bmc helix

BMC Helix Migrate

Go from operating your service desk to innovating in the cloud

BUSINESS CHALLENGE

Enterprise companies with their service desks on-premise often want to take advantage of the flexibility and compute speed that moving to the cloud has to offer. At the same time, they need to balance that with keeping systems affordable and fully available. Companies often expect easy and successful migration, but making the move is about shifting more than just where applications reside—it's an advancement for your operations approach. Over time, many legacy systems have been customized to an extent that not only erodes performance but makes upgrades difficult. Achieving cost reductions as well as leveraging innovative technologies often prove elusive without the right assistance to ensure successful transition to new ways of approaching the service desk holistically.

BMC APPROACH

At BMC, we know moving your service desk to the cloud opens up tremendous opportunity with BMC Helix. And with BMC Helix Migrate, your segue from Remedy to BMC Helix ITSM gets you to cloud native operations—cost effectively and quickly. BMC Customer Success helps you get operational with your existing capabilities as well as gives you options to introduce innovative products at your own pace.

BMC Helix Migrate consists of the following phases to get your service desk to the cloud:

- **Data Shift:** Migration of existing foundation, transactional, and application data as well as all standard[1] integrations and advanced configurations (a.k.a., customizations)

- **Rationalization:** Rationalize advanced configurations and integrations to determine which ones are standard[1] and which ones require adjustment

- **Innovation:** Select assistance to add new BMC Helix products and build new capabilities for achieving your objectives and business demands

For all migrations, we apply our proven methods for moving your foundation, transactional, and application data. We'll analyze your advanced configurations and integrations to determine if any adjustments need to be made or if they are even needed in BMC Helix. Next, we'll shift your data as well as all standard[1] integrations and advanced configurations to the new environment and make sure any data from your previous environment is refreshed before going live. Lastly, we will perform testing to help you know whether the advanced configurations and integrations from your on-premise ITSM will perform well in BMC Helix. This includes identifying bottlenecks and providing recommended actions.

The result? A quick and effective path to BMC Helix ITSM that lays the foundation for you to adopt new capabilities that support your organization's business objectives or major initiatives. Using an iterative, agile approach, BMC Customer Success can enable new capabilities so you'll no longer be merely operating, but innovating with BMC Helix.

[1] Standard means follows documented practices for advanced configurations and integrations

OFFERING DETAILS

Our BMC Helix Migrate offerings will move your current Remedy on-premises solution to BMC Helix ITSM, with the option to add related, new products based on your business needs:

- **BMC Helix Migrate Foundation:** Remedy to BMC Helix ITSM migration with standard[1] integrations and advanced configurations only

✓ **BMC Recommended**

BMC Helix Migrate Advanced: Same product migration as Foundation and BMC's recommended starters for BMC Helix Chatbot, BMC Helix Digital Workplace Advanced and BMC Helix Multi-Cloud Service Management to accelerate innovation

- **BMC Helix Migrate Select:** Same product migration as Foundation and you choose from our Select add-ons that help you get started with new capabilities or provide supplemental assistance with your migration:

  - **Starter Services:**

    BMC Helix Chatbot

    BMC Helix Digital Workplace Advanced

    BMC Helix Multi-Cloud Service Management

    BMC Helix Business Workflows

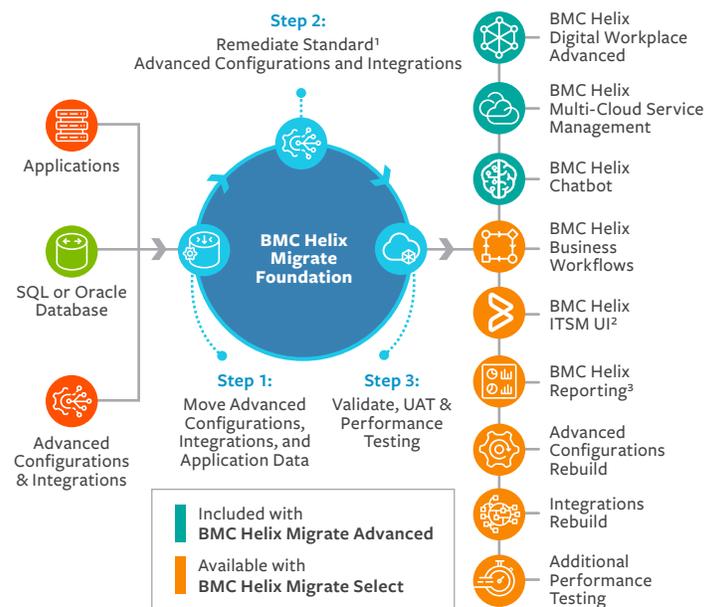   BMC Helix ITSM UI

    BMC Helix Reporting

  - **Supplemental Services:**

    Advanced Configurations Rebuild

    Integrations Rebuild

    Performance Testing for Advanced Configurations and Integrations

BMC HELIX MIGRATE OVERVIEW

Source: BMC Software

CUSTOMER PERSPECTIVES

SOUTH EAST ASIAN OIL & GAS COMPANY: The company had customized its legacy service desk substantially which over time began to significantly diminish its performance. Based on their desire to achieve a modern experience and deliver high performance, the oil & gas company selected BMC Helix with BMC Helix Migrate to accomplish the transition of their advanced complexity service desk. BMC Customer Success partnered with the company to deliver the updated service desk with BMC Helix Digital Workplace that will serve employees globally. By utilizing best practice and out of the box capability, unnecessary advanced configurations were removed which increased system stability. Even further, the migration was completed in four months and subsequent deployment times for new capability decreased.

[2] Offering for Helix Migrate customers transitioning from Remedy Midtier user experience

[3] Offering for Helix Migrate customers transitioning from Analytics reporting

519987