**bmc helix**

# Why Migrate to BMC Helix Experience?
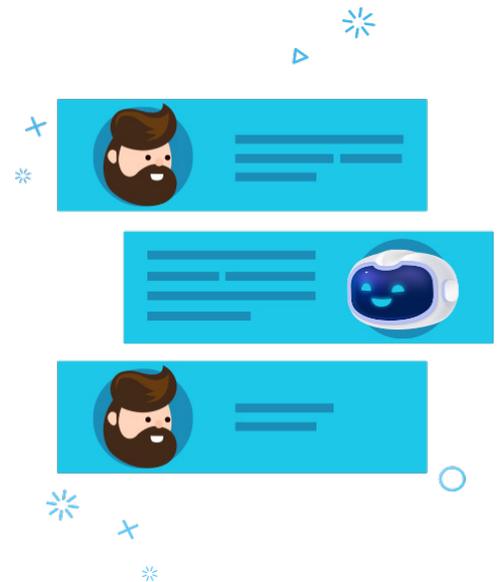
## Intelligent omni-channel experiences for the future of work

### WHAT IS BMC HELIX EXPERIENCE?

BMC Helix Experience brings together the latest in conversational engagement, intelligence, and automation in one powerful, industry-leading platform, BMC Helix. Together, BMC Helix Digital Workplace and BMC Helix Chatbot unlock enterprise-wide productivity and enable organizations to meet the expectations of a modern workforce. It makes it easy for employees to get the consumer-grade experience with flexible, personalized access to services that shields them from complex and heterogeneous backend systems.
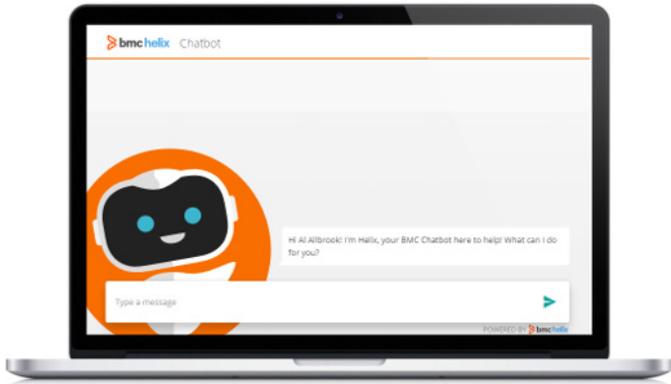
### Everything You Need to Deliver Intuitive and Intelligent, Consumer-Grade Experiences

- A powerful and streamlined system of engagement to our integrated ITSM and ITOM platform, BMC Helix

- Responsive interface for a streamlined and optimized experience across any device

- Immersive and conversational chatbot experiences powered by AI/ML

- Intelligent and proactive suggestions guide end users through request and work streams empowering them to make decisions and act

- Breaks down silos for greater IT productivity and visibility, providing insight across the IT infrastructure, configuration items, and applications from anywhere

- Automation of routine tasks and requests so IT can proactively resolve events and employee issues

- Unified service catalog provides employees with an intuitive, one-stop shop for all products and services

- Easily embed cognitive capabilities into service delivery across the enterprise to all Lines of Business

- Create new services and workflows in minutes with no code or IT involvement

## WHAT DOES BMC HELIX EXPERIENCE DELIVER FOR UNRIVALED EMPLOYEE ENGAGEMENT?

### Intelligent, Omni-Channel, & Conversational Self-Service Across ITSM and ITOM



> " *BMC Helix Chatbot lets us deliver on a top priority at GW; a compelling, modern interface that gives students service anytime, anywhere, on any device.* "

**Donna Hill** | Assistant Director, Service, Configuration, and Continuity Management, The George Washington University

## THE BMC HELIX DIFFERENCE

### Key BMC Helix Experience Differentiators

**Device Agnostic and Fully Responsive Design**: Sleek and responsive interface optimized across any device provides a consumer-grade experience for employees anytime, anywhere, and on any device.

**Intelligent Omni-channel Experiences**: Fully supported and embedded cognitive chatbot delivers a personalized and intelligent end-user experience providing self-service via web, SMS, Slack, Skype, and more.

**Unifying the Enterprise Service Catalog Behind a Single Pane of Glass**: Employees can order hardware, software, and services in a single-click from an intuitive, consumer-grade one-stop shop —all while adhering to enterprise-set security and workflow policies.

**Extending Service Delivery Beyond IT to HR, Facilities, and more**: Offering and delivering services across Lines of Business has never been easier. HR, Finance, Facilities and other Lines of Business can easily define and manage requests and services tailored to their unique needs all in one place.

**Seamless Experience Across Service and Operations:** BMC Helix Digital Workplace superior experiences that improve employee productivity and business agility across both Service and Operations. Powered by AI, BMC Helix Chatbot guides users by making intelligent, relevant, and context-aware recommendations throughout a single request or work stream.

## THE BUSINESS VALUE OF MIGRATING TO BMC HELIX

### Key Migration Metrics and Key Performance Indicators

In a commissioned study, "The Total Economic Impact™ of BMC Helix ITSM, BMC Helix Digital Workplace and BMC Helix Chatbot – Cost Savings and Business Benefits"[1], Forrester Consulting conducted an analysis of the cost savings and business benefits seen by enterprise organizations who migrated to BMC Helix.

Organizations that migrated to BMC Helix ITSM realized 354% ROI benefits over a three-year period and resulted in a $11.0M Present Value of Benefits.

The study showed how a composite organization can realize key benefits and results to add up to a Net Present Value of $8.6M (in a three-year period). These include:

- 45% improved service desk efficiency – saving $4.1M with cognitive service management
- Improved end-user productivity and customer satisfaction
- Up to 20% improved service agent efficiency
- Less than 6 months payback

> " *Our customer base has grown while support requests have decreased by 30% due to launching more self-services and to developing solutions that are more intuitive to use by the user.* "

Associate Director of IT Service Delivery, Education

[1]Source: The Total Economic Impact of BMC Helix ITSM, BMC Helix Digital Workplace and BMC Helix Chatbot - Cost Savings and Business Benefits

> *"With the BMC Helix Chatbot built on IBM Watson, BMC offered one platform that could be used across the entire shared services team. The additional capabilities that BMC Helix brings with every release has made it a good choice."*
>
> VP of Enterprise Applications, Professional Services

## INDUSTRY RESPONSE TO BMC HELIX

### Analyst-Validated and Industry-Leading ITSM and Employee Experience Solutions

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

BMC was named as a Leader for the sixth consecutive year and positioned furthest on the completeness of vision axis in the 2019 Gartner Magic Quadrant for IT Service Management (ITSM) Tools.

BMC Helix received the highest scores in four out of five use cases in Gartner's 2019 Critical Capabilities for IT Service Management Tools.[2] The four use cases include Advanced-Maturity I&O, Advanced Digital Workplace ITSM, Intermediate-Maturity I&O, and Basic Digital Workplace ITSM.

## BMC SERVICES

### A Trusted Partner in Your Migration Journey

To help with your migration to BMC Helix Experience, BMC's Customer Success Team has created service offerings designed to support your transition.

Our Global Services team is uniquely positioned to guide you in this journey by providing service offerings that include:

- Insights into best practices based on successfully executed migrations
- Fast value realization through streamlined migration process
- Services for planning and implementing your migration

## SUMMARY

BMC Helix Experience helps organizations step into the future of work by immersing employees in an intelligent, omni-channel experience to deliver services anywhere, any time, on any device.

Customers who have migrated to BMC Helix for their enterprise services 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 how BMC can help you start your migration journey.

[2]Source: Gartner Magic Quadrant for IT Service Management Tools, Rich Doheny, Chris Matchett, Siddharth Shetty, 29 August 2019

**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**

**www.bmc.com**

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