

BMC Helix Operations Management with AIOps

BMC AIOps leverages the power of generative AI and observability to identify and prevent IT issues before they arise

Product description

BMC Helix Operations Management with AIOps uses predictive capabilities to proactively improve the performance and availability of IT services across multi-cloud, hybrid, and on-premises environments.

Business challenge

Operations teams face many difficult challenges. They are overwhelmed with increasingly large amounts of complex data from multiple sources, and event noise hides problems that need to be solved quickly. Issues go undetected or undiagnosed, and can adversely impact the performance and availability of your infrastructure, applications, and business services. At the same time, organizations need to support DevOps and ServiceOps initiatives, new technologies, lift-and-shift cloud migrations, and cloud-native apps that generate enormous amounts of data.

BMC solution

BMC Helix Operations Management with AIOps uses monitoring, advanced anomaly detection, artificial intelligence and machine learning (AI/ML)-based event management and root cause isolation, open integrations, and intelligent automation to reduce MTTR and maximize service performance and availability.

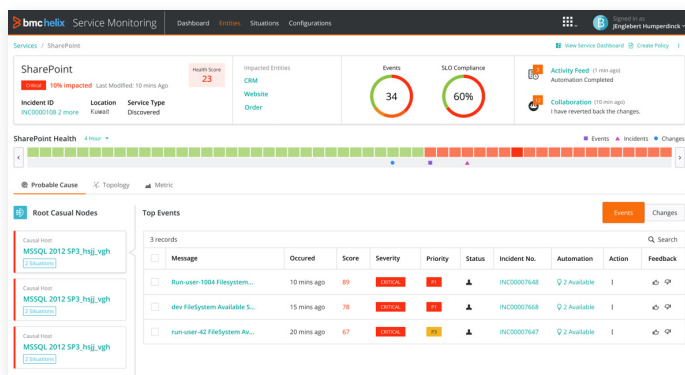
BMC Helix Operations Management is a key component of the BMC Helix Platform, the only end-to-end, AI-driven, SaaS platform that gives organizations the ability to manage the complexity and scale of IT operations while delivering fast time to value, ease of use, integration via open APIs, and reduced operational costs.

KEY FEATURES

- **AIOps, analytics, and ML:** Intelligently ingest, analyze, and manage enormous volumes of operational data
- **AI/ML-based situations and root cause isolation:** Proactive, automated event correlation and determination of root cause across business services
- **Service-centric monitoring:** Monitor business services and visualize status using heat maps and tile views
- **Open Integrations:** Use out-of-the-box adapters to ingest metrics, events, and topologies from third-party solutions
- **Univariate and multivariate anomaly detection:** Trigger events and notifications based on abnormal behavior
- **Intelligent automation:** Identify opportunities for automation to take corrective action
- **BMC Helix Platform:** Works with the common data store and BMC Helix Discovery data for visibility into infrastructure, topologies, relationships, and services, including dynamic service models

KEY BENEFITS

- **Rapid deployment:** Containerized, microservices architecture with SaaS-based deployment enables rapid time to value for complex IT infrastructures
- **Reduced MTTR:** Leading-edge AIOps and ML proactively detect, correlate, and analyze events and determine root cause
- **Increased productivity:** Intelligent automation helps cloud and operations teams quickly take corrective action



AI/ML-based root cause isolation.

Product details – BMC Helix operations management

- Proactive alerts and notifications: Avoid downtime by using predictive capabilities and taking action before a service impact occurs.
- Service-centric monitoring: Monitor infrastructure from end to end, including views of business services.
- Advanced anomaly detection powered by AI/ML: Use multivariate and univariate anomaly detection to trigger events and notifications based on metrics behaving abnormally.
- Event management and correlation: Easily create and deploy customized rules for situation management.
- Automated event noise reduction: Quickly identify operational issues and reduce event noise by up to 90%.
- Probable cause analysis: Use rules to quickly determine the most likely cause of an event.
- Hybrid cloud automation: Integrate monitoring with ITSM for incident creation and change requests.
- Multi-tenancy: Easily configure end-user environments with access to monitoring, analytics, and dashboards.
- Persona-based dashboards: Visualize data with BMC Helix Dashboards through custom and pre-defined display formats.

Product details – Intelligent Automation

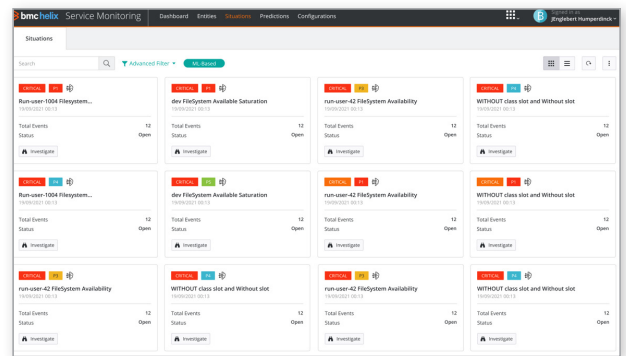
- Policy- and event-driven automation broker: Identify opportunities for automated corrective action.

Product details – BMC Helix AIOps

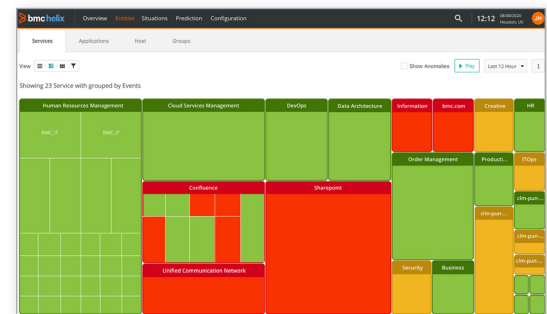
- Simplified configuration of services: Improve service modeling through enhanced auto-detection.
- Tools and insights: Empower IT teams to understand and resolve incidents more effectively and quickly.
- Efficient incident management: Automate the identification of previously encountered situations.
- Visibility and understanding: Simplify query modeling, expedite issue resolution, enable self-service capabilities,

promote collaboration, and ensure adaptability to evolving IT environments.

- End-to-end management: Use AIOps to predict and proactively address issues before service impact across mainframe and distributed systems.
- Open integrations: Use out-of-the-box adapters and REST APIs for policy-driven data collection and ingestion of topologies from third party solutions for improved visibility and business service management.
- AI/ML-based situations and root cause isolation: Use advanced intelligence and machine learning to investigate and correlate events, group them under a situation, and perform root cause isolation.
- Intelligent automation: Leverage policy and event-driven automation brokering to save labor and quickly take corrective action.



Automated AI/ML-based event correlation and situation management.



Service-centric monitoring with visualizations based on heat maps and tiles.

About BMC

BMC works with 86% of the Forbes Global 50 and customers and partners around the world to create their future. With our history of innovation, industry-leading automation, operations, and service management solutions, combined with unmatched flexibility, we help organizations free up time and space to become an Autonomous Digital Enterprise that conquers the opportunities ahead.

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