BMC Helix Remedyforce

Enhance your service management with BMC Helix Remedyforce asset lifecycle, BMC Helix Discovery, and BMC Helix Client Management

**PRODUCT DESCRIPTION**

BMC Helix Remedyforce is a comprehensive IT Service Management (ITSM) solution built on the Salesforce App Cloud. It simplifies service and asset management with a broad set of capabilities for asset lifecycle management, agentless discovery, and client management.

**BUSINESS CHALLENGE**

The identification and management of devices are essential to establishing and maintaining a successful service management program. By deploying asset and client management, IT departments can improve service and support levels, reduce the risks of shadow IT and ensure they remain relevant to the enterprise.

**BMC SOLUTION**

With BMC Helix Remedyforce, you can perform comprehensive service management together with asset and client management enabling remote control, software delivery, and ticket automation all in one unified solution. BMC Helix Remedyforce empowers IT to effectively and efficiently support their organization by tracking the lifecycle and availability of assets to optimize investments, mitigate risks and improve service levels.

**KEY FEATURES**

- **Automated agentless discovery** to quickly identify and track devices
- **Lifecycle management** to track availability and optimize investments
- **Remote management** to remotely solve device issues
- **Data source prioritization** to collect data from multiple data sources and identify the golden record
- **Data normalization rules** to drive data consistency for better reporting and analysis
- **Out-of-the-box dashboard and reports** for quick value and analysis
- **Data center and multi-cloud discovery** with integration to BMC Discovery to understand the intricacies and dependencies of your data center

**KEY BENEFITS**

- Increase visibility, control, and accountability to proactively manage the environment
- Optimize investments by reusing assets and reducing unnecessary purchases
- Reduce risk associated with unauthorized devices and non-compliance with improved transparency
- Shrink support time and improve service and support levels with automated discovery and management
About BMC
BMC delivers software, services, and expertise to help more than 10,000 customers, including 92% of the Forbes Global 100, meet escalating digital demands and maximize IT innovation. From mainframe to mobile to multi-cloud and beyond, our solutions empower enterprises of every size and industry to run and reinvent their businesses with efficiency, security, and momentum for the future.

BMC – Run and Reinvent

BMC HELIX REMEDYFORCE LICENSING

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*Agentless Discovery is included in the base BMC Helix Remedyforce license at no additional cost.

FOR MORE INFORMATION
To learn more about BMC Helix Remedyforce Asset Management, visit bmc.com/remedyforce

Asset Discovery
- **Agentless Discovery** – Scan, identify and manage devices on the network to view hardware configurations and software installations
- **In-depth Data Center Discovery** – Discover detailed components (e.g., clusters, databases, software), cloud instances and their relationships within your data center with integration to BMC Discovery for Multi-Cloud (formerly ADDM)

Client Management
- **Premium** – Includes Remote, Policy, Device, Compliance and Power Management; Security Content Automation Protocol (SCAP) v1.2 validated product
- **Premium Plus** – Includes everything in Premium with the addition of OS and Application Deployment and Patch Management

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