BMC Helix Monitor

Predict and proactively address operational issues to optimize performance across complex IT environments

**PRODUCT DESCRIPTION**

BMC Helix Monitor is part of BMC Helix, the end-to-end service and operations SaaS platform with built-in pervasive intelligence which unites Discovery, Monitoring, Service Management, Optimization and Remediation.

**BUSINESS CHALLENGE**

The importance of optimizing performance and availability of the IT environment has never been greater. New digital business initiatives require consumer-grade experience for end users and 100% uptime is now table stakes. IT Operations teams face a difficult balancing act. They need to monitor, manage and optimize the end-to-end performance and availability of infrastructure and applications across increasingly complex and hybrid IT environments that generate huge volumes of operational data. At the same time, they need to support the agility, speed and scalability required by DevOps initiatives, new technologies and cloud-native applications that are being deployed to support digital transformation.

**BMC SOLUTION**

BMC Helix Operations Management (part of the BMC Helix Monitor product family) is a SaaS solution that combines broad capabilities across monitoring and event management with a cloud native containerized microservices architecture that enables fast deployment and upgrades, elastic scalability, enterprise grade high-availability and performance along with the reduced infrastructure costs that come with a SaaS deployment model. The solution features a modern user experience and automated workflows to streamline monitoring and event management processes and enables large scale ingestion of events and metrics for AIOps use cases.

**KEY FEATURES**

- Choice of SaaS deployment in the BMC Cloud or public clouds
- Containerized, microservices architecture with open APIs
- High performance Cassandra and Elasticsearch data and event store
- Modern monitoring UI, customizable dashboards and automated event workflows
- Broad monitoring and event management capabilities with integrated ITSM and ITOM use cases

**KEY BENEFITS**

- Fast deployment and time to value, non-disruptive upgrades and reduced infrastructure costs
- Elastic scalability and high availability to handle complex, dynamic workloads optimally
- Ingest huge volumes of metrics and events for large scale operational data analytics
- Proactively detect, analyze, and act on events impacting the business to reduce MTTR
- Speed and streamline the operations administration user experience

Graphically visualize the performance of a device or monitoring instance and drill into details with a few clicks.
PRODUCT DETAILS

- **Modern SaaS architecture** - cloud native containerized microservices architecture with elastic scalability and high availability that can be deployed in a SaaS model on the BMC Cloud or public clouds
- **Broad ITOM capabilities** - monitoring and event management of infrastructure across on-prem, multi-cloud environments, container and microservices technologies
- **ITOM data lake** - a Cassandra and Elasticsearch backend creates a high performance ITOM data lake for large scale operational data analytics. Data and events can be ingested from many different technologies through open RestAPIs or out-of-the-box integrations for key technology vendors
- **Proactive Service Resolution** - creates incidents from events and efficiently routes tickets with the associated related causal configuration item to speed identification of root cause and reduce MTTR

- **Alarm generation workflows** - guided creation of new alarm generation policies significantly streamlines the administration tasks associated with establishing and maintaining thresholds
- **Tagging and Event analytics** - tagging enables all internal and external events and metrics related to a device or monitoring instance to be consolidated in a single view to provide deep visibility of the status of all related infrastructure. Events can be clustered and analyzed by tagging groups to speed mean-time-to-repair (MTTR)
- **Custom dashboards and streamlined User Experience** - graphical visualization and drill down shows performance of all metrics related to an infrastructure. Configuration of monitoring, event management and alarm generation follows a policy-based approach that allows for a one-to-many deployment model to streamline and simplify administration of the solution

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**

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