BMC Helix Migrate
Go from operating your service desk to innovating in the cloud

BUSINESS CHALLENGE
Enterprise companies are migrating workloads to the cloud in order to spend less time on upgrades and achieve the flexibility to add compute power on demand. Companies often expect easy and successful migration, but making the move is about shifting more than just where applications reside—it’s an advancement for your operations approach. Achieving the cost reductions as well as leveraging innovative technologies like artificial intelligence (AI), machine learning (ML), chatbots, virtual agents, and the Internet of Things (IoT), often prove elusive without the right assistance to ensure successful transition to cloud-native operations.

BMC APPROACH
At BMC, we know moving your service desk to the cloud opens up tremendous opportunity with BMC Helix. And with BMC Helix Migrate, your segue from BMC Remedy to BMC Helix ITSM gets you to cloud-native operations—cost effectively and quickly. BMC Customer Success helps you get operational with your existing capabilities as well as gives you options to introduce innovative products at your own pace.

BMC Helix Migrate consists of the following phases to get your service desk to the cloud:

- **Data Shift:** Migration of existing foundation, transactional, and application data as well as all integrations and customizations
- **Rationalization:** Rationalize customizations and integrations to determine which ones are cloud-friendly and which ones require adjustment
- **Innovation:** Add new BMC Helix products and build new capabilities based on your objectives and business demands

Based on whether you have a SQL or Oracle database and your current version of BMC Remedy, we apply our proven methods for moving your foundation, transactional, and application data. Next, we execute the shift of your data as well as your integrations and customizations. During that process, integrations and customizations that aren’t cloud-friendly will be identified and evaluated.

The result? A quick and effective path to BMC Helix ITSM that lays the foundation for you to adopt new capabilities that support your organization’s business objectives or major initiatives. Using an iterative, agile approach, BMC Customer Success can enable new capabilities like Cognitive Service Management, Intelligent Automation, and Multi-Cloud Service Management. You’ll no longer be merely operating, but innovating with BMC Helix.
OFFERING DETAILS

Our BMC Helix Migrate offerings will move your current BMC Remedy on-premises solution to BMC Helix ITSM, with the option to add related, new products based on your business needs:

- **BMC Helix Migrate Foundation**: BMC Remedy to BMC Helix ITSM migration with cloud-friendly integrations and customizations only
- **BMC Recommended**
  - **BMC Helix Migrate Advanced**: Same product migration as Foundation and BMCs recommended add-ons of Chatbot, BMC Helix Digital Workplace Advanced and BMC Helix Multi-Cloud Service Management to accelerate innovation
- **BMC Helix Migrate Select**: Same product migration as Foundation and you select from our Select options such as:
  - **Onboard New Capabilities**:
    - BMC Helix Chatbot
    - BMC Helix Digital Workplace Advanced
    - BMC Helix Multi-Cloud Service Management
    - BMC Helix Business Workflows
  - **Migration Extras**:
    - Midtier to Smart IT
    - Analytics to Smart Reporting
    - Customizations Rebuild
    - Integrations Rebuild
    and MORE

CUSTOMER PERSPECTIVES

**SOUTH EAST ASIAN OIL & GAS COMPANY**: The company had customized its legacy service desk substantially which over time began to significantly diminish its performance. Based on their desire to achieve a modern experience and deliver high performance, the oil & gas company selected BMC Helix with BMC Helix Migrate to accomplish the transition of their advanced complexity service desk. BMC Customer Success partnered with the company to deliver the updated service desk with BMC Helix Digital Workplace that will serve employees globally. By utilizing best practice and out of the box capability, unnecessary customizations were removed which increased system stability. Even further, the migration was completed in four months and subsequent deployment times for new capability decreased.