PRODUCT DESCRIPTION

Service Assurance and Optimization helps IT organizations continuously and proactively optimize resources to ensure alignment with changes in business demand.

BUSINESS CHALLENGE

Scalability, faster innovation, and managing cost are top drivers for IT disruption and growing complexity as the shift to digital services continues. These factors have led to the rapid adoption of new technologies such as cloud services, and modern applications based on Kubernetes, microservices, containers and pods. Hybrid IT environments have become very complex as they now encompass a mix of old and new technology across on-premises data centers, outsourced service providers; including public, private, hybrid and multi-cloud environments. IT costs and budgets now include capital and operational expenses with buyers across the organization – both inside and outside of IT. Managing this diversity while continuing to focus on agile development and service delivery creates new challenges for ensuring operational efficiency, minimizing risk, and controlling capital and operational spend.

KEY FEATURES

Service Assurance and Optimization continuously optimizes IT resource use and cost
- Self-service views of cost, budget, and resources
- Visibility into the risk, efficiency, and cost of IT resources for business services and applications
- Integration with BMC Helix Intelligent Automation provides proactive brokering of AI & ML recommendations to achieve resource optimization and manage risk
- Model “What-If” simulations for cloud migrations and Kubernetes workloads to identify the impact of changes before deployment

KEY BENEFITS

- Prevent application slowdowns and failures
- Eliminate wasted IT resource spend
- Accurately plan for cloud migrations and Kubernetes workload deployments
- Support changes in business demand
- Keep budget owners and stakeholders informed
- Gain insight for transforming the IT infrastructure

View business services and IT resources.
BMC SOLUTION

Service Assurance and Optimization helps you plan and budget for the IT resources needed to deliver service excellence. It contains the intelligence, analytics, insights, and automation needed to continuously optimize your environment, and meet customer expectations while minimizing costs.

**Visualize business service resources and costs:** View data center, physical, virtual and cloud resources; as private, public, hybrid, and multi-cloud; and associated costs for your business services and applications. Increased visibility is also extended to modern application resources including those based on Kubernetes, microservices, containers, and pods. Consolidated views provide insight into the overall health and status of business services, applications and infrastructure to assess performance and efficiency. You may also gain a deeper understanding into the risk, and use of IT resources with the ability to drill down to the device level. Integration with BMC Helix Discovery and your CMDB provide a consistent view of resource usage and cost.

**Optimize resource and spend:** With AI-fueled intelligence, machine learning and analytics, improvements for resource and cost optimization are automatically identified. Automated actions for right-sizing resources and terminating unused resources, such as idle virtual machines, can be implemented to immediately obtain cost savings.

**Plan for changes in business demand:** Use predictive analytics and business KPIs to determine the IT resources you need to support increases in business demand due to special events or business growth. “What-if” modeling provides insights to the best resource configurations, location and cost so you can make informed decisions and prevent application performance slowdowns or failures.

**“What-if” simulations for cloud migrations and Kubernetes deployments:** Eliminate costly surprises with automated migration simulations of compute resources to public cloud. Right-sized recommendations for cloud resources are provided, along with the associated cost comparisons and performance benchmarks. You can also predict the behavior and analyze the capacity of resources for a set of Kubernetes deployments. You can specify the expected growth of resources for a future date in the forecast period, and use the simulation results to identify the bottlenecks and capacity issues. You can add resources and scale up deployments to remediate saturation risks.

**Control cloud cost:** Budget owners, business owners and project leaders can control their cloud expense with self-service views that provide visibility and insights into their cloud spend and budget. Prevent budget over-runs with automated alerts of unexpected spending and automated recommendations for reducing expenditures.

**FOR MORE INFORMATION**

To learn more about Service Assurance and Optimization, please visit [bmc.com/optimize](http://bmc.com/optimize)