BMC Helix Intelligent Automation

Utilize AI-powered automation brokering and machine learning to improve automation efficiency

PRODUCT DESCRIPTION

Intelligent Automation is a policy and event driven automation broker that enables administrators to quickly identify automation opportunities and define policies that trigger corrective action using the technology of their choice.

BUSINESS CHALLENGE

In IT operations management, the ability to predict, identify, and automate the remediation of problems before they degrade service performance or customer experience is critical. However, many organizations still rely on their IT staff to analyze issues, unravel events, and manually respond without the benefits of proactive intelligence, machine learning, and automation. As a result, the process is costly, labor intensive, error-prone, and inefficient.

BMC SOLUTION

BMC Helix Intelligent Automation is a policy and event-driven automation broker that enables operations teams to quickly take corrective action using AI-driven automation technology. The solution is driven by artificial intelligence and machine learning (ML) algorithms, policies, and insights that continuously detect the state of the infrastructure, which then makes recommendations or takes automated actions. It also uses ML to understand how successful an automated action has performed to determine when it should be utilized in the future.

BMC Helix Intelligent Automation works with BMC Helix Operations Management for AIOps (BHOM) and BMC Helix Continuous Optimization (BHCO), and supports proactive, automated corrective action for issues identified by these solutions. BHOM and BHCO identify the problem while BMC Helix Intelligent Automation helps remediate it. BMC Helix Intelligent Automation also works with BMC TrueSight Orchestration to execute automated corrective action for key use cases.

KEY FEATURES

- **Automation Brokering:** Leverages multiple automation tools and workflows to make intelligent recommendations for responding to events or incidents using both BMC and non-BMC solutions
- **Policy-based Corrective Action:** Supports use of existing remediations and the development of new, customized, automation workflows using BMC Helix Innovation Studio with the ability to edit and save policies and workflows
- **Event Context:** Adds service-centric information from BMC Helix Operations Management with AIOps to help set optimal remediation priorities
- **Automated Resource Management:** Utilizes intelligence and predictive analysis from BMC Helix Continuous Optimization to automate IT resource management in multi-cloud environments
- **Tracking and Predictive Analysis:** Uses AI/ML to learn from the past performance of remediations to continually improve future recommendations
- **Comprehensive Reporting:** Generates value-based reports and dashboards to communicate status and cost savings to key stakeholders across ITOM and ITSM environments

Request or create new automations
HOW IT WORKS

Intelligent brokering: Utilize AI and machine learning to recommend optimal BMC or non-BMC automation tools and workflows.

Automatically create policies: Capture events from BMC Helix Operations Management with AIOps or utilize event JSONs to create policies to remediate events.

Policy-based automation: Utilize the BMC Helix Operations Management with AIOps console to view available automation policies for open events. Use the Create Policy Wizard to add context, define, and implement new policies.

Intelligent, context-based automation: Utilize AI and ML-based learning to track the success of previous automations to improve recommendations for future remediations.

Extensive access to automations: View, manage, and execute automations from BMC Helix Operations Management with AIOps and BMC Helix Continuous Optimization consoles.

Persona-based Dashboards: Use the out-of-the-box BMC Helix Intelligent Automation Value Dashboard to view automation policies and automation policy runs. View statistics, including time and cost savings.

Connect to automation technology: Connect to cloud automation tools and applications by using built-in cloud actions. Access on-premises automation tools and applications via plug-ins. BMC Helix Intelligent Automation offers connections to Ansible Tower, AWS, Jira, Kubernetes, and BMC TrueSight Orchestration.

KEY BENEFITS

• Leverage existing investments: Organizations can use existing automation technologies including Ansible and BMC TrueSight Orchestration.

• Improves availability and service performance: Combines policy-driven responses with AI/ML to quickly resolve issues, reduce mean-time-to-repair (MTTR), and avoid service and performance impacts.

• Lowers costs and increases efficiency: Automation reduces costs, increases speed, boosts efficiency, improves productivity, reduces rollbacks, and allows skilled labor to be shifted to more strategic tasks.

FOR MORE INFORMATION

To learn more about BMC Helix Intelligent Automation, please visit bmc.com/operations-management

About BMC
From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent