Transforming I&O for Digital Business Success with Proactive Service Resolution by BMC Helix

Proactively discover, monitor, service, and remediate issues before they occur
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Executive Summary

To succeed in the era of digital transformation, organizations must be able to implement, operate, and manage technologies and solutions quickly and efficiently, with no tolerance for disruptions and downtime. Meeting these requirements depends on the ability of operations management (ITOM) and service management (ITSM) to collaborate seamlessly to resolve and prevent issues—but in reality, staffing challenges, decentralized infrastructure, siloed processes, and the speed and complexity of data leave I&O teams struggling and fragmented.

When every second counts, IT service and ops teams need to share a clear view of the entire infrastructure and its relationship to business services, as well as a fast and efficient way to prioritize and remediate issues and vulnerabilities. BMC Helix bridges the gap to enable Proactive Service Resolution so these teams can act as a single, cohesive entity to operate and remediate highly dynamic and complex environments accurately, quickly, and efficiently. Organizations can:

- Improve quality of service by reducing Mean Time to Repair (MTTR)
- Lower IT costs by eliminating redundant work and automating remediation
- Reduce risk with business-aware management and prioritization

With BMC Helix, IT organizations can deliver Proactive Service Resolution and leverage industry-leading ITSM and ITOM capabilities natively, powered by cognitive automation, to drive efficiency, speed, and innovation across their transforming digital environment.

An hour of downtime for a critical application can cost a business on average $300,000 but can range from $140,000/hour to $540,000/hour depending on how the business operates.

According to customer research by BMC Software, end users are the first to know about an issue 80% of the time. By this time the outage is already impacting customers and business.
The Damaging Business Impact of Siloed Incident Resolution

Time is of the essence in the digital economy. The modern business is more dependent than ever on technology and has zero tolerance for outages and delays. However, traditional IT tools and processes struggle to support the speed and agility today’s digital businesses require. Taking a siloed approach to event resolution, they lack essential contextualizing information from the service and operations management disciplines, leaving I&O teams struggling to understand the entire environment as a whole. Resources are limited, compounding the challenge. As a result, IT service management and operations management teams are unable to collaborate effectively, increasing downtime, cost, and risk.

The impact of siloed incident resolution can be devastating to digital business performance and competitiveness.

**Impaired service quality**

Working in isolation from operations management, the service desk, the first line of contact for most employees and customers, often lacks the information needed to correlate an incident with specific infrastructure components or identify the root cause. As a result, they waste valuable time and resources on redundant work, increasing MTTR. For internal-facing services, such delays degrade productivity and frustrate employees. For customer-facing services, a disappointing experience can be devastating, with the nearest competitor just a click away.

Even worse, IT is often unaware of events until end users notify them. According to customer research by BMC Software, end users are the first to know about an issue 80 percent of the time. Instead of resolving issues proactively to avoid impacting customers and business, IT responds only after the damage has already begun.

42% of enterprise IT departments report that they’re understaffed—and 29% say they can’t function properly as a result.

Source: Robert Half Technology
Inefficient Use of Resources

To deliver optimal service, I&O needs to address issues proactively, before they affect the business. In most organizations, though, a lack of visibility into the relationships between IT infrastructure, configuration items (CIs), and specific applications and services leaves I&O without an understanding of the environment as a whole. This fragmented visibility makes it much more difficult to anticipate and prevent problems, or to troubleshoot and resolve them quickly when they do arise.

Lacking insight into root causes, the service desk often routes incidents from one team member to another in hopes that it will land with someone who can resolve it. In the worst case, a lengthy, war-room scenario hinders people throughout IT. In distributed data center environments, IT may even be unable to determine where to focus its response. Meanwhile, additional outages triggered by the same root cause enter the system as separate events, adding to the flow of duplicate and misrouted tickets. A lack of automation slows processes at every stage of the cycle, from investigation to remediation. At many organizations, up to one-quarter of issues remain unresolved for longer than 24 hours—even as service desk members work harder and harder.

Even during routine operations, inefficiencies plague many I&O teams. Siloed visibility prevents teams from identifying where workloads can be shared without degrading performance and availability. As a result, these organizations may grossly overspend to meet performance targets.

Increased risk
As I&O teams struggle to keep up with the complex demands and intense time pressures of digital business, quality and cost issues can put the organization at increasing risk. Outages and incidents increase, hampering productivity and alienating customers. A lack of prioritization can leave business-critical outages lingering while less important issues are addressed first. Scarce resources are allocated inaccurately and inefficiently, leading to waste that leaves the organization doing less with more.

Facing rising service demands and zero tolerance for outages, modern IT organizations need a more effective way to manage increasingly complex, dynamic, and distributed IT environments. Their needs fall into three areas of focus:

- **Improve service quality and reduce MTTR through closer ITSM-ITOM collaboration and visibility**

- **Lower cost by reducing the number of people involved in resolution, eliminating redundant work, and automating remediation**

- **Reduce risk with service-aware operations management prioritized according to the needs of the business**
Proactive Service Resolution with BMC Helix

BMC Helix helps the modern IT organization deliver proactive service resolution to effectively address and monitor service issues before they happen. Organizations can leverage native, industry-leading ITSM and ITOM capabilities, powered by artificial intelligence and machine learning, to discover, monitor, service and remediate events as they occur. Automation improves speed and accuracy while maximizing agents’ time and focus. In even the most complex multi-cloud environments, I&O teams can improve performance and availability to provide better service, reduce IT costs, and lower business risk.

Leveraging seamlessly integrated, industry-leading ITSM and ITOM, BMC Helix auto-creates incidents from events and provides the information needed to assign the appropriate staff by location and management responsibility. Proactive event detection and notification speed resolution and reduce the impact on end users and customers.

By automatically identifying the business impact of service issues, BMC Helix helps IT prioritize resolution while providing proactive notification to service and application owners. Continuous visibility helps IT manage highly dynamic and complex infrastructures more effectively to reduce cost and MTTR.
Proactive Service Resolution Drives Value Across the Following Key I&O Use Cases

**Event-based Service Resolution**
Whenever an event is detected, an incident is automatically created and routed to the appropriate support group for investigation based on the operational category for this type of event. This more accurate and efficient process helps reduce MTTR to keep critical business services up and running, while helping agents become more productive and effective.

**Infrastructure-based Service Resolution**
Infrastructure-based service resolution goes a step further by including causal configuration item (CI) information in the incidents created from critical events. This further reduces the effort of identifying root causes and adds granularity to identify the appropriate team member to address the issue. The creation of a single infrastructure incident from the event helps avoid redundant alerts from events with the same root cause.

**Impact Model-based Service Resolution**
To provide a business-centric view of events, impact incidents are created with information about the higher-level effects of problems with both the causal CI and other impacted CIs. IT can clearly see how key business services or applications might be interrupted, and can prioritize resources and effort where they will provide the most value.

**Triage and Remediation**
As events occur, IT can start remediation efforts right away even while the appropriate incidents or changes are being initiated. Actions can be taken quickly while still adhering to service management best practices; any required change approvals can be intelligently queued for immediate execution once approval has been given.
BMC Helix: A Holistic Approach to an Intelligent Service and Operations Management

With BMC Helix, customers can eliminate silos between I&O teams to resolve issues more quickly and efficiently, increase staff efficiency, lower cost, and reduce the business risk caused by service degradation and downtime. Native industry-leading ITSM and ITOM capabilities make it possible to:

Reduce the number of tickets to streamline resolution
With a unified view across event monitoring systems, more information into the nature of events to guide routing, and better collaboration between I&O and the service desk, IT can resolve issues more quickly—before they impact end users and customers. As a result, fewer tickets with the same root cause enter the queue. Similarly, by correlating events with the same root cause, IT can consolidate tickets around causal events, further reducing complexity, and focus on fixing the problem more productively. For example, a major automobile manufacturer saw a 20 percent reduction in the number of tickets generated per year.

Route tickets to the right resources the first time
Instead of being bounced from team to team, or ending up in time-consuming, war room sessions, incidents are directed to the right resources the first time with the specific information needed to facilitate resolution. By addressing causal incidents directly instead of chasing the numerous uncorrelated events they can trigger, IT can dramatically reduce the number of people involved in the resolution and eliminate redundant work while accelerating MTTR. For example, a multinational healthcare provider realized a 94 percent improvement in MTTR.

Prioritize service by business impact
Drawing on intelligence about the relationships among configuration items and the applications and services they support, IT can take a more strategic approach to service. Instead of handling issues reactively as they come in, IT can assign different applications and services to different levels and ensure that the most critical issues are addressed first. Impact incidents provide proactive notifications and updates to business owners so they can mitigate the impact of outages and set expectations for resolution.

Improve service availability
A faster, more efficient approach to service helps IT increase availability and reduce the costs resulting from service outages. A survey of enterprise organizations found that an hour of downtime for a critical application can cost between $100,000 – $499,000 in lost revenue. In addition, 15 percent of respondents cite losses of more than $1 million per hour. Beyond hard dollar costs, downtime also causes damage to a company’s reputation, business relationships, and customer loyalty. With the improved IT efficiency and productivity that Proactive Service Resolution enables, companies can also take a more proactive approach to incident management, preventing many emerging issues from causing downtime in the first place.
Case Studies

Case study – global automaker
A $25 billion global automaker used Proactive Service Resolution to move from reactive incident management to a more controlled, proactive approach through process automation and improved collaboration. Previously, only 15 percent of events were captured by event monitoring systems. The other 85 percent were reported by end users impacted by the issue. With Proactive Service Resolution, events report themselves, generating their own incidents, and speeding time to resolution before end users are affected.

With more accurate first-time routing, additional intelligence in the incidents created, and related events correlated around causal incidents, the service desk and I&O teams can collaborate more effectively around a single source of truth to resolve issues.

Case study – international pharmaceutical company
A $136 billion international pharmaceutical company reduced the number of reported events from 35,000 per month to only 10,000 per month by using Proactive Service Resolution approach with BMC Helix. This dramatic reduction decreased the number of incidents requiring attention. A three-level implementation helps the company invest the right amount of resources in each service and application based on its importance to the business, as well as prioritize the resolution of individual events.
Conclusion

Businesses can't afford to let siloed approaches to IT service management and operations management Silos delay resolution, undermine IT productivity, and increase business risk. BMC Helix helps the modern IT organization deliver proactive service resolution to effectively address and monitor service issues before they happen. A unified, business-centric view across technologies and services they support helps organizations resolve the right issues, the right way, more quickly than ever. Cognitive technologies increase speed and accuracy, enable intelligent automation, and greatly reducing staff effort. Designed for even the most complex multi-cloud environments, BMC Helix provides a flexible, scalable, future-proof foundation for digital business operations. As a result, businesses can improve availability, deliver better service faster, and reduce costs—while bringing new intelligence and efficiency to their IT environments.

For more information
To learn more about the Closed Loop Change and Configuration Management solution, please visit bmc.com/it-solutions/proactive-service-resolution.html

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