Proactive Service Resolution

Proactively discover, monitor, service, and remediate issues as they occur

SOLUTION DESCRIPTION
BMC Helix provides industry leading ITSM and ITOM and delivers Proactive Service Resolution providing the ability to discover, monitor, service, and remediate issues as they occur. Customers can address their most critical issues in IT infrastructure, service and operations management: improving performance and availability to provide better service, while reducing IT costs by reducing MTTR and providing automated remediation.

BUSINESS CHALLENGE
Most IT processes and technologies respond to and resolve events in a technology silo, without correlating and contextualizing information from the service and operations management disciplines. This fragmented approach to event resolution makes it impossible for I&O teams to understand the role of I&O in the context of a business service. As a result, most IT organizations struggle to resolve events without understanding the impact on the business, ultimately wasting valuable time and resources on event resolution. Without the ability to introduce automation to remediate common events, I&O teams are working harder and without efficiency.

BMC HELIX SOLUTION
With Proactive Service Resolution, BMC Helix provides a service awareness approach to enable you to achieve significant business value by making I&O more efficient and effective, even across the most complex environments. You will gain the flexibility to map events to incidents, provide service awareness, and prioritize events and auto-remediate – all while delivering IT service and operations management excellence.

KEY FEATURES
- BMC Helix Discovery: Discover and provide visibility into all assets across environments.
- BMC Helix ITSM: Predictive IT service management for your modern enterprise.
- BMC Helix CMDB: Provides best-of-breed data repository.
- BMC Helix Platform: Provides microservice architecture and integrations through REST APIs.
- BMC Helix Remediate: Automates security and compliance across environments.
- BMC Helix Monitor: Delivers end-to-end performance monitoring and event management.

KEY BENEFITS
- Service Quality: Significantly reduce MTTR as a result of higher efficiency
- Lower Cost: Dramatically reduce number of people involved in the resolution and eliminate redundant work.
- Reduced Risk: Service aware operations management with business needs prioritized
SOLUTION DETAILS

Event-based Service Resolution

This traditional use case allows IT to create an incident from any event. Quick, out-of-the-box integration provides enhanced visibility and ticket routing capabilities to improve productivity and reduce MTTR.

Infrastructure-based Service Resolution

This use case takes the causal CI (configuration item) known from the event and creates an incident with the related causal CI. It reduces the efforts of identifying root causes and provides greater granularity to identify the appropriate resolver based on CI information.

Impact Model-based Service Resolution (Coming Soon!)

This use case leverages the output of probable cause analysis of services affected and the causal CI to create an impact model-based incident. This incident is aware of the services impacted as well as an understanding of the event which caused the interruption. This provides visibility to the business when services are interrupted and faster routing to resolve the issue. It also allows for better prioritization for the organization to allocate resources to resolve.

Triage and Remediation (Coming Soon!)

This use case allows for actions to be performed while adhering to service management best practices. As events occur, orchestration actions can be performed to quickly remediate the event. While remediation is underway, the appropriate incidents and/or changes are initiated. Actions that require change approvals are intelligent to wait for approval before performing the action.

FOR MORE INFORMATION

To learn more about BMC Helix Proactive Service Management, please visit bmc.com/it-solutions/proactive-service-resolution.html

Events logged and prioritized

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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