

BMC Helix Monitor

Increase performance and availability across complex IT environments using advanced AIOps and machine learning

PRODUCT DESCRIPTION

BMC Helix Monitor helps Operations teams manage increasingly complex IT infrastructures which span multi-cloud, hybrid, and on-prem environments.

BUSINESS CHALLENGE

Operations teams face a difficult balancing act. They need to monitor, manage, and ensure end-to-end performance and availability of infrastructure and applications. At the same time, they need to support the agility, speed, and scalability required by DevOps initiatives, new technologies, lift and shift cloud migrations, and cloud-native applications.

BMC SOLUTION

BMC Helix Monitor helps Operations teams predict and proactively address potential issues across complex IT infrastructures using advanced analytics and machine learning to detect anomalies and identify root causes. This provides the visibility needed to optimize service levels, reduce downtime, and deliver a seamless customer experience.

BMC Helix Monitor 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

- **Consolidated event collection and analysis:** Utilize leading-edge AIOps and machine learning to identify anomalies and determine root cause
- **Univariate and multivariate anomaly detection:** Trigger events and notifications based on abnormal behavior
- **Intelligence-driven data management:** Analyze the ever-increasing volume, variety, and velocity of data from multiple sources

KEY BENEFITS

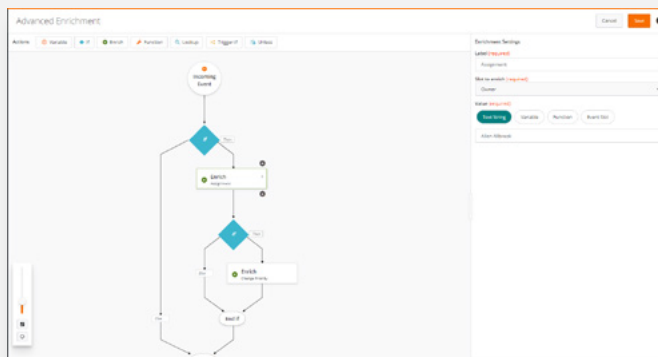
- **Rapid deployment:** Containerized, microservices architecture with SaaS-based deployment enables fast time to value for any complex IT infrastructure
- **Reduced MTTR:** Leading-edge AIOps and machine learning technologies proactively detect and analyze events
- **Increased productivity:** Deep insights into complex infrastructures enable cloud and ITOps teams to quickly pinpoint and prevent issues
- **Enhanced business continuity:** Flexible scalability for managing complex, dynamic workloads



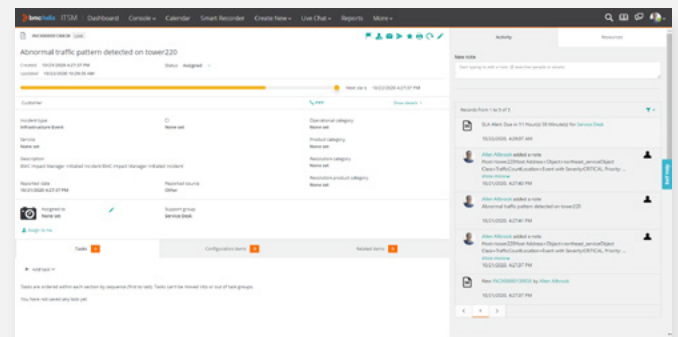
- Enhance AIOps and Machine Learning with Multivariate Anomaly Detection.

PRODUCT DETAILS

- **Containerized, micro-services architecture:** Provides elastic scalability to accommodate the growing needs and huge data volumes that are typical in today's complex IT infrastructures.
- **SaaS deployment:** Shift from a Capex to an Opex model, avoiding the costs of procurement, deployment, maintenance, and upgrades.
- **Intelligent anomaly detection:** Trigger events and notifications based on a group of metrics behaving abnormally, using multivariate anomaly detection, or a single metric behaving abnormally using univariate anomaly detection.
- **Advanced event management:** Easily create, edit, and deploy customized policies to control and manage events using a low-code/no-code GUI.
- **Event noise reduction:** Utilize leading-edge machine learning and analytics capabilities to identify operational issues by reducing event noise by up to 90%.
- **Proactive alerts and notifications:** Proactively 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 monitoring solutions and other technology vendors.
- **External data ingestion:** BMC Helix Monitor's Elasticsearch backend creates a high performance ITOM data lake for large scale operational data analytics.
- **Detailed log analytics:** Ingest and analyze log files using open-source data processing tools. Easily observe log data using Kibana's custom visualization tools, based on an industry-standard ELK stack in a tenant-specific environment.
- **Persona-based dashboards:** Visualize data with BMC Helix Dashboards through custom and pre-defined display formats.
- **Multi-tenancy support:** Easily configure end-user environments in minutes, with full access to monitoring, analytics, and dashboards.



Advanced Event Management With If-Then Statement.



Export incidents to BMC Helix ITSM.

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

www.bmc.com



BMC, the BMC logo, and BMC's other product names are the exclusive properties of BMC Software, Inc. or its affiliates, are registered or pending registration with the U.S. Patent and Trademark Office, and may be registered or pending registration in other countries. All other trademarks or registered trademarks are the property of their respective owners. © Copyright 2020 BMC Software, Inc.

