

BMC Helix Integration Platform

Rapid Integration, Smooth Implementation and Easy Extensibility

PRODUCT DESCRIPTION

BMC Helix Integration Platform is a powerful iPaaS platform offering (powered by Jitterbit) to help enable a broad set of integrations between BMC products and 3rd party solutions and sources. In addition to connectors, the platform includes a simplified UI, graphical mapping, transformational capabilities, routing, orchestration, operational monitoring and management, just to name a few.

BUSINESS CHALLENGE

Today's complex infrastructures are creating a new set of challenges for enterprises as data centers transform to develop and integrate across SaaS, cloud applications and disparate systems that were never meant to work together. Factors facing IT service and operations management include:

- Continued explosion of data volumes from a myriad of sources, devices and users
- Increased complexity due to disparate systems and infrastructures
- AI and ML tools that facilitate real-time actionable insight
- Alignment of IT & business processes requiring access to data across multiple environments — cloud, apps, IoT
- Increase IT staff efficiency to drive increased productivity and faster time-to-value for strategic initiatives

The impact of these factors creates an environment with silos of information, barriers to automation, due to isolated processes and broken workflows and an inability to efficiently integrate systems, data, applications.

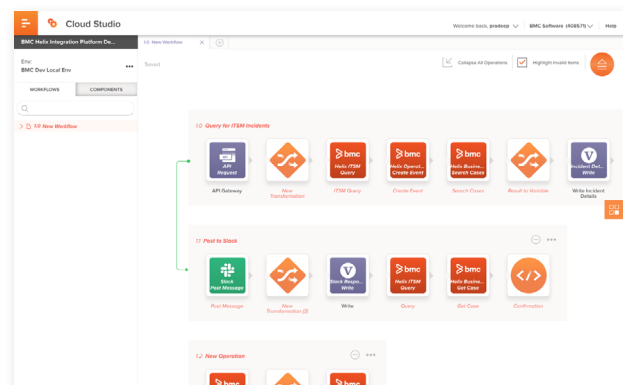
KEY FEATURES

BMC Helix Integration Platform (powered by Jitterbit) offers industry leading iPaaS platform along with out-of-the-box capabilities to increase usability, adaptability and scalability:

- Over 40 Connectors: Delivering 100s of integrations. For a full list visit: <https://success.jitterbit.com/display/CS/Connectors>
- Comprehensive platform: Includes a simplified UI, graphical mapping, transformational capabilities, routing, orchestration, operational monitoring and management.
- API Manager: API management web interface where you can create and publish developer-friendly APIs and perform full API lifecycle management tasks.
- Citizen Integrator: A click-and-run web application for non-technical users to quickly customize and deploy integrations using pre-built recipes.
- Recipes: A single, pre-built integration project that moves data in one direction between objects across two applications or systems.
- Templates: A group of pre-built integration use cases that accelerates the execution of a specific business process using numerous objects across multiple applications or systems.

KEY BENEFITS

- Faster time-to-market – Quicker development and delivery of connectors/integration.
- Reusability – The ability to reuse connectors and templates/recipes across use cases.
- 100s of leading enterprise ecosystem solutions.
- Robust platform covering spectrum of integrations.
- OOTB and easy to customize/deploy Recipes and Templates to satisfy solution requirements.



Drag-and-drop interface to easily create, design, and manage integration projects to orchestrate critical business processes.

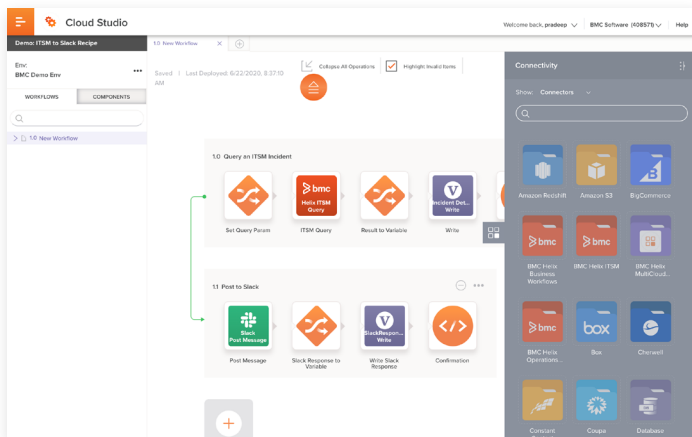
BMC SOLUTION

The BMC Helix Integration Platform, powered by our OEM partnership with Jitterbit (recognized industry leader for iPaaS), is designed to help enterprises enable a broad set of integrations between BMC Helix products and leading 3rd party solutions and sources. Enterprises can leverage the broad range of available OOTB connectors to streamline and reduce time and effort to integrate across SaaS, and cloud applications resulting in faster time-to-value and efficiency for integration projects. The BMC Helix Integration Platform enables large scale ingestion of events and metrics for AIOps use cases.

The solution offering provides a suite of cloud services enabling development, execution and governance of integration flows between any combination of cloud-based processes, services, applications and data within individual or across multiple organizations.

PRODUCT DETAILS

- **Workflows:** A workflow is a collection of operations that is used as a tool to help segregate different parts of the project. By grouping operations together in a workflow, you may find it more convenient to organize process flows in a logical manner.
- **Simplified UI:** Drag and drop for graphical mapping to drive transformational capabilities, routing, orchestration, operational monitoring and management and others.
- **Wide range of formats supported:** XML, ODBC, and content to simplify the effort to connect systems and information, not provided OOTB.
- **Connector – Delivering 100s of integrations.** For a full list visit: <https://success.jitterbit.com/display/CS/Connectors>



- Connect to any app by using pre-built connectors or standards-based connectivity.

- **Recipes:** Quick, prebuilt methods to establish processes and workflows.
- **API Manager:** API management web interface where you can create and publish developer-friendly APIs and perform full API lifecycle management tasks.
- **Citizen Integrator:** A click-and-run web application for non-technical users to quickly customize and deploy integrations using pre-built recipes.
- **Studio:** Project design application where you can design, test, and deploy your integration projects.
- **Management Console:** Web console where you can manage your integration projects and perform administrative functions related to your organization.
- **Private agents:** Provides connectivity to your data is enabled through the agent or agents you have configured.
- **Templates:** Quick, prebuilt assembly of multiple recipes for extensive and more complex flows and processes:
 - **Create a JIRA issue for a BMC Digital Workplace service request:** Create JIRA Issues for BMC Digital Workplace service requests and also adds JIRA issue comments to BMC Digital Workplace.
 - **Migrate Salesforce User data to Helix ITSM people data:** The integration template provides the workflow to migrate Salesforce users to create corresponding ITSM People data. Migration is a periodic activity and the integration template has to be run manually to migrate the data.
 - **Synchronize Salesforce User data with ITSM People data:** The integration template provides the workflow to create a new People record in Helix ITSM when a User record is created in Salesforce.
 - **Synchronize ServiceNow Incidents with Helix ITSM data:** Sync incidents created and updated in ServiceNow with BMC Helix ITSM. To use the integration template with the values defined out of the box, you update the project variables with details of your systems and deploy the integration template.

FOR MORE INFORMATION

To learn more about BMC Helix Integration Platform, visit [here](#)

Need set-up assistance? BMC Customer Success has expert implementation and application modeling packaged services to help at bmc.com/it-services/bmc-helix-services

Explore more about Jitterbit at jitterbit.com/solutions/bmc-integration-platform

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

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