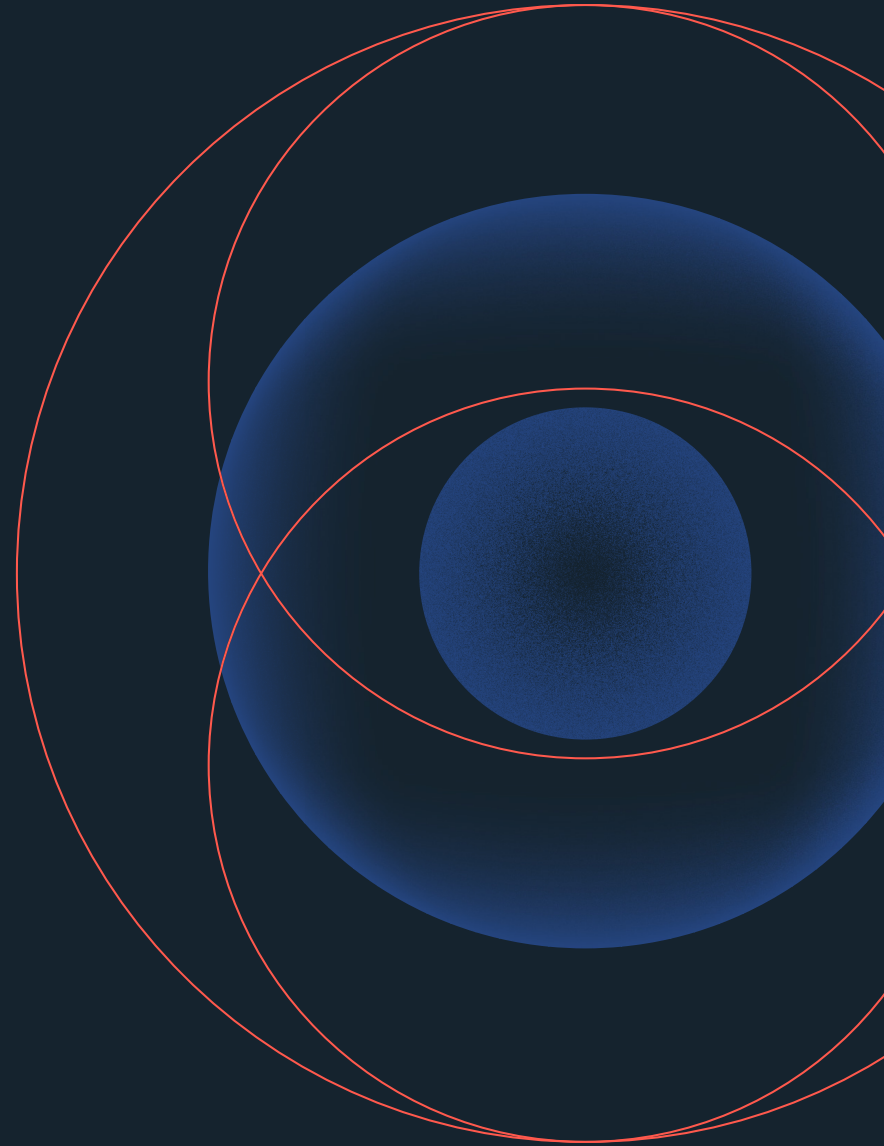


# AIOps made clear

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A straightforward guide to AIOps  
for enterprise leaders.

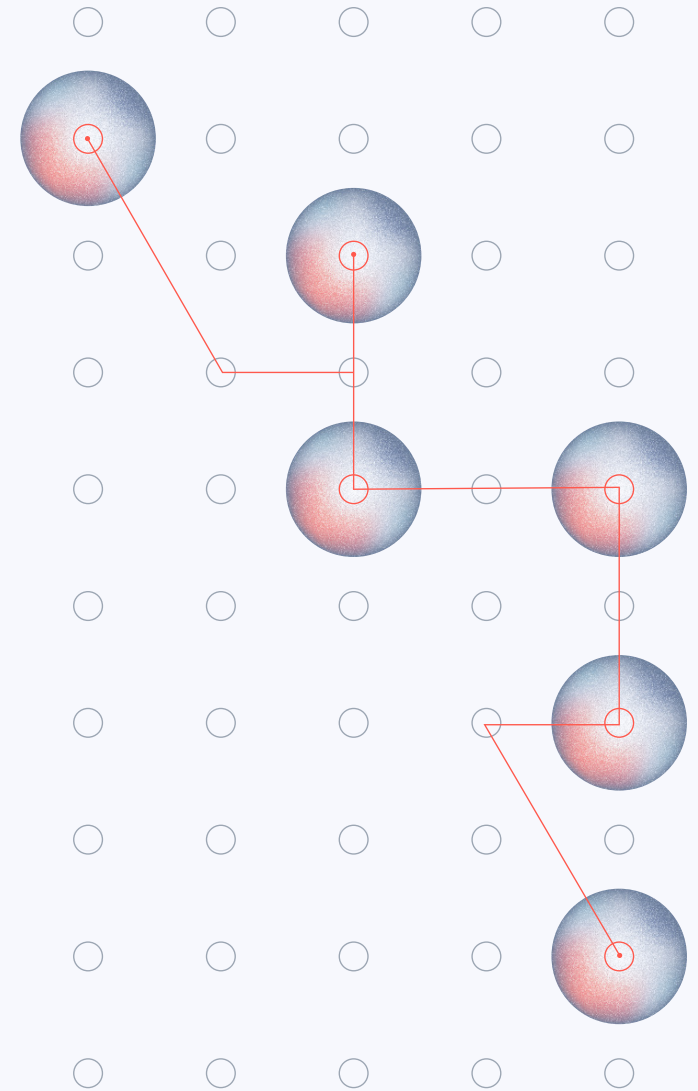


Modern IT faces a big enough challenge in managing a complex hybrid environment. Now add one more: dealing with increasing user expectations due to the popularity of AI. That makes adopting an AIOps solution that can enhance agility, preempt issues, and meet evolving demands absolutely essential.

### **So what exactly is AIOps?**

AIOps uses data, analytics, and machine learning to automate IT operations so your teams can solve problems faster and redirect their time and resources to innovation.

If your goal is to transform your IT operations with the scale, resilience, and speed AI demands, AIOps offers your business some clear advantages.



# AIOps

## Optimize your enterprise for anything



### **Business today moves at a speed only AI can deliver.**

Keeping up with data proliferation and hybrid complexity isn't just hard, it's nearly impossible. There simply aren't enough people or hours in the day. By leveraging the power of AIOps-enabled automation and observability, your enterprise can move from clearing backlogs to leading the way.

#### **Achieve more with less**

AIOps automates IT tasks, freeing teams to focus on strategic initiatives. It leverages AI-driven insights to maximize existing technologies, improve efficiency, minimize downtime, and optimize resource utilization.

#### **Dodge issues and stay nimble**

AIOps provides real-time insights, proactive anomaly detection, and automated responses, ensuring a proactive approach to IT challenges.

#### **Elevate the customer experience**

AIOps streamlines communication and automates processes, facilitating seamless collaboration between problem management, service-level management, and incident management teams. The result? Higher performing, more stable services, and a better customer experience.

#### **Increase efficiency and enhance compliance**

AIOps enables faster decision-making and reduces noise, so teams can proactively detect and remediate anomalies, minimize disruptions, and strengthen regulatory compliance.

# Empowering your business to make better decisions, faster



AI presents a challenge to enterprises like nothing before, creating new opportunities and new hurdles as IT departments struggle to meet rising expectations. Your IT teams are often in reactive mode, putting out fires, with no time to be predictive, proactive, and innovative.

## Here's how AIOps can overcome obstacles and accelerate your business:



### **Streamline enterprise complexity**

AIOps breaks down organizational silos by creating better visibility and connections across data, tools, and processes, streamlining infrastructure and operations tasks and responsibilities so your teams can focus on innovation.



### **Automate change & reduce risks**

AIOps improves the success rate of IT environments by predicting the impact of changes, while also providing insights into anomalous behavior for proactive problem solving and operational resiliency.



### **Accelerate response times & improve reliability**

AIOps provides real-time analytics for immediate insights into IT operations that helps you better forecast demand and capacity, reduce response times, and improve service availability.

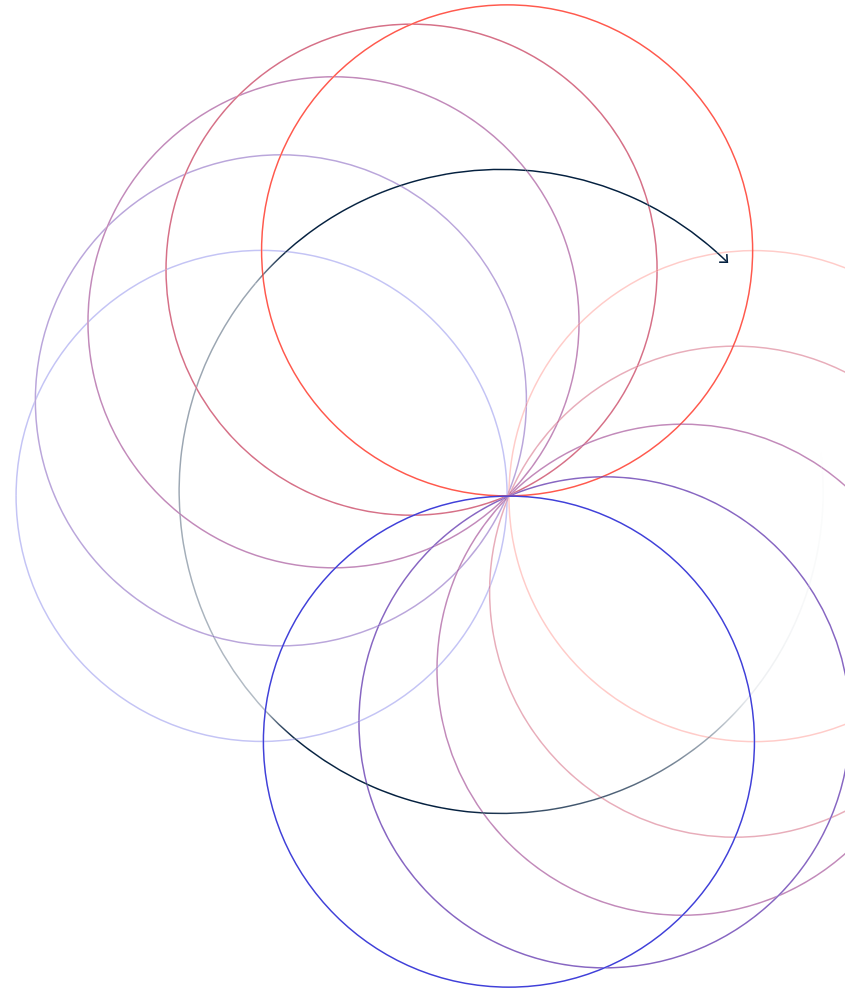
# BMC AIOps

## Accelerate innovation, faster than humanly possible



BMC's comprehensive AIOps solutions apply the power of generative AI and observability to automate IT operations, so you can deliver faster and more reliable experiences for your customers.

As a leader in enterprise IT solutions for more than four decades, we're uniquely prepared to help your business implement enterprise-wide AIOps—from cloud to data center to mainframe, and everywhere in between.



## THE BMC APPROACH TO AIOPS

# Discover | Get a comprehensive, accurate view of your data sources and application infrastructure to enable true observability and faster problem resolution.



## Why it matters

Practitioners and leaders easily understand the objects and relationships in their infrastructure, so they identify the source of problems immediately and can make informed decisions to address problems faster.

## How to achieve it

### BMC HELIX DISCOVERY

Gain instant visibility into hardware, software, and service dependencies across multi-cloud, hybrid, and on-premises environments, and automatically discover assets and their relationship with up to 100% accuracy.

### BMC HELIX OPERATIONS MANAGEMENT

Monitor your entire ecosystem in real-time across multi-cloud, hybrid, and on-premises environments. Cut through operational noise and leverage root cause isolation to pinpoint the source of problems fast, so teams can skip the time and manual effort of assessing hundreds or thousands of alerts and tickets and address issues immediately, before they impact customers or your business.

### BMC HELIXGPT

Get intelligent incident analysis and best action recommendations with generative and causal AI designed to accurately pinpoint root cause, correlate with authentic data, and summarize next steps in plain, actionable language.

### BMC AMI OPS

Use AI-powered analytics, observability, and out-of-the-box insights to rapidly resolve mainframe problems. Issues that could appear in hours, days, or weeks are predicted and presented to responders, allowing them to resolve issues before a service impact ever occurs. A streamlined user experience (UX) simplifies management and helps ensure availability by reducing the mean time to remediate (MTTR) performance issues.

## THE BMC APPROACH TO AIOPS

# Automate

 | Leverage powerful out-of-the-box AI automation and observability to accelerate time-to-resolution and empower teams to solve problems quickly.

## Why it matters

By automating repetitive and mundane manual work, automation frees your teams to focus on the higher-value, innovative work they were hired to do in the first place. And when teams are proactively informed of issues, they can act faster, ensuring better customer experiences and market performance.

## How to achieve it

### BMC HELIX OPERATIONS MANAGEMENT

Incorporate intelligent automation to streamline processes—from routine maintenance tasks to complex workflows—across multiple environments. Proactively detect problems and automate their solutions so you can manage your entire ecosystem effectively and address issues before they impact users.

### BMC AMI OPS

Address workforce changes that are resulting in a loss of expertise and deliver 24/7 performance with codeless rules-based automation that doesn't require a programming background to remove manual processes.

## THE BMC APPROACH TO AIOPS

**Optimize** | Continuously optimize with predictive analytics that help you plan effectively and maintain the high service levels required to win business and build customer loyalty.



### Why it matters

Improve service assurance, right-size workloads, and forecast with certainty, leading to happier internal and external customers, greater operational efficiency, and lower costs.

### How to achieve it

#### **BMC HELIX CONTINUOUS OPTIMIZATION**

Elevate service assurance, allocate IT spending effectively, and proactively forecast future requirements with predictive intelligence that helps keep environments running smoothly and predictably, regardless of how dynamic or complicated they are. Leverage integrated

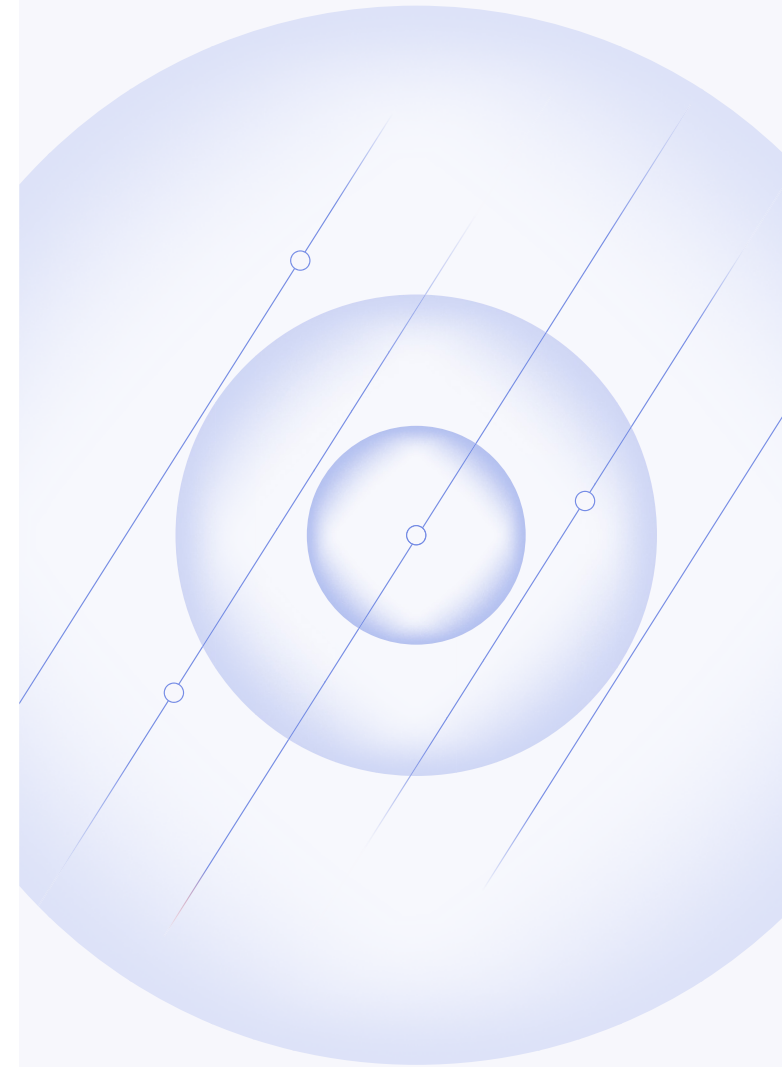
dashboards to gain real-time insights into what's occurring in on-premises, SaaS, Kubernetes, or pod environments, or in containerized applications. Customize dashboards for individual roles so users can quickly identify important issues and take action.



# Ready to transform your IT operations with the scale, resilience, and speed AI demands?

Get started with BMC AIOps solutions today.  
And move your business forward, faster than humanly possible.

**Connect with an AIOps expert →**



#### About BMC

BMC works with 86% of the Forbes Global 50 and customers and partners around the world to create their future. With our history of innovation, industry-leading automation, operations, and service management solutions, combined with unmatched flexibility, we help organizations free up time and space to become an Autonomous Digital Enterprise that conquers the opportunities ahead. [www.bmc.com](http://www.bmc.com)

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