

Why Migrate to BMC Helix Service Management?

Predictive, industry-leading IT Service Management for your modern enterprise

WHY NOW?

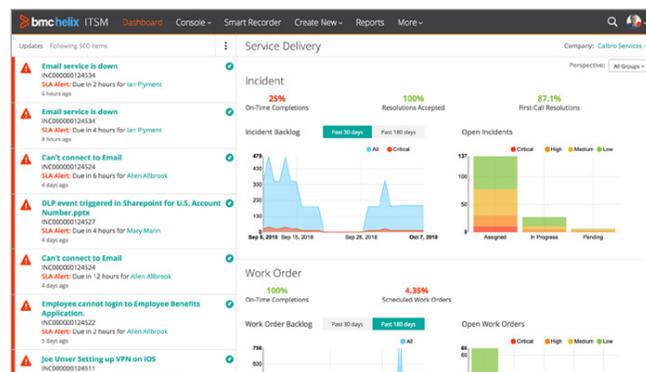
In the modern digital economy, it is more important than ever to continuously innovate and deliver compelling services quickly and easily throughout the organization. In their Worldwide IT Industry 2020 Predictions, IDC forecasts by 2023, “the global economy will reach “digital supremacy”: the point at which products and services from digitally transformed enterprises will account for over half of global GDP.”

Today’s Service Management is human-driven and highly resource intensive. ITSM systems and processes are still manual, inaccurate, and slow, resulting in higher costs and lower productivity. 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 expect easy and successful migration with reduced time and effort of upgrades by significant amounts. They also want to cut costs but be able to have the power to scale elastically.

Service Management as a category is being disrupted by technologies like artificial intelligence (AI) and machine learning (ML), chatbots, virtual agents, and the Internet of Things (IoT), which are all driving dramatic changes in how enterprises provide services in the future.

In a recent survey of IT decision makers, they identified two major barriers of how to modernize for the new digital economy:

1. Outdated IT infrastructure (including implementation costs and executive buy-in)
2. Leveraging big data, machine learning and AI to deliver high demand/quality services faster



“Delivering a seamless and incident-free user experience has never been more difficult — or more important — as employees rely on the whole stack of organizational technology to complete everyday tasks. Organizations stand to achieve substantial returns by enhancing traditional IT service management (ITSM) technologies to empower users with self-service and accelerate ticket resolution with cognitive automation.”

So how to accomplish this? BMC Helix ITSM is the industry leading service management solution that uses cognitive automation technologies to transform best-practice ITSM principles you've come to appreciate from Remedy, delivered on your choice of cloud.

WHY MIGRATE?

Organizations enjoy traditional benefits of moving to SaaS with significant ROI, productivity and process efficiencies as well as: scalability, reduced costs, security, compliance, faster-time-to-value, and flexibility.

In the Forrester Total Economic Impact (TEI) of BMC Helix to enterprise organizations, customers notated several key reasons, some echoing the above, on why they migrated from their legacy, on-premise solutions:

- Wanted an easily scalable solution to meet the demands of their growing business that would not require a significant investment of time and resources to implement and maintain.
- Enterprise-wide, centralized ticketing system, to facilitate prioritizing and routing service requests.
- The organizations needed a mobile friendly solution, so end users and service desk agents would not be limited by location in making and resolving requests.
- They wanted a system that could be embedded with artificial intelligence and automation for maximum impact.

WHY BMC HELIX ITSM?

“Customers chose BMC Helix because it enabled them to quickly and effectively modernize their ITSM operations, facilitating operational efficiency savings, enhanced user experience and productivity, and business agility for future needs.”

Source: Forrester Total Economic Impact (TEI) of BMC Helix, 2019

Organizations who migrated to BMC Helix ITSM for their service management needs enjoyed a wide variety of benefits.

ROI

Forrester found customers who migrated to BMC Helix for their service management needs realized a 3-year 354% ROI and less than six months payback:

- Up to 25% deflection of tickets through self service
- Up to 10% ticket resolution with BMC Helix Chatbot
- Automatically resolve up to 18% of Tier 1 tickets through cognitive automation and multi-cloud service management
- Streamline agent productivity and lower MTTR by 15%-20%

Other Benefits

The study also indicated customers experienced:

- Cost savings through SaaS vs. on-premise
- Improved end-user productivity (over 35%) and experiences
- Scale and modify deployments faster, easier and cheaper
- Increased availability and SLA for monitoring and compliance
- Improve staff responsiveness and focus on higher value-add tasks
- Flexibility to implement future functionality with ease across hybrid or multi-cloud environments

WHAT THE INDUSTRY IS SAYING ON BMC HELIX ITSM FOR SERVICE MANAGEMENT?

Gartner 2019 Magic Quadrant and Critical Capabilities for IT Service Management Tools

- BMC Helix receives highest scores in ITSM Use Cases
- Rated highest in four out of five use cases across ITSM (Advanced-Maturity I&O, Advanced Digital Workplace ITSM, Intermediate-Maturity I&O, and Basic Digital Workplace ITSM)
- Gartner positioned BMC as a Leader for the sixth consecutive year and recognized furthest for completeness of vision in the Leaders' quadrant for BMC Helix ITSM.
- Key strength: “BMC has a broad ITOM portfolio, making it a viable partner for mature I&O organizations that need to extend their ITSM tool.” Gartner, 2019

Forrester Wave™: Enterprise Service Management, Q4 2019

- Rated #1 ESM solution based on strength of current ESM offering
- Scored #1 and received perfect ratings including:
 - » Core service management
 - » Platform
 - » Technology management
 - » Execution roadmap
- “BMC Helix is a formidable ITSM platform, with superior features in all ITSM categories”
- “[The BMC Helix] Discovery module for its configuration management database (CMDB) is best-in-class.”
- “BMC Helix’s intelligent service management capabilities that are powerful and differentiating”

Ovum Market Radar: Employee Support Tools 2019

- Named a leader across these criteria
 - » Core service and support
 - » Omni-channel service and support
 - » Automation and AI capabilities
 - » Analytical capabilities
 - » Integration and partner ecosystem
 - » Maturity
 - » Strategy
 - » Supporting customer success
- “BMC Helix ‘demonstrates cutting edge capabilities’”
- “BMC Helix Business Workflows specifically addresses line-of-business service management and also can be front-ended with BMC Helix Digital Workplace and its omnichannel capabilities.”
- “BMC Helix Chatbot’s enterprise-level concierge capabilities offer a competitive growth driver in the ESM space”
- “BMC’s adoption of intelligent swarming is a differentiator that can be applied to other lines of businesses.”

BMC HELIX ITSM DIFFERENCE: VALUE-PROP

Productive User Experiences: Our extensively researched, persona-based UX—including our predictive, AI-driven Smart Recorder for enhanced ticket logging—increases agent productivity, satisfaction, service accuracy, and CSAT.

Leading Knowledge Management Capabilities:

Embedded knowledge-centered service and cognitive capabilities help agents and end users leverage their organizational IQ and external sources—getting the right information at the right time to improve accuracy and satisfaction.

Powerful Incident and Problem Management:

Embedded knowledge-centered service and cognitive capabilities help agents and end users leverage their organizational IQ and external sources—getting the right information at the right time to improve accuracy and satisfaction.

Intelligent Swarming and ChatOps: BMC Helix ITSM has rich features to enable the emerging best practice of intelligent swarming, in which agents “swarm” on a ticket or incident—collaborating in real time to resolve them more efficiently. With the integrated virtual chatbot, agents can also perform ChatOps-type collaboration to further speed resolution.

Cognitive ITSM: BMC Helix ITSM offers a broader set of advanced cognitive capabilities than other vendors: automated ticket routing and email replies; a cognitive insights search engine; the BMC Helix Chatbot, which leverages powerful AI and natural language processing (NLP) to resolve issues; cognitive chat routing and summarization; and more. In addition, BMC’s vendor-agnostic approach to AI platforms gives you greater flexibility and choice, today and tomorrow.

Efficient Upgrade and Customizations: Minimize your total cost of ownership with efficient, customized reconciliation and faster, more flexible upgrades. Deploy at the speed of business and work with the latest innovations without unnecessary cost or complexity.

Out-of-the-Box ITOM Integrations: BMC Helix ITSM offers strong links to ITOM tools inside and outside the BMC portfolio, making it an ideal solution for large organizations with complex ITSM requirements. A menu of prebuilt ITOM integrations is available for both BMC and third-party solutions.

Licensing and Pricing Flexibility: BMC Helix ITSM is the only solution that lets you choose subscription or perpetual pricing, as well as named or concurrent licensing—plus other flexible options to ensure you pay only for the capabilities you need and use.

SUMMARY

BMC Helix ITSM is the industry-leading service management solution that uses cognitive automation technologies to transform best-practice ITSM principles and delivered on your choice of cloud. Customers who have migrated to BMC Helix for their enterprise service management needs have realized savings, efficiencies, scalability that exceed current expectations and position perfectly for future success.

We invite you to speak to your BMC sales representative or business partner to learn more about migrating to this exciting new offering.



LEARN MORE ABOUT:

- [BMC Helix ITSM](#)
- Customers' experiences about migrating to BMC Helix in the [Forrester TEI report](#).

About BMC

BMC delivers software, services, and expertise to help more than 10,000 customers, including 92% of the Forbes Global 100, meet escalating digital demands and maximize IT innovation. From mainframe to mobile to multi-cloud and beyond, our solutions empower enterprises of every size and industry to run and reinvent their businesses with efficiency, security, and momentum for the future.

BMC – Run and Reinvent

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