BMC Helix Operations Management with AIOPs

Make better decisions faster with the next-generation of intelligence and automation

**PRODUCT DESCRIPTION**

BMC Helix Operations Management uses predictive capabilities to proactively improve the performance and availability of IT services across multi-cloud, hybrid, and on-premises environments.

**BUSINESS CHALLENGE**

Operations teams face many difficult challenges. They are overwhelmed with increasingly large amounts of complex data from multiple sources, and event noise hides problems that need to be solved quickly. Issues go undetected or undiagnosed, and can adversely impact the performance and availability of your infrastructure, applications, and business services. At the same time, organizations need to support DevOps initiatives, new technologies, lift and shift cloud migrations, and cloud-native apps that generate enormous amounts of data.

**BMC SOLUTION**

BMC Helix Operations Management uses AIOps for monitoring, anomaly detection, advanced event management, and root cause analysis to reduce MTTR and maximize service performance and availability.

BMC Helix Operations Management is a key component of the BMC Helix Platform, the only end-to-end, AI-driven, SaaS platform that gives organizations the ability to manage the complexity and scale of IT operations while delivering fast time-to-value, ease of use, integration via open APIs, and reduced operational costs.

**KEY FEATURES**

- **AIOps, analytics and machine learning:** Ingest, analyze, and manage large volumes of operational data
- **Probable cause analysis:** Proactive, automated determination of root cause across business services
- **Service-centric monitoring:** Monitor business services and visualize status using heat maps and tile views. Drill-down into probable-cause analysis from services, groups, and event clusters
- **Open Integrations:** Use out-of-the-box adapters to ingest metrics, events, and topologies from 3rd party solutions
- **Univariate and multivariate anomaly detection:** Trigger events and notifications based on abnormal behavior
- **Intelligent Automation:** Identify opportunities for automation to take corrective action
- **BMC Helix Platform:** Works with the common data store and BMC Helix Discovery data for visibility to infrastructure, relationships, and services

**KEY BENEFITS**

- **Rapid deployment:** Containerized, microservices architecture with SaaS-based deployment enables rapid time to value for complex IT infrastructures
- **Reduced MTTR:** Leading-edge AIOps and machine learning proactively detects, correlates, and analyzes events and determines root cause
- **Increased productivity:** Deep insights into complex infrastructures enable cloud and Ops teams to quickly pinpoint and resolve issues
PRODUCT DETAILS – BMC HELIX OPERATIONS MANAGEMENT

- **Intelligent anomaly detection**: Use multivariate or univariate anomaly detection to trigger events and notifications based on metrics behaving abnormally.
- **Advanced event management**: Event correlation including the ability to easily create and deploy customized policies to manage and control events.
- **Automated event noise reduction**: Use machine learning and analytics to quickly identify operational issues by reducing event noise up to 90%.
- **Proactive alerts and notifications**: Avoid downtime by identifying prospective events using machine learning.
- **External event and data ingestion**: Leverage open RestAPIs to import and consolidate data and events from third-party solutions.
- **Detailed log analytics**: Ingest, observe, and analyze log files using open-source data processing tools.
- **Hybrid Cloud Automation**: Integrate monitoring with ITSM for incident creation and change requests.
- **Multi-tenancy**: Easily configure end-user environments with access to monitoring, analytics, and dashboards.
- **Persona-based dashboards**: Visualize data with BMC Helix Dashboards through custom and pre-defined display formats.

PRODUCT DETAILS – BMC HELIX AIOPS

- **End-to-End Management**: Manage complex infrastructure including multi-cloud, hybrid cloud, mainframes, and distributed systems and use AIOps to predict and proactively address issues before service impact.
- **Service-centric probable cause analysis**: Reduce mean-time-to-repair by viewing the most likely sources of a problem, and obtain a full analysis showing events, metrics and topologies involved.
- **Dynamic service models with impact analysis**: Leverage dynamic service models and apply AIOps to enhance anomaly detection and probable cause analysis, and determine service impacts.
- **Service-centric monitoring**: Obtain visibility to the state of business services in real-time. Drill-down into probable-cause analysis from services, groups, or event clusters.
- **Open integrations**: Use out-of-the-box adapters and REST API's for policy-driven data collection, and ingestion of topologies from third party solutions for improved visibility and business service management.

PRODUCT DETAILS – INTELLIGENT AUTOMATION

- Use a policy and event-driven automation broker to identify opportunities for automated corrective action.

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**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.

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