





The Future of Digital Service Management

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Today's Session



**Vision &
Strategy**



**Solution
Overview**



Solution Pillars



**References &
Next Steps**

Service Experience



**Cognitive
Service**



**Discovery
Everywhere**



**Omnichannel
Experience**



Choice of Cloud

- ✓ Automation of service desk processes
- ✓ Discovery across clouds
- ✓ Support for cloud migration
- ✓ Digital Workplace delivering channel of choice across web, mobile, SMS, Skype, Chatbots, and virtual agents
- ✓ Microservices-based architecture

Future of Service Management

Today

Human Driven (L0/L1/L2)



Tomorrow

Chatbots/Virtual Agents



Manual

Inaccurate

Expensive

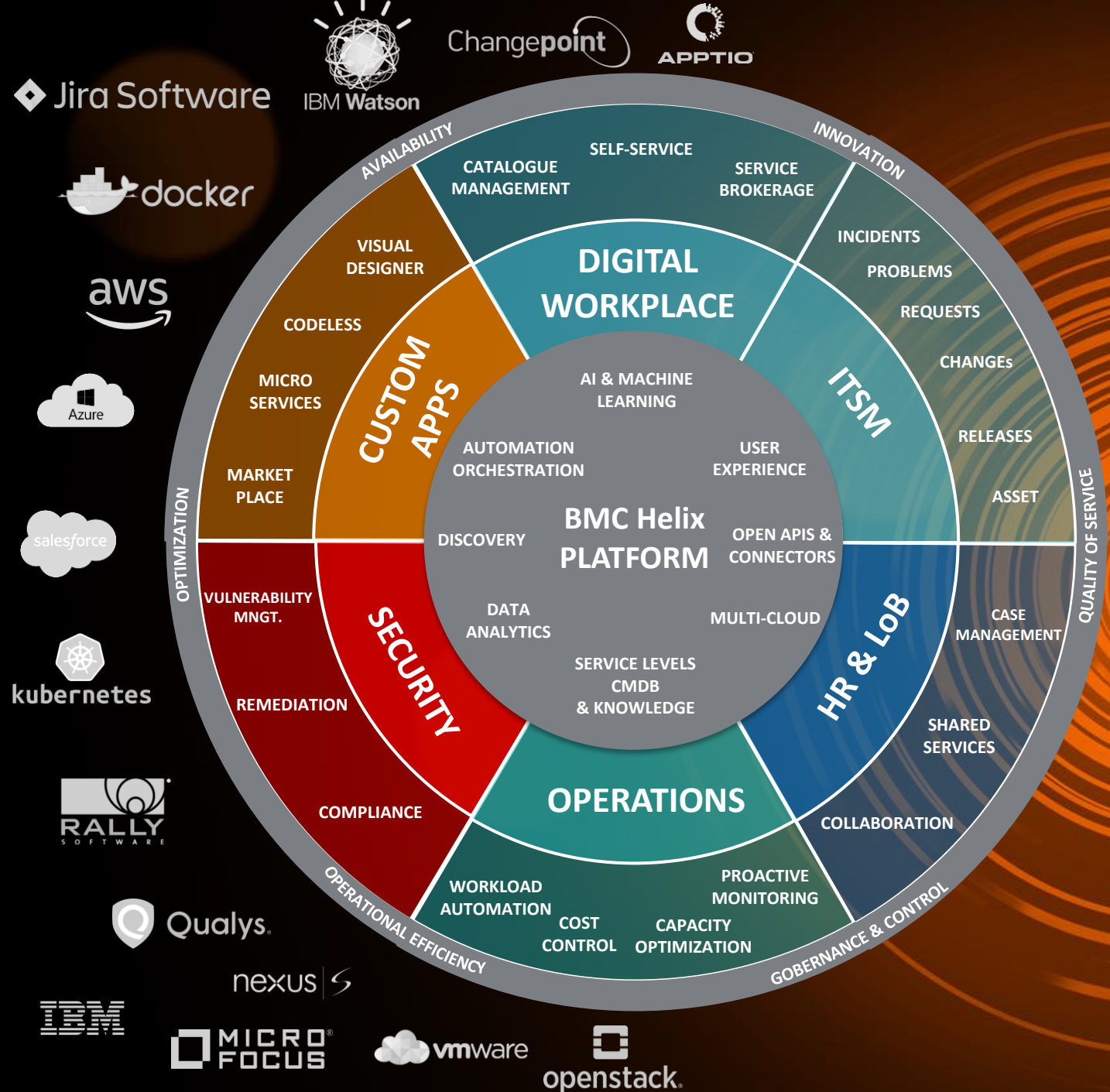
Speed

Accuracy

Lowest Cost

The Future of Digital Service & Operations Management

BMC Solution



BMC HELIX: Cognitive Service Management

3 Cs for Your Future-Ready Enterprise

“Industry First Integrated ITSM + ITOM Platform powered by AI/ML”



Cloud

Everything-as-a-Service
(RaaS, DaaS, DWPaaS & BWFaaS)



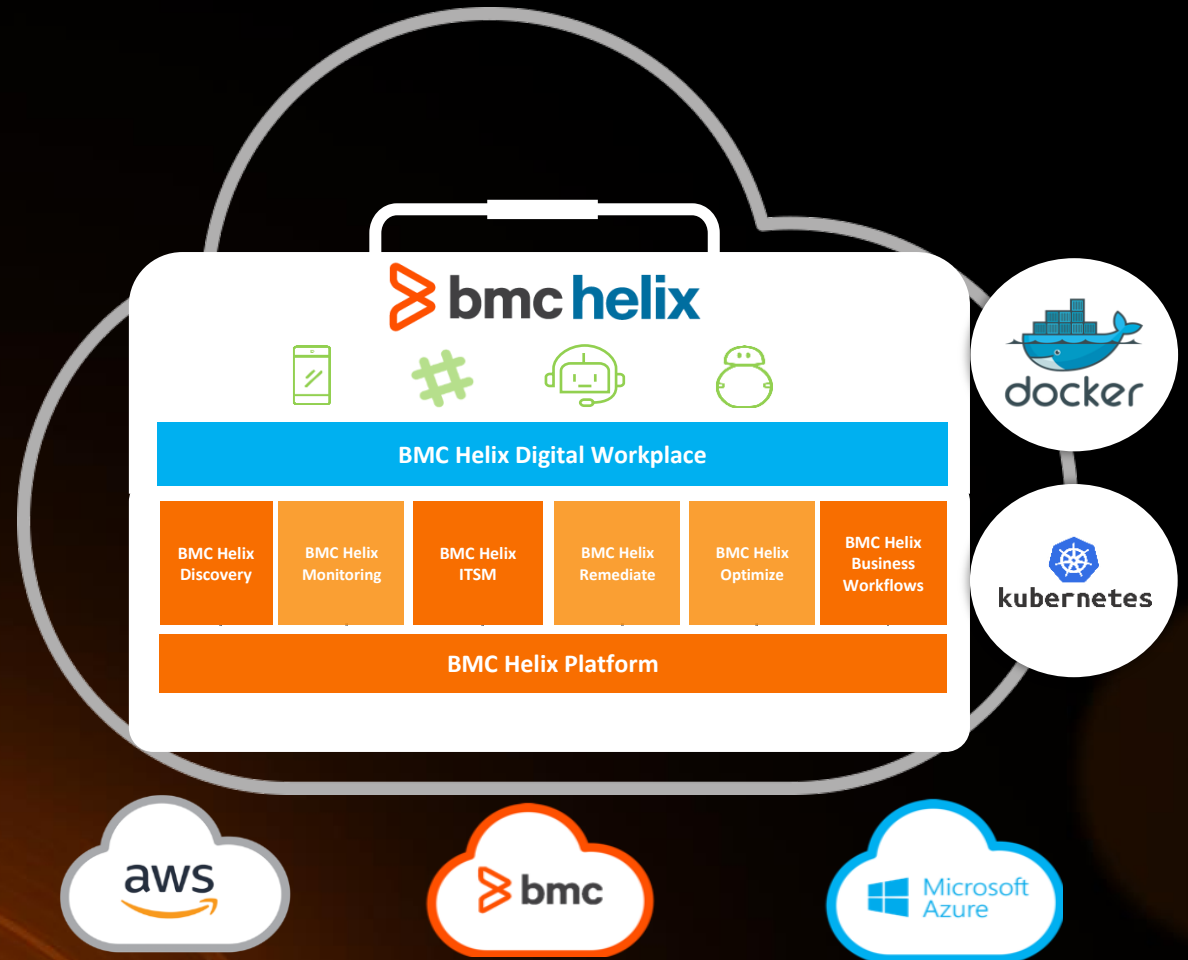
Containers

Run in your choice of multi-cloud (BMC, AWS, Azure)



Cognitive

Transform from ITSM to CSM by embedding cognitive capabilities



POWERED BY: Innovation Suite Platform based on micro-services architecture & integrations through REST APIs

The Value, powered by BMC



**Increase Service Desk
Efficiency**



**Increase End User
Productivity**



Increase User Satisfactio



**Asset Visibility Reduces
Risks**



Improve ResolutionTime



**Cost
Optimization**

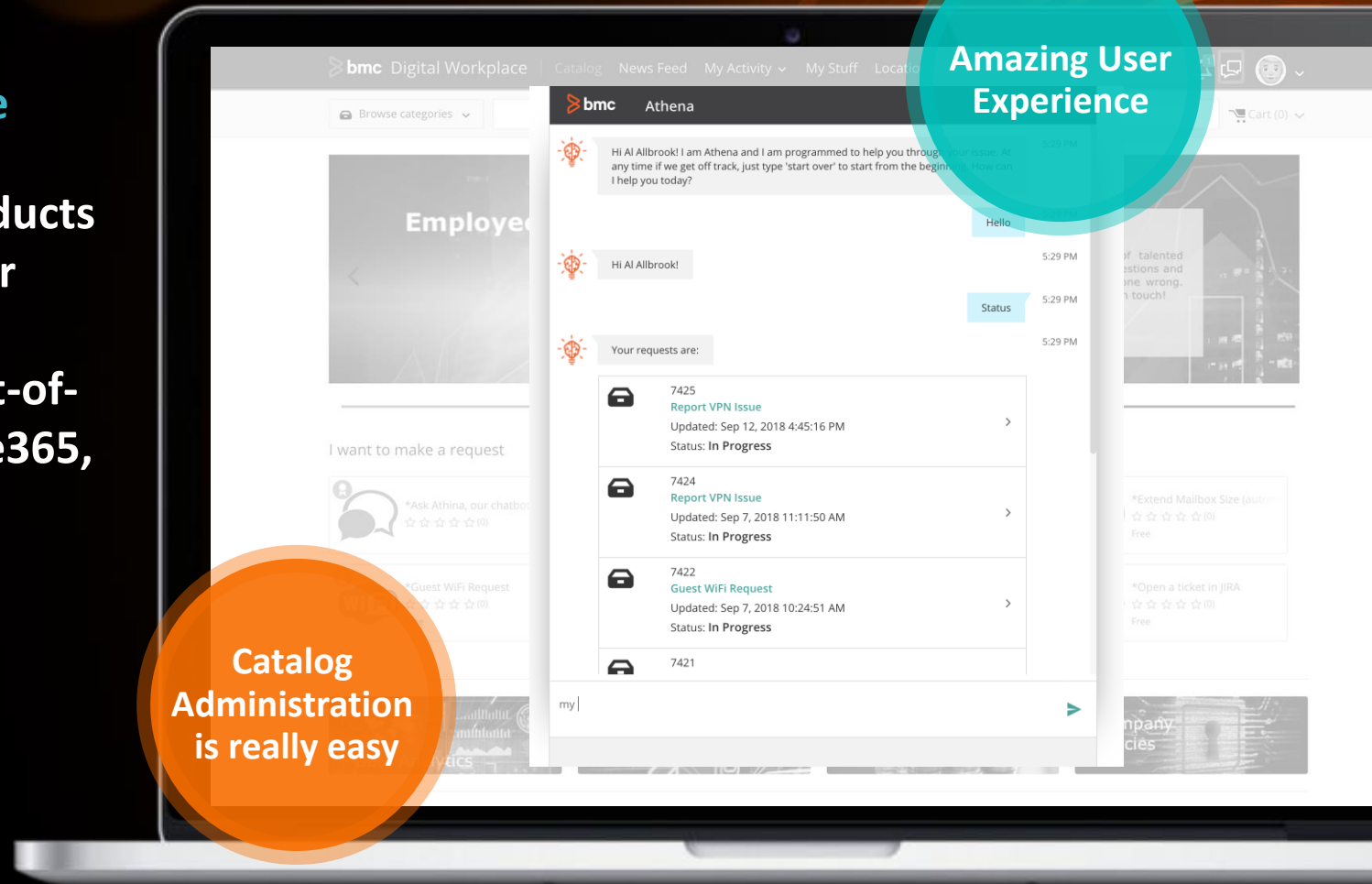
Digital Workplace

Consumer-like | Omni-channel | Brokerage

- Deliver one-click self-service to the products and services employees need to do their work
- Workflow and automation, multiple out-of-the-box connectors (Remedy, AO, Office365, AWS, Azure, Box, etc)
- Slack, SMS and Chatbot support
- Single service catalog across your organization
 - Information Technology
 - Cloud Services
 - Human Resources
 - Marketing

Catalog Administration is really easy

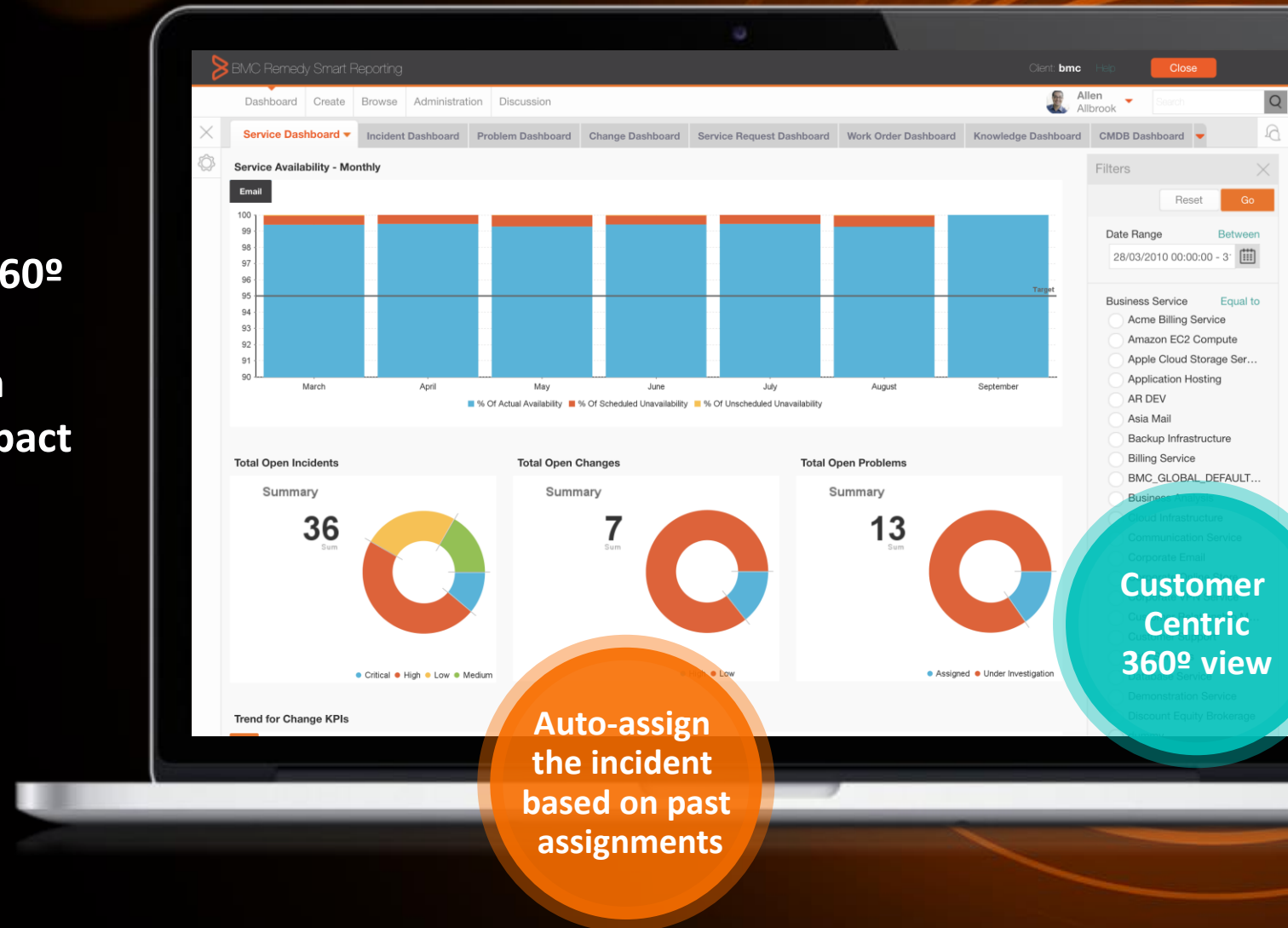
Amazing User Experience



Helix ITSM

UI/UX Focus | ITIL | CMDB

- Customer/Employee Centric Strategy: 360° view
- Smart Recorder for quick ticket creation
- CMDB focused on business services/impact
- Advanced Cognitive Services
 - Auto-classification
 - Auto-assignment
 - Knowledge Centered Support
- Smart Reporting, data-driven decisions making



Discovery

Discover | Map Dependencies | Remediate

- Agent-less discovery: plug & play
- Flexible deployment options, scalable architecture
- Start Anywhere Application Mapping
- Automated discovery for any multi-cloud asset, including
 - OnPremise Datacenters Assets
 - AWS, Azure, Google Cloud, OpenStack
 - Container
- Includes End Point Discovery and Management (software deploy, patching, SAM) through BMC Client Management solution

Multi-Cloud
Discovery with
Dependency
Mapping

The screenshot displays the BMC Discovery web interface. At the top, there's a navigation bar with 'bmc Discovery', 'Explore', 'Model', and 'Manage'. Below this, the main content area shows details for a host named 'mcr-chatpr-01'. The 'General Details' section includes fields for Name, Type (Windows Server), Hardware Vendor (VMware, Inc.), Virtual (Yes), Virtualization Class (VMware), Communicating With (6 Hosts related), Hosted Applications (Skype for Business), and Software Instances (12 Software Instances related). A 'Visualize - Software' window is open, showing a dependency graph with nodes and connecting lines. An orange callout bubble at the bottom left of the interface says 'Point, Click, and Get Info'.

Point, Click,
and Get Info

DIGITAL WORKPLACE

REMEDY ITSM

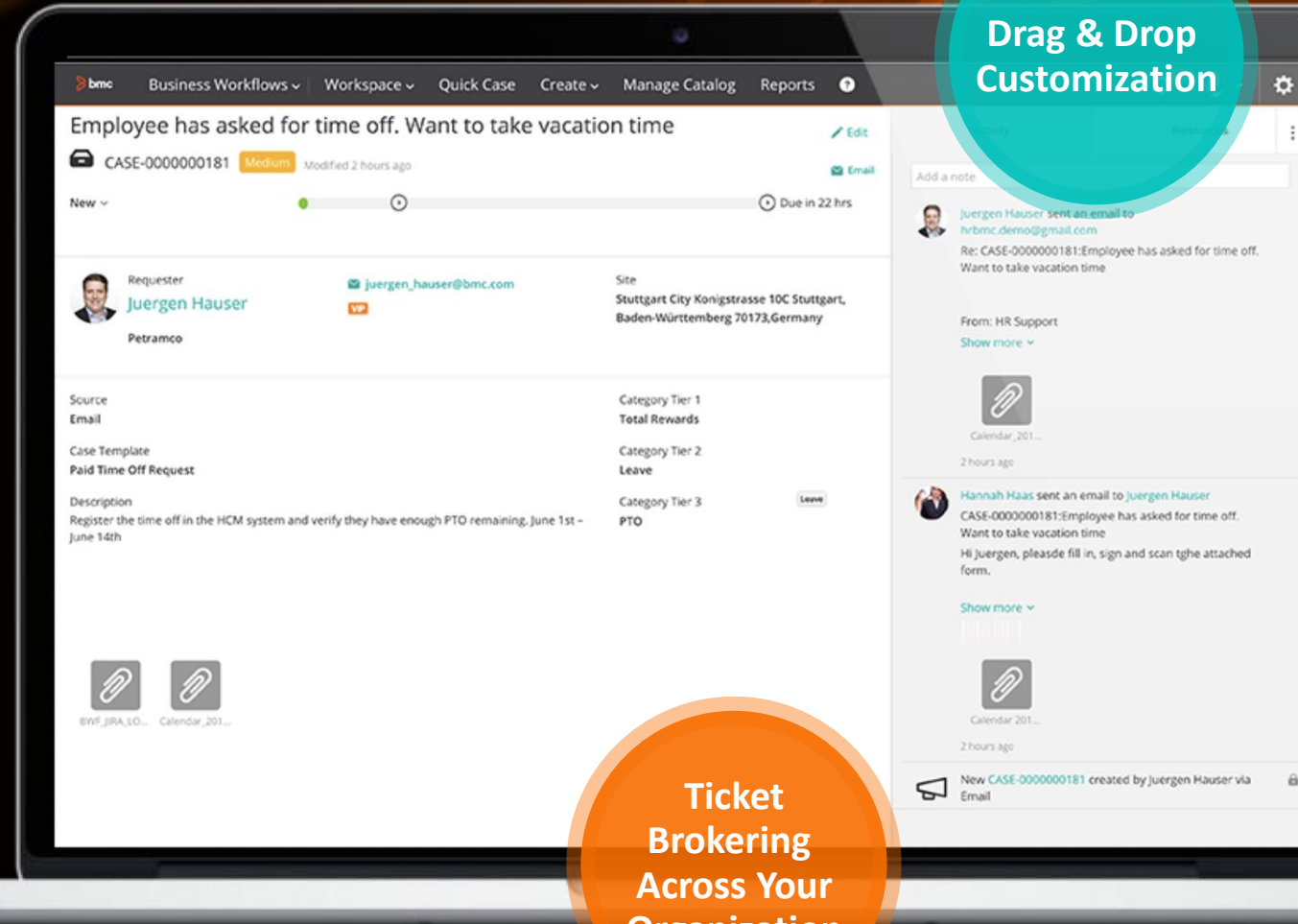
DISCOVERY

+

And much more!

Business Workflows | Innovation Suite | Multi-Cloud Service Management |

- Modern case management solution that extends services for lines of business, including HR, facilities, and other groups
- Cloud-native, micro-services-based platform that helps companies create, extend, customize and integrate through REST APIs.
- Manage and broker incidents and changes directly between Remedy and leading third-party service providers
 - AWS & Salesforce
 - Jira Service Desk & Agile Tools



Drag & Drop Customization

Ticket Brokering Across Your Organization

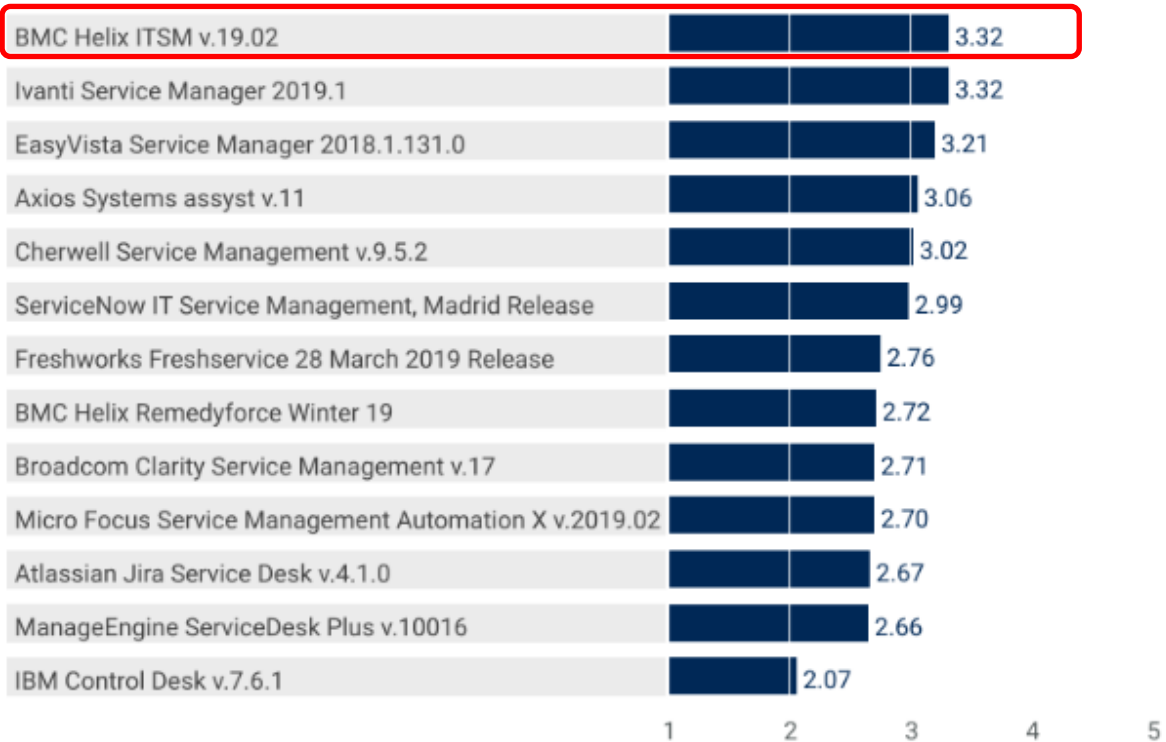
Why BMC – Gartner ITSM MQ 2019



Why BMC – Critical Capabilities Int I&O

Figure 2. Vendors' Product Scores for the Intermediate-Maturity I&O Use Case

Product or Service Scores for Intermediate-Maturity I&O



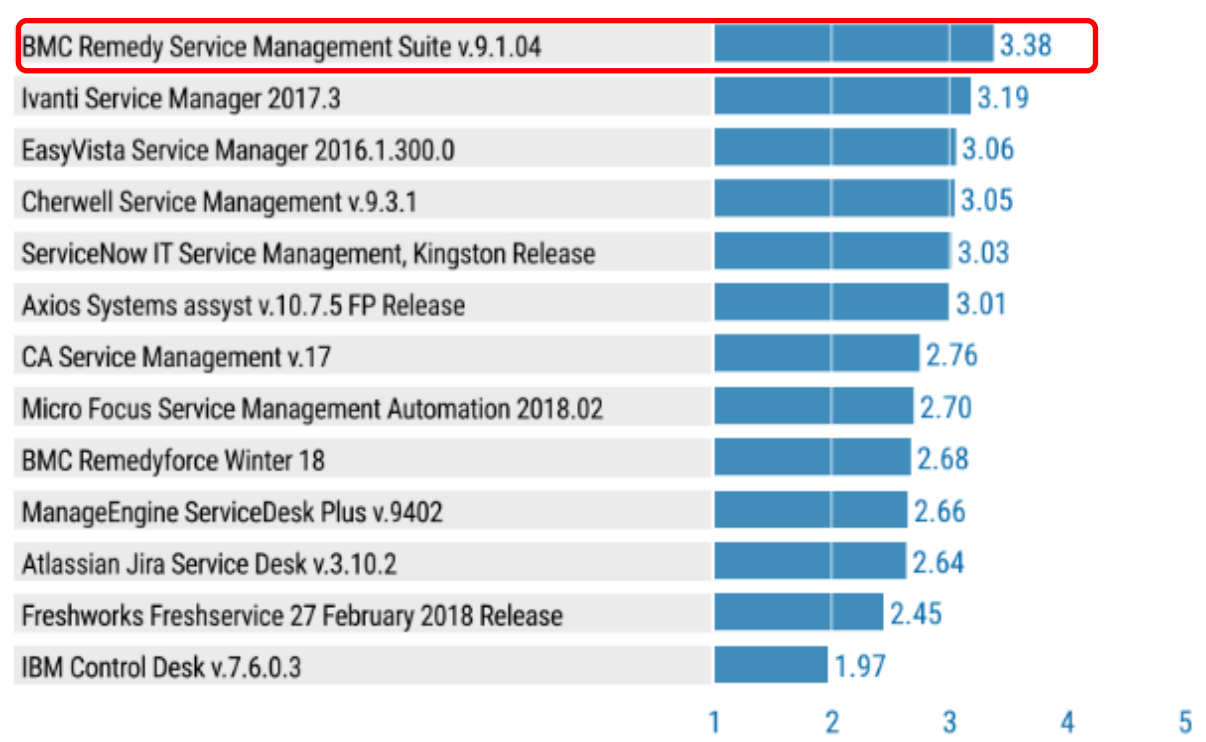
As of 27 August 2019

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Source: Gartner (September 2019)

Figure 2. Vendors' Product Scores for the Intermediate-Maturity I&O Use Case

Product or Service Scores for Intermediate-Maturity I&O



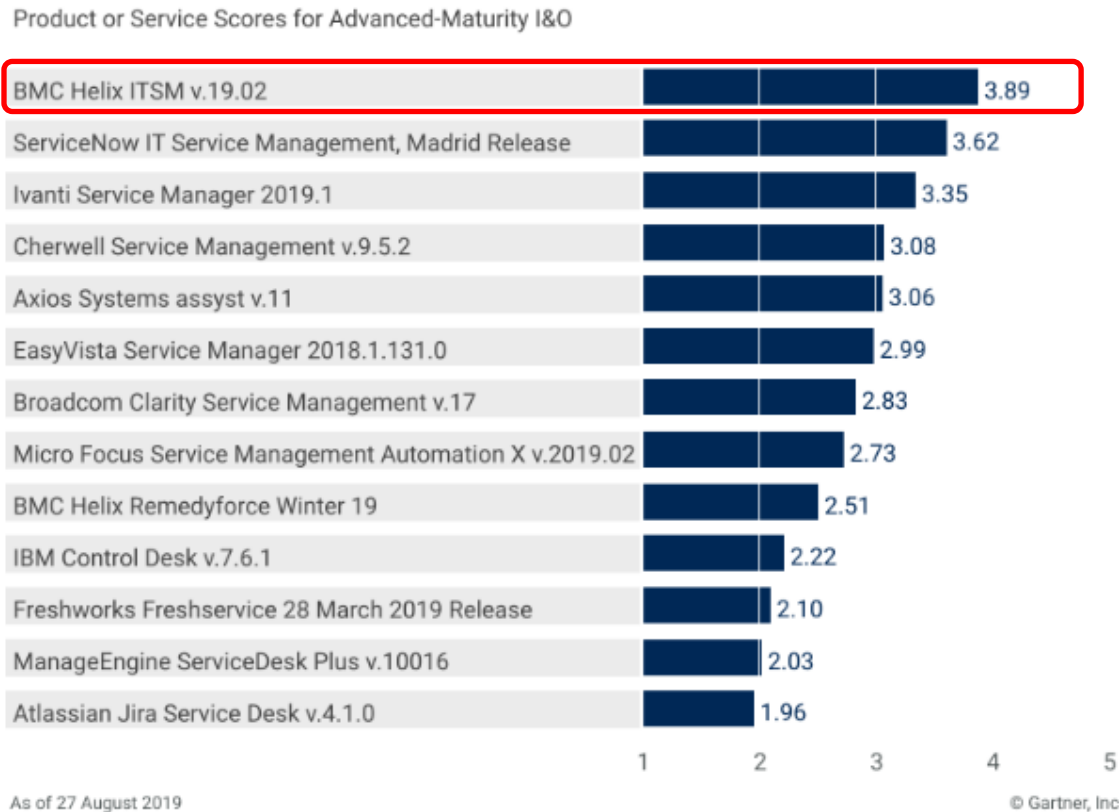
As of August 2018

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Source: Gartner (August 2018)

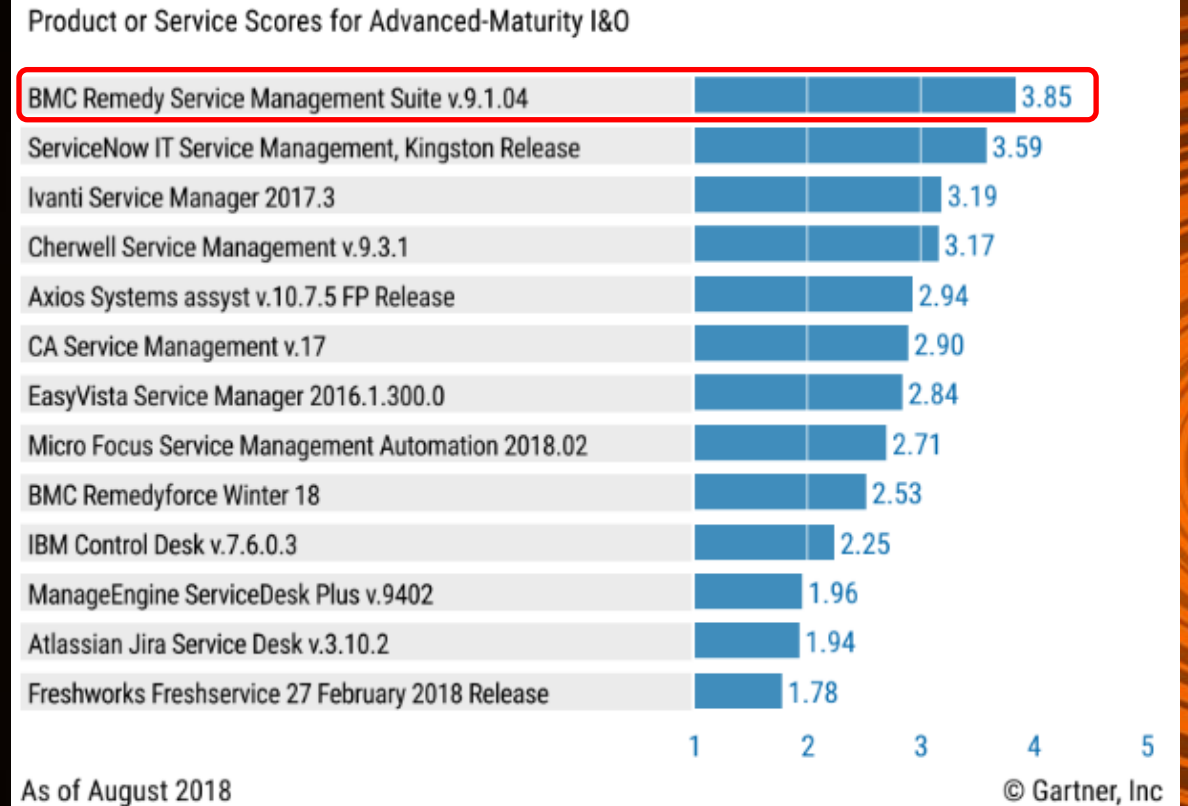
Why BMC – Critical Capabilities Adv I&O

Figure 3. Vendors' Product Scores for the Advanced-Maturity I&O Use Case



Source: Gartner (September 2019)

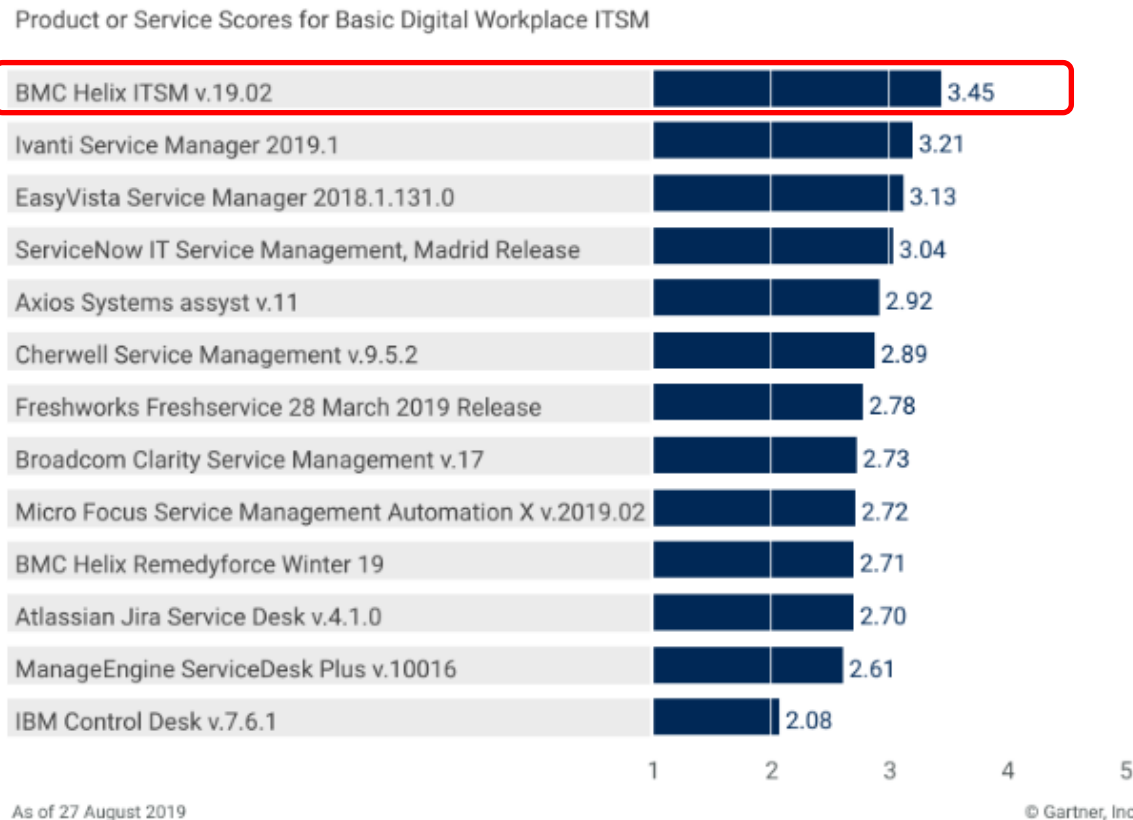
Figure 3. Vendors' Product Scores for the Advanced-Maturity I&O Use Case



Source: Gartner (August 2018)

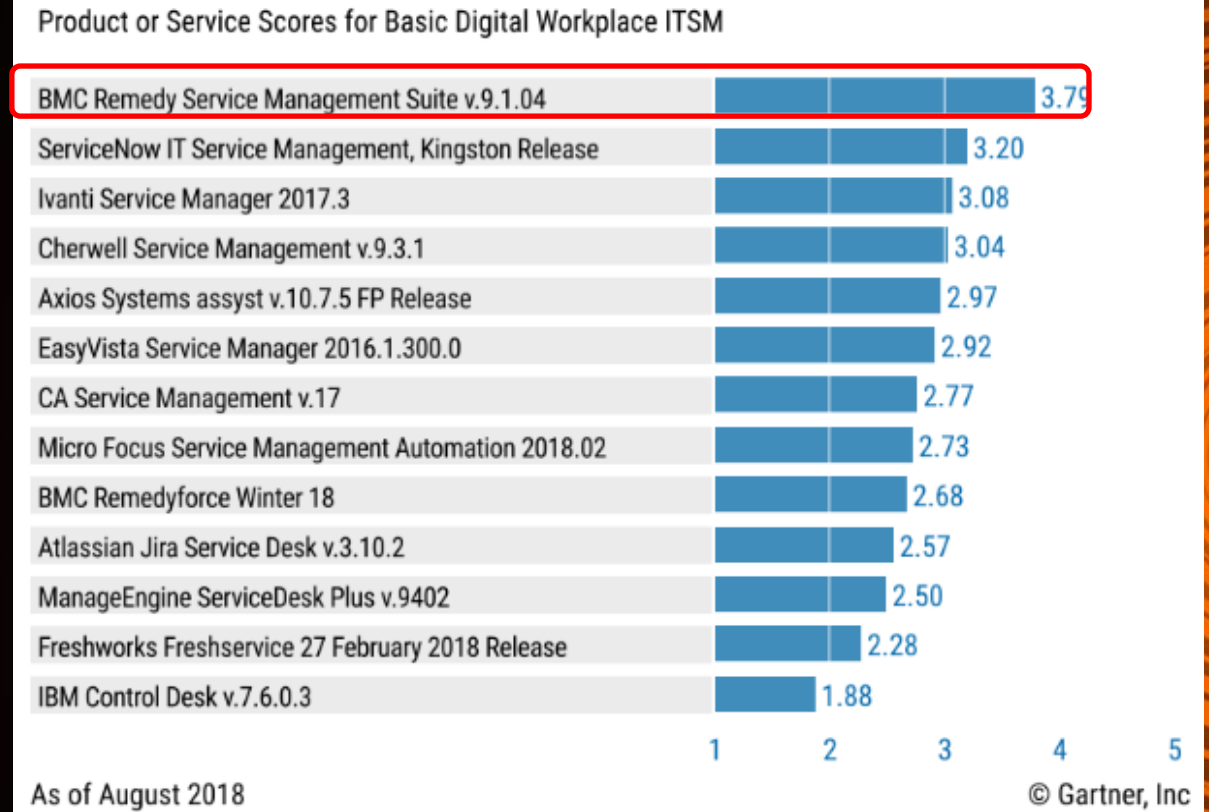
Why BMC – Critical Capabilities Basic DWP

Figure 4. Vendors' Product Scores for the Basic Digital Workplace ITSM Use Case



Source: Gartner (September 2019)

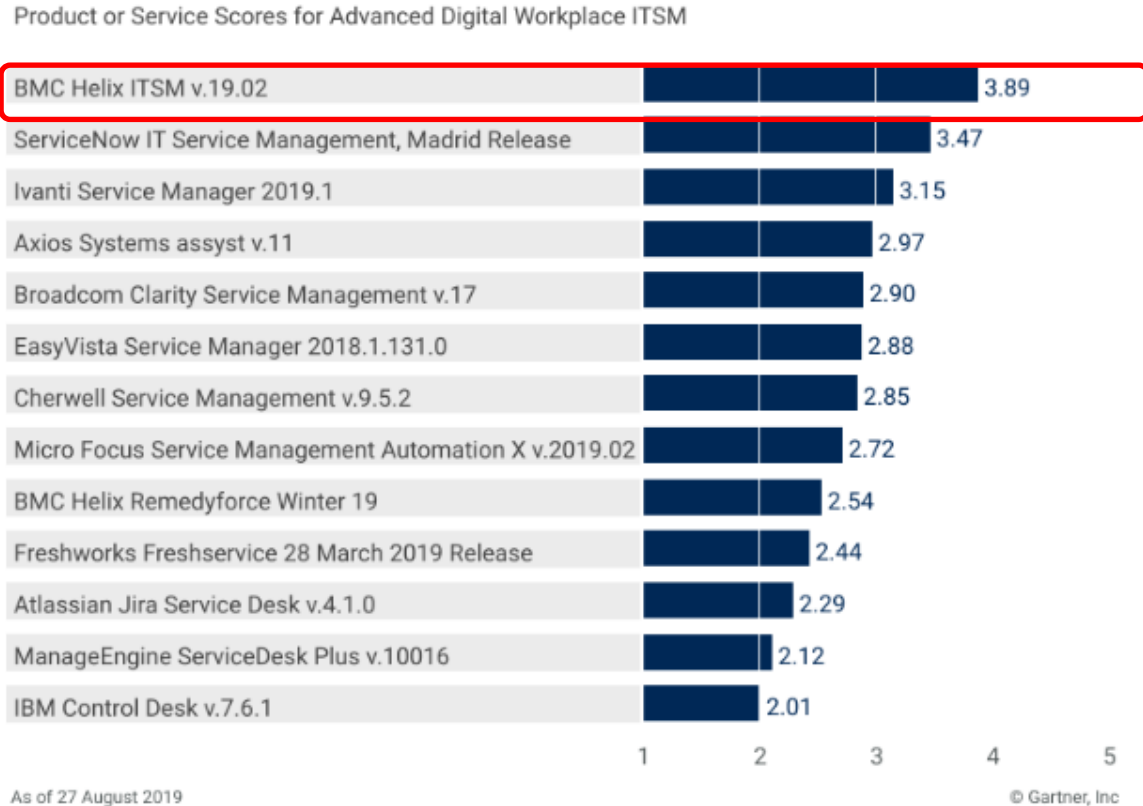
Figure 4. Vendors' Product Scores for the Basic Digital Workplace ITSM Use Case



Source: Gartner (August 2018)

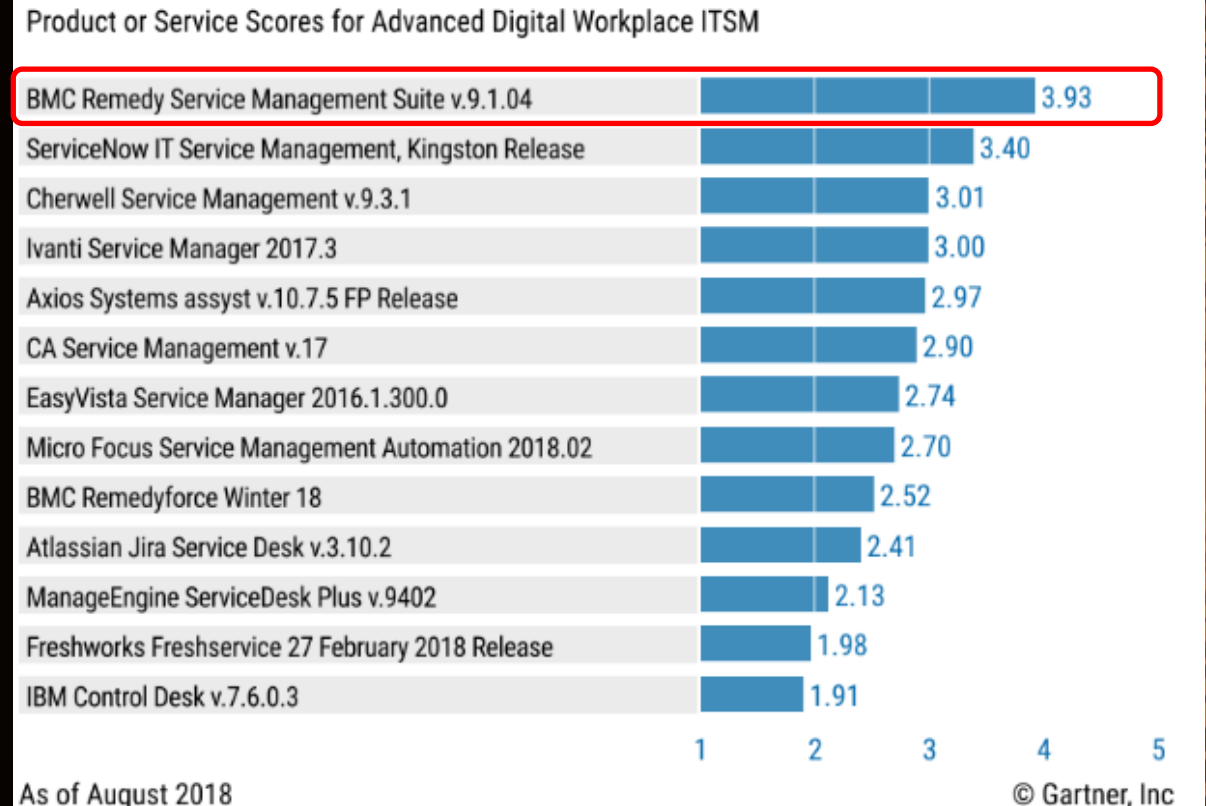
Why BMC – Critical Capabilities Adv DWP

Figure 5. Vendors' Product Scores for the Advanced Digital Workplace ITSM Use Case



Source: Gartner (September 2019)

Figure 5. Vendors' Product Scores for the Advanced Digital Workplace ITSM Use Case



Source: Gartner (August 2018)

Thanks!



About BMC

BMC is a global leader in innovative software solutions that enable businesses to transform into digital for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond



BMC solutions power 92 of the Forbes Global 100