powered BMC Helix Knowledge Management services provide accurate, fast responses with real-time language translation
- **Integration and automation** – Requests and transactions are turned into repeatable, automated processes, automatically applying templates and categorizing cases to eliminate manual work

## KEY BENEFITS

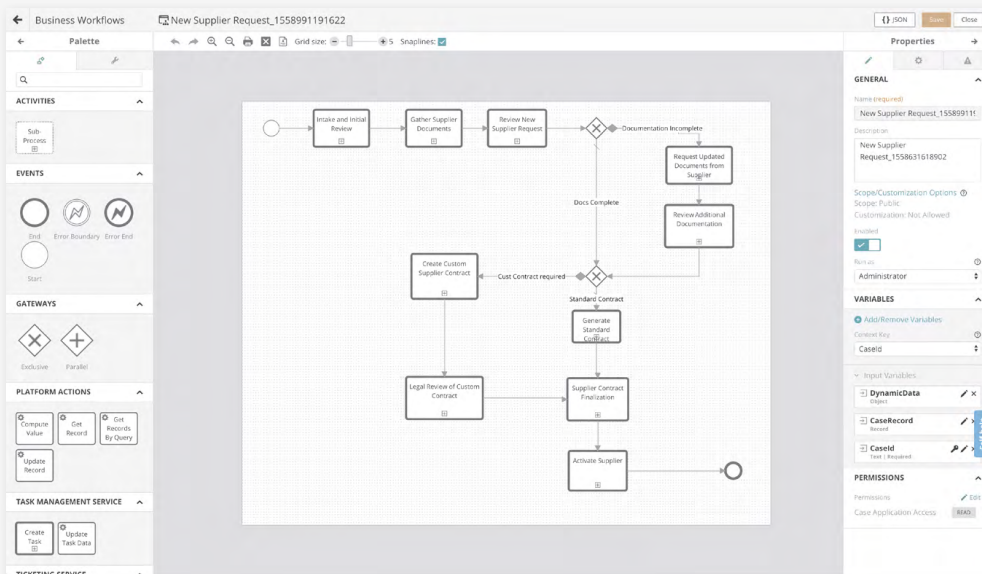
- Establishes audit trail and protects confidential data
- Intuitive user experiences make it easier and quicker to find resources and solutions
- Manages a case throughout its lifecycle, and gives agents and managers the ability to efficiently create, update, and resolve cases
- Creates and maintains a knowledge base that can be referred to when working on a case with integrated knowledge management
- Out-of-the-box reporting and dashboards monitor and measure performance with easily configured service targets
- Agent productivity is improved with features like previewing tasks and dynamic progress bar visualization.

## PRODUCT DETAILS

- **Omni-Channel Engagement:** Employee experience improves when they can choose how to interact with Services to get what they need, whether through BMC Helix Digital Workplace, email, Slack, SMS, MS Teams, WhatsApp, mobile apps, live or virtual agents specialized for Intelligent Service Delivery, enabling them to work from everywhere, at any time.
- **BMC Helix Business Workflows:** Business Workflows-as-a-Service helps extend beyond IT to teams like HR, Facilities, Procurement.
- **Comprehensive Case Management:** Full and extensible capabilities featuring integrated content packages and starter services designed specifically for Lines of Business.
- **Unified Service Catalog:** Eliminate catalog confusion and present customize services to delight employees from multiple business units including IT, HR and Facilities in a single catalog.
- **Advanced Search & Search Optimization:** Better search results drive usage and ROI of Knowledge Management investments.
- **Drag-and-Drop Workflow Creation:** Empower business users with pre-defined workflows that allow them to create and automate workflows without writing code.
- **Formless Requests:** Deliver modern case management with quick case creation through email, recommended templates and knowledge articles.
- **BMC Helix iPaaS:** Powered by Jitterbit and Mulesoft, helps enable a broad set of integrations between BMC products and third-party solutions (such as Workday or other HCM integrations) and sources.
- **Tailorable Application UI:** Create custom views with additional fields without writing code.
- **Web and Mobile Apps for End Users:** Enable employees to access services anytime on web, native iOS, and Android apps.
- **Reporting:** Understand the details of cases, knowledge, and service levels.

## FOR MORE INFORMATION

To learn more about BMC Helix Business Workflows, please visit [bmc.com/it-solutions/business-workflows](https://bmc.com/it-solutions/business-workflows)



 Case Workflow Palette

## About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

**BMC—Run and Reinvent**

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