

# BMC Helix Enterprise Service Management

An ESM platform driven by BMC HelixGPT.

## Product description

As a recognized global leader in the enterprise service management (ESM) space, BMC continues to innovate at a rapid rate to infuse generative artificial intelligence (GenAI) capabilities across its product portfolio and shape the convergence of IT and ESM at an industry level. From an ESM perspective, the BMC Helix platform provides unrivalled connectivity and visibility across the enterprise, enabling business and technology professionals to derive insights from a unified platform for smarter decision-making and agility when responding to business change.

## Business challenge

Organizations are faced with challenges that require collaboration across multiple departments, which can be stifled by organizational silos and complex technology, impacting how effectively they respond to change. In addition, the ever-increasing cyber threat landscape and heightened focus on internal and external regulatory compliance are driving:

- A rapid uptake in point solutions, resulting in increased overhead
- Increasingly complex technology
- Fatigue about ineffective interdepartmental collaboration

## BMC solution

BMC takes a holistic approach to ESM through the BMC Helix platform, which has been designed to streamline enterprise-wide connectivity through its open API architecture. The BMC Helix Integration Platform (BMC Helix IPaaS) has a series of out-of-the-box connectors and templates, simplifying the orchestration of even the most complex workflows. BMC Helix Dashboards provides a highly configurable dashboarding and reporting capability with a series of pre-packaged reports and widgets, enabling the citizen developer to build and generate powerful views, consumable at all business levels. BMC Helix Business Workflows offers a no-code interface to simplify case management of even the most complex business processes and comes packaged with a series of consumable templates built on our 40+ years of experience, which can be seamlessly tailored for specific business use cases.

## KEY BENEFITS

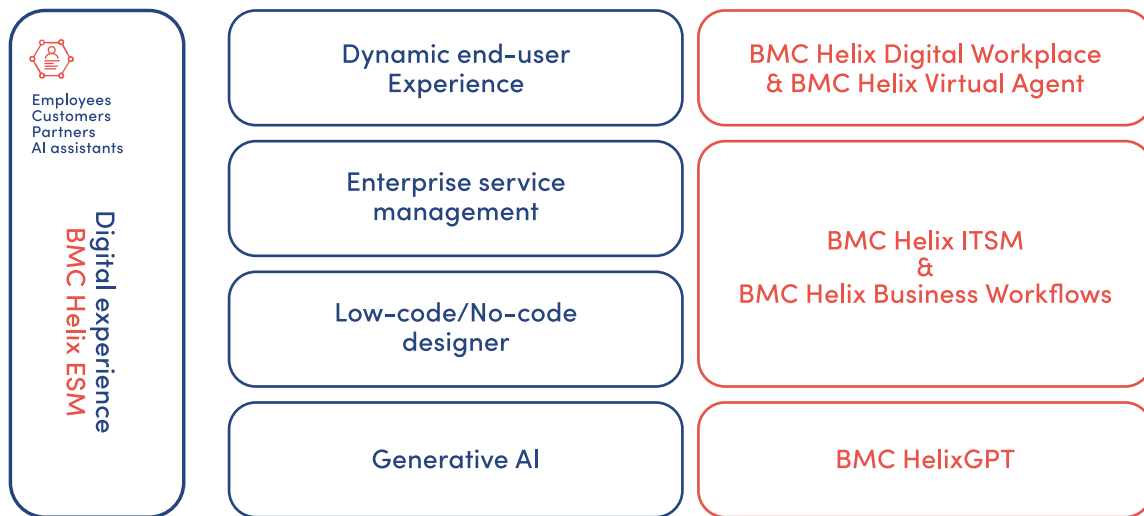
- Deflects more than 30 percent of frontline tickets
- Visually represents discrete data sources, providing powerful views across multiple LOBs
- Simplifies interconnectivity between systems with pre-packaged workflows and templates
- Improves productivity of application teams with self-service workflows
- Provides BMC HelixGPT-driven knowledge management capability
- Delivers out-of-the-box content for key LOBs, including HR, facilities, and security

## Product details

The BMC Helix Enterprise Service Management platform includes:

- **BMC Helix Digital Workplace with BMC HelixGPT**—Self-service catalog that enables users to interact with services through intuitive forms and a GenAI chat capability. In addition, knowledge articles are rendered with natural language summaries, simplifying how they are consumed across the user base
- **BMC Helix Business Workflows**—Case management for lines of business (LOBs), providing a curated workbench for business departments that ensures security for even the most sensitive information.
- **BMC Helix IPaaS**—Facilitating simplified connectivity between systems with a series of out-of-the-box connectors and templates, enabling the citizen developer to develop complex workflows.
- **BMC Helix ITSM**—A market-leading capability since its inception that supports traditional and agile work practices, ensuring environmental integrity.
- **BMC Helix Dashboards**—Visualizations and reports that resonate across all areas of the business, including the ability to personalize a series of prepackaged dashboards and widgets.

## BMC Helix Enterprise Management portfolio view



### FOR MORE INFORMATION

Learn more about BMC Helix Enterprise Service Management [here](#).

## About BMC

BMC empowers 86% of the Forbes Global 50 to accelerate business value faster than humanly possible. Our industry-leading portfolio unlocks human and machine potential to drive business growth, innovation, and sustainable success. BMC does this in a simple and optimized way by connecting people, systems, and data that power the world's largest organizations so they can seize a competitive advantage.

[www.bmc.com](http://www.bmc.com)



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