

BMC Helix Multi-Cloud Service Management

Seamless service experience across multi-cloud environments

PRODUCT DESCRIPTION

BMC Helix Multi-Cloud Service Management is a flexible, configurable cloud-based service that empowers organizations to resolve issues and manage their portfolio of on-premises, cloud, and hybrid IT services.

BUSINESS CHALLENGE

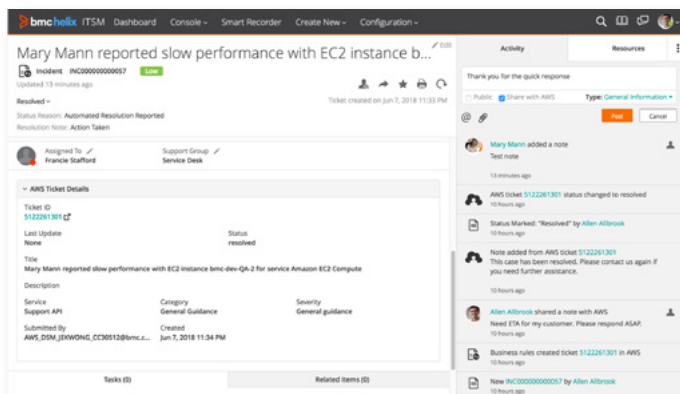
Digitally transformed enterprises utilize hundreds of cloud services from multiple cloud vendors across their organizations. IT organizations face the daunting tasks of not only cost-effectively managing these services but also efficiently resolving support and service issues. Current methods for incident resolution require manual management of incident issuing and tracking between the service desk to the third-party service and/or provider.

IT must be able to:

- Collaborate effectively with service vendors to troubleshoot/resolve issues
- Tightly integrate incident, change and problem management with leading agile development solutions.
- Audit service performance capabilities to measure service integrity

BMC SOLUTION

BMC Helix Multi-Cloud Service Management enables multi-provider brokering to efficiently manage and resolve issues. Augmenting the capabilities of BMC Helix ITSM, BMC Helix Multi-Cloud Service Management helps organizations solve specific challenges of managing cloud services through an integrated and shared service desk.



KEY FEATURES

BMC Helix Multi-Cloud Service Management enables multi-service and provider brokering to efficiently manage and resolve issues.

- **Native SaaS** – Architected and designed to leverage the flexibility and capabilities of the cloud
- **Fast time-to-value** – Out-of-the-box flows with leading vendors for easy deployment
- **UI-driven configurability** – No-code UI and process configurations and extensions
- **Mobile/web UI** – Manage vendor ticket/incidents from your mobile device
- **Forward compatibility** – Pre-validated with future BMC Helix ITSM releases

KEY BENEFITS

- **Better customer service** with less downtime due to unresolved issues
- **Cost-efficient and effective resolution** of problems
- **Flexibility to choose the best solutions** and not worry about the level of support service
- **Better/more informed management** of your cloud service/provider investment
- **Predictable and high performance environments**
- **BMC Helix Multi-Cloud Service Management** integrates both service desks to collaboratively resolve and mitigate issues.

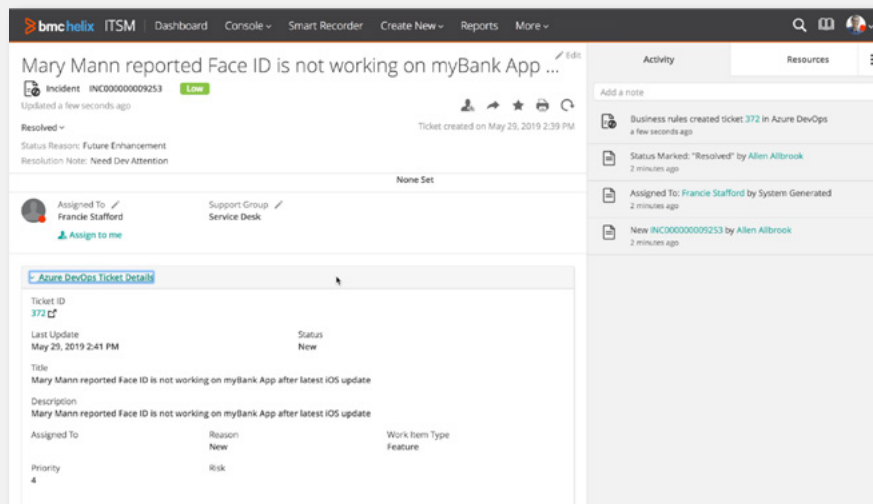
PRODUCT DETAILS

- **Cloud-based service solution:** Optimized to manage hybrid environments.
- **Collaborative, automated incident brokering:** Integrate and manage incidents directly into the cloud provider's service desk.
- **Collaborate instantly:** Communicate, manage, and mitigate issues from a familiar service desk and device of choice.
- **Ticket generation:** Create, view, update, escalate, and generate reports of tickets across cloud services and/or providers to help resolve issues faster and with more efficiency.
- **Tickets based on Alerts:** Create incidents in BMC Helix ITSM based on different cloud provider alerts (i.e. Azure metric and Activity log alerts).
- **Share attachments and activity notes:** Adding activity notes to an incident in BMC Helix ITSM automatically gets updated in the corresponding Jira Service Desk issue or Azure DevOps work item and vice versa. Furthermore, attachments added to the activity note gets reflected in the correct Jira Service Desk issue and/or BMC Helix ITSM.
- **Incident, change, work order and problem management:** Holistic approach to agile DevOps management and collaboration
- **Grouping:** Assemble multiple related tickets into a single change across service desks (i.e., Jira user stories/defect systems in/out of BMC Helix ITSM).
- **Service performance management:** Get at-a-glance reports detailing overall status, uptime, notifications, and other service metrics.
- **Modular and configurable:** Add/change services and reporting easily, even after deployment.
- **Seamless integration:** Leading agile dev tools like Jira and Azure DevOps. Easily develop brokering interfaces to additional dev tools.



FOR MORE INFORMATION

To learn more about BMC Helix, visit bmc.com/helix



BMC Helix Multi-Cloud Service Management brokers incidents and changes between BMC Helix ITSM and leading third-party cloud service providers.

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.

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