

# Service Awareness with BMC Helix Discovery

Improve visibility across your data center and the multi-cloud for reduced costs, lower risk, and dramatically better service

## THE DIGITAL MANDATE

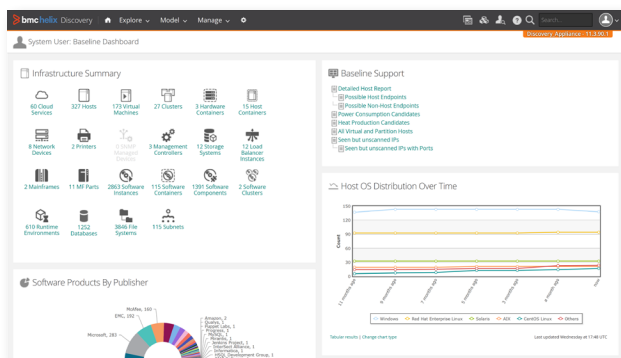
As organizations make the shift to strategic digital service management, they face a variety of requirements: gaining holistic visibility across not just the data center but all their multi-cloud assets, improving the quality and efficiency of business service delivery, managing end-of-life for software and hardware, and more. You need to know what you have so you can build upon it. In fact, 57% of IT managers plan to optimize current assets by removing redundancies, and 82% find it a requirement to understand infrastructure to manage security risks.<sup>1</sup>

## CHALLENGES

Realizing these objectives is easier said than done. **Asset and inventory data is notoriously poor and incomplete.** Information and technology are held in silos and are not consistently shared, which translates to limited visibility between assets and the services they support. Multi-cloud environments are increasingly complex. And as software and licensing models become more varied, it's easy to succumb to software sprawl, shadow IT, and audit unpreparedness.

## BMC SOLUTION

Helix Discovery supports your business goals around service quality, cost reduction, and risk reduction with a focus on service awareness. **A service awareness approach enables you to achieve significant business value by making data center operations more efficient and effective, even across the largest and most complex multi-cloud environments.** With Helix Discovery, you will gain much-needed visibility into IT infrastructure and operations, and better align digital service management with business demand.



## FEATURES

- **Automated, agentless discovery** of infrastructure, applications, and dependencies
- **Native integration with CMDB** and detailed data provenance underpinned by a scalable and secure architecture
- **Start-anywhere application modeling** and **robust business service modeling**
- **Highly configurable data reconciliation engine** allows processing of data from multiple sources, including streamlined end-of-life data
- **Broadest set of out-of-the-box patterns** that provide instant mapping of compute, storage, network, software, and multi-cloud environments

## BENEFITS

- **Reduce costs.** Lower expenses across the organization, improve resource utilization, and free up budget for more strategic initiatives.
  - **Boost agility.** Gain visibility for faster and more informed business decisions.
  - **Manage risk.** Remove unsupported software, become audit-ready, and remain confident that you will pass audits.
  - **Improve service quality.** Automate processes for dramatically better quality and consistency of service.
  - **Achieve ROI in just 8 months.** Benefit from an average 8-month payback period with 470% ROI over five years.<sup>2</sup>
- ◀ Helix Discovery offers a dynamic, holistic view of all infrastructure assets and dependencies.

## HOW IT WORKS

Helix Discovery delivers service awareness through automated discovery of assets and automated mapping of dependencies and relationships between infrastructure and business services. It creates a foundation on which to implement rapid user creation of business services and allows IT teams to streamline their efforts by embedding this information into digital service management and IT operations management tools to further drive automation.

Helix Discovery facilitates service awareness at your organization through a set of capabilities optimized for business value. These include:

- **Automated discovery.** Automatically discover infrastructure, multi-cloud, hardware, software, and dependencies using agentless methods and pre-defined application patterns.
- **Application modeling.** Map discovered components into business application models from any point of the application via an intuitive graphical interface.
- **Data reconciliation.** Reconcile multiple sources of discovered data into a CMDB to provide a central location for service models and the most accurate, complete picture of the ecosystem.
- **End-of-life/asset management.** Automatically identify infrastructure and application components approaching end of life and easily allow structured upgrades or replacements.

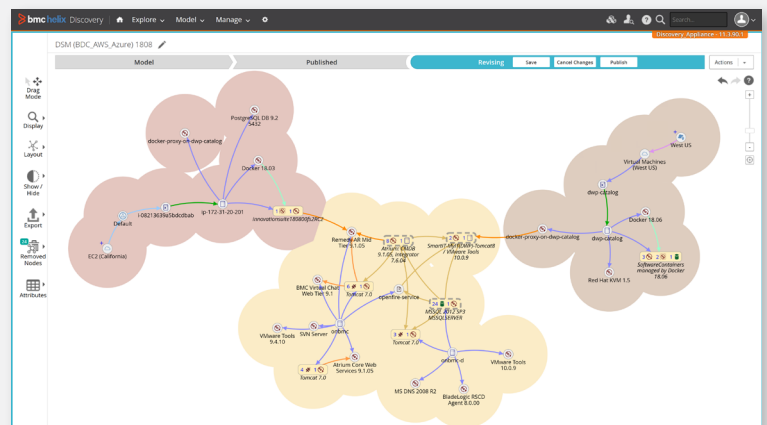
Helix Discovery also enables:

- **Proactive compliance.** Automate software license compliance efforts at the time of request to reduce deploying software without an available license.
- **License optimization.** Understand software product use rights, license costs, and usage to appropriately budget for and reduce spending on software purchases and renewals.
- **License reconciliation.** Reconcile licenses purchased via software installed to calculate an accurate license position and avoid or defend against software audits.
- **Governance.** Leverage policies and controls for managing software assets.
- **Application recognition and product catalog alignment.** Understand what you have installed in a standardized format.

## FOR MORE INFORMATION

To learn more about service awareness with Helix Discovery, please visit [bmc.com/discovery](https://bmc.com/discovery).

- Helix Discovery scales across the largest and most complex multi-cloud environments, including AWS and Azure, offering unparalleled visibility.



- 1 Forrester, Productivity losses challenge the value, agility, and cost of IT, Feb 2016.
- 2 IDC, The Business Value of BMC Discovery Software, February 2016.

### About BMC

BMC helps customers run and reinvent their businesses with open, scalable, and modular solutions to complex IT problems. Bringing both unmatched experience in optimization and limitless passion for innovation to technologies from mainframe to mobile to cloud and beyond, BMC helps more than 10,000 customers worldwide reinvent, grow, and build for the future success of their enterprises.

**BMC – The Multi-Cloud Management Company**

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