



FUTURE OF *SERVICE MANAGEMENT*

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TAMING THE TECH TSUNAMI

Multi-Cloud



Multi-cloud becomes a reality

Multi-Device (IoT)



IoT gets down to business

Multi-Channel



Omni-channel Experience takes center stage

DevOps



DevOps is the new norm

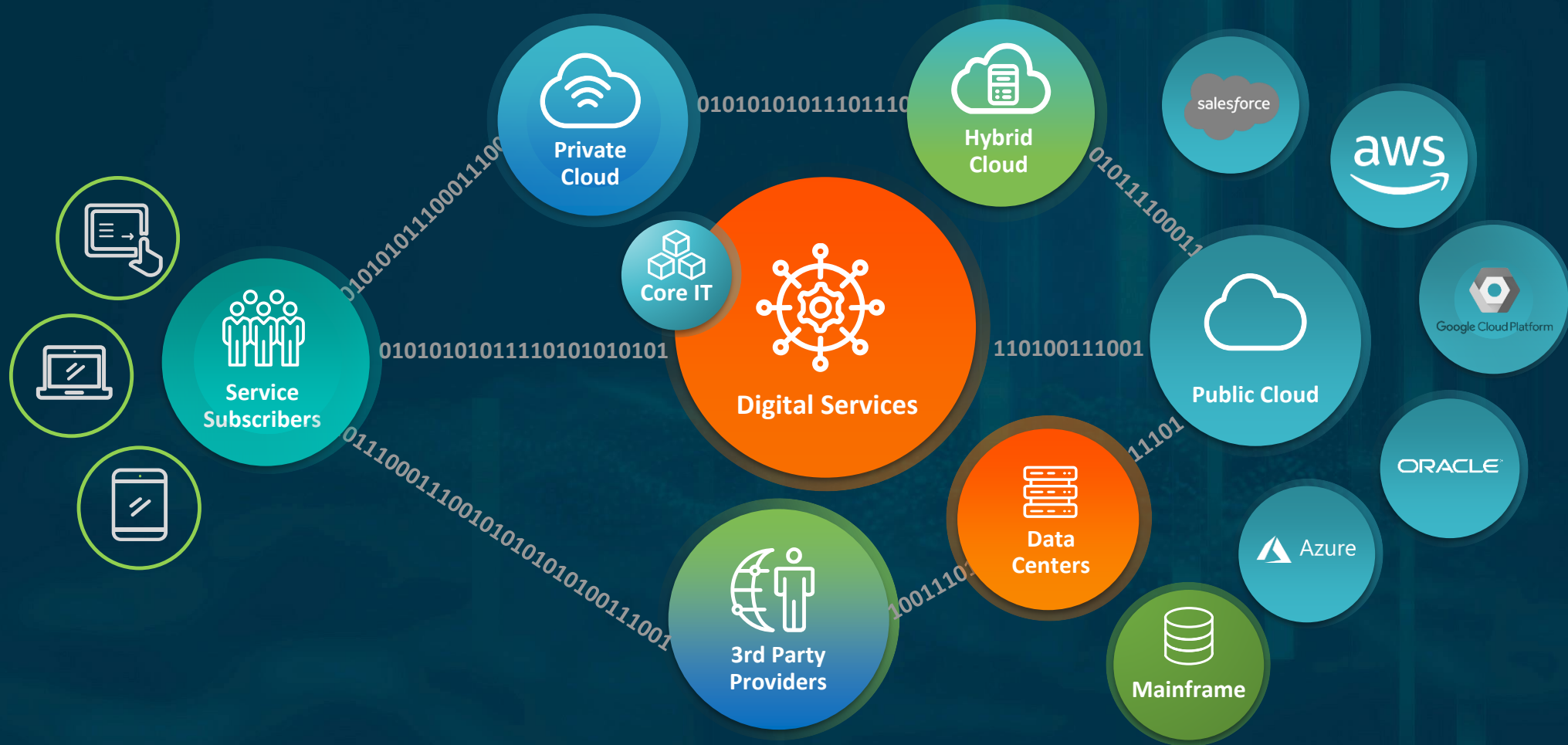
Big Data



Data is the new oil

COGNITIVE AUTOMATION KEY TO ADDRESS THIS COMPLEXITY

MULTI-CLOUD IS A REALITY



IoT GETS DOWN TO BUSINESS

2.5T

connectable
things

50B

devices
connected by
2020

6.1B

smart phones

26

connections
per human

SERVICE MANAGEMENT OF IoT ASSETS IS A PRIORITY

OMNI-CHANNEL EXPERIENCE TAKES CENTER STAGE

50%

By 2020

75%

By 2025

2015

2030

5 GENERATIONS OF EMPLOYEES IN THE WORKFORCE

WHAT DOES **FUTURE** LOOK LIKE?

FUTURE OF SERVICE MANAGEMENT

TODAY

Human Driven (L0/L1/L2)



Manual

Inaccurate

Expensive



TOMORROW

Chatbots/Virtual Agents



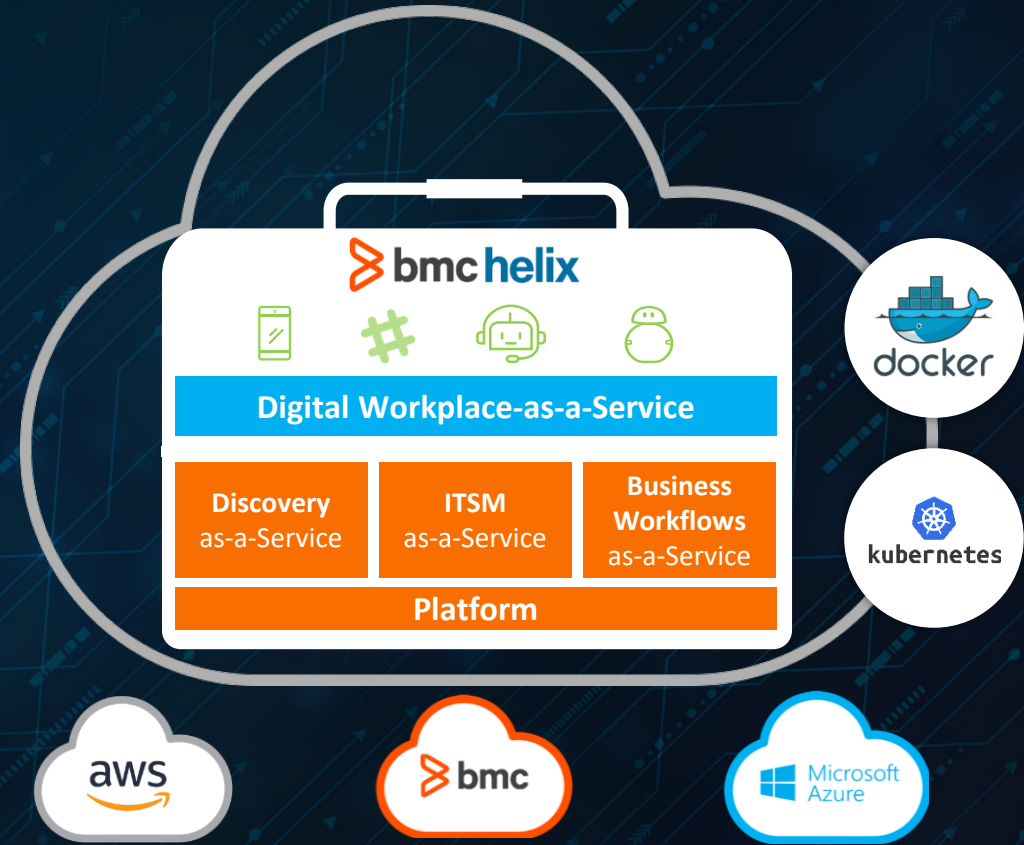
Speed

Accuracy

Lowest Cost

BMC TRANSFORMATION

Remedy Service Management Suite



ITSM

Cognitive Service Management

BMC HELIX: COGNITIVE SERVICE MANAGEMENT

4 Cs FOR YOUR FUTURE-READY ENTERPRISE



Cloud

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



Containers

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



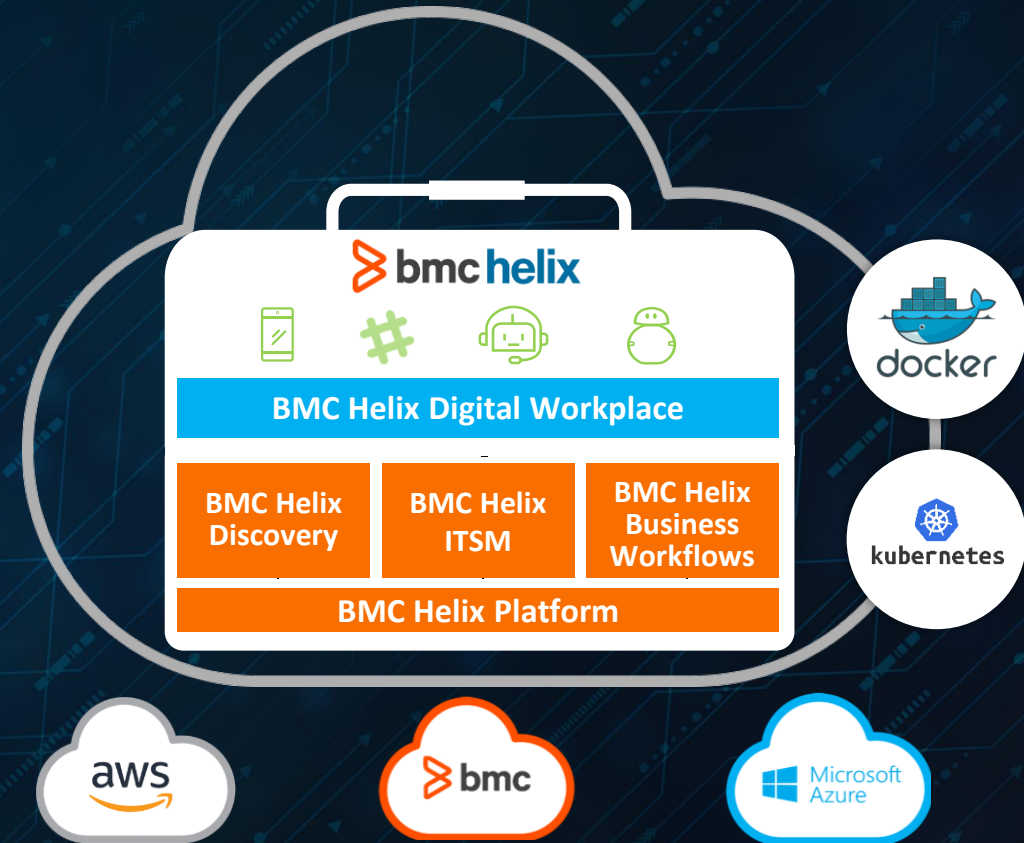
Cognitive

Transform from ITSM to CSM by
embedding cognitive capabilities



Channels

Omni-channel Experience with your
channel of choice (Web, SMS, Slack,..)

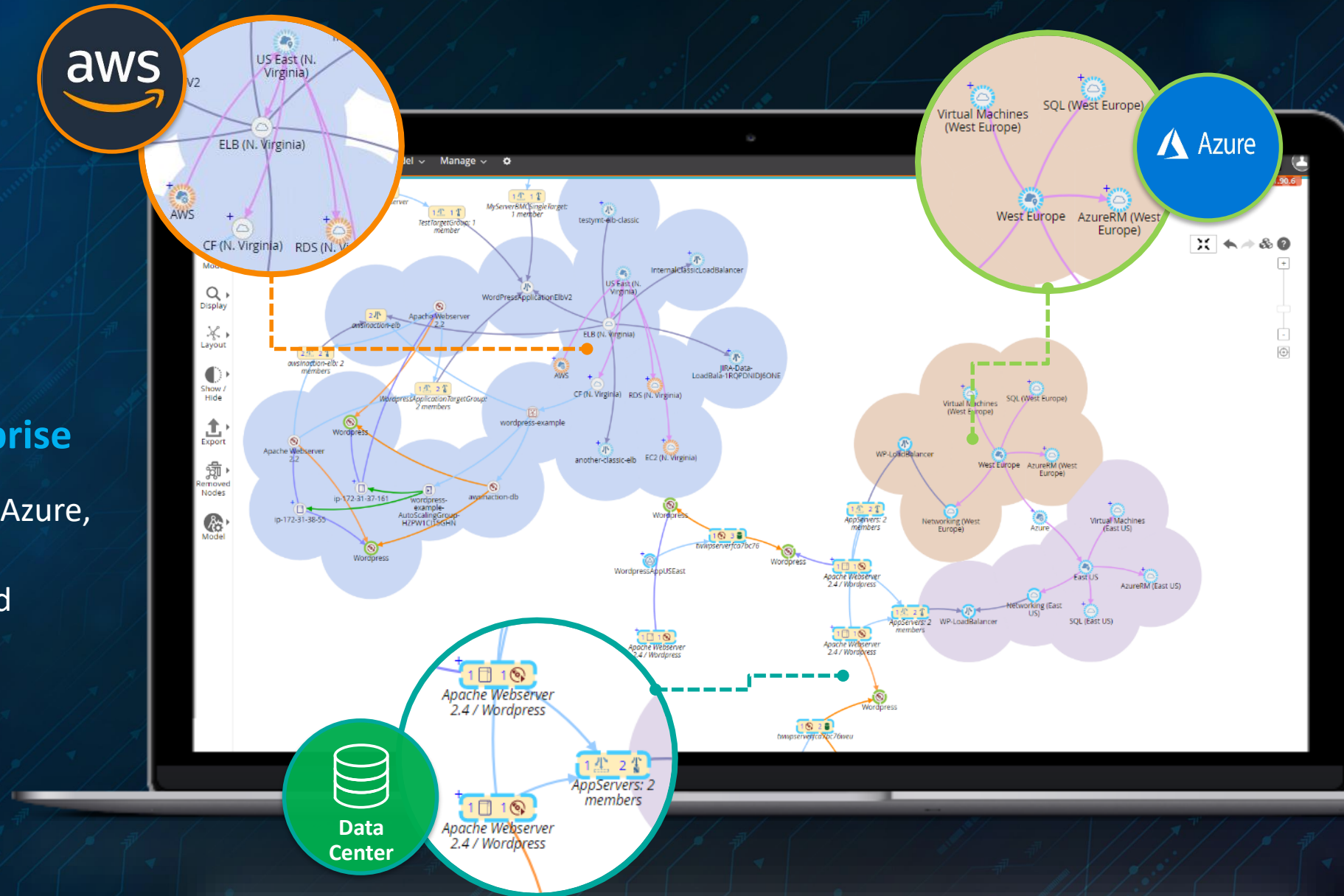


POWERED BY: BMC Helix Platform based on micro-services architecture & integrations through REST APIs

BMC HELIX DISCOVERY

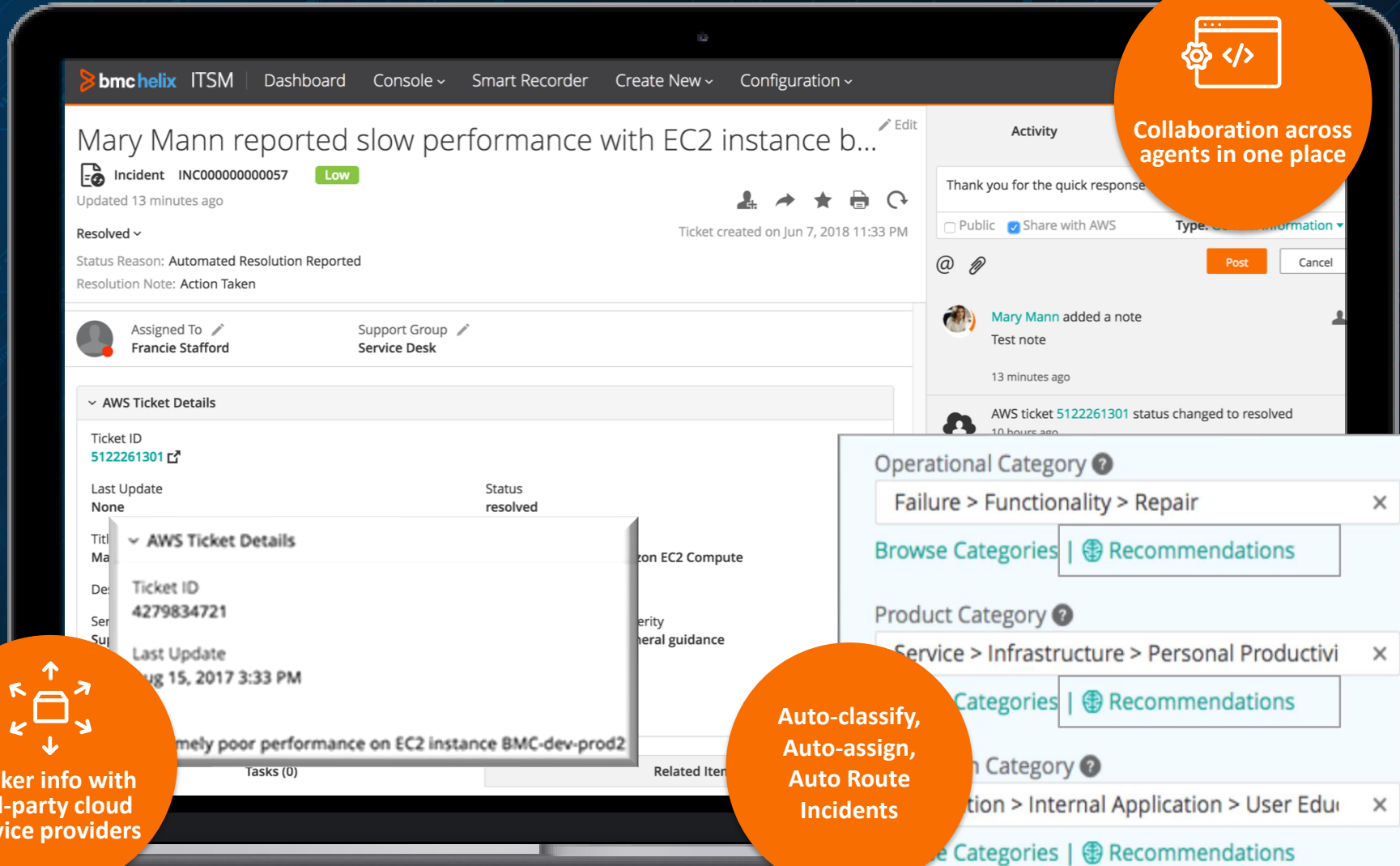
Inventory for your enterprise

- Multi-cloud Discovery – AWS, Azure, IBM Cloud...
- Map relationships across cloud platforms and data centers
- Discovery of Hyper Converged Infrastructure – Containers, Software Defined Networks, Software Defined Storage



BMC HELIX ITSM

- Agent experience with ChatOps
- Deep learning for auto-classification, -assignment and -routing
- CI/CD with Change/Release automation
- Integration with DevOps tool chain



Collaboration across agents in one place

Broker info with 3rd-party cloud service providers

Auto-classify,
Auto-assign,
Auto Route
Incidents



Transforms IT Service Delivery with BMC Helix ITSM



“With BMC Helix ITSM & BMC Helix Digital Workplace form the foundation for eBay as they take on their cloud transformation journey.”

BMC HELIX DIGITAL WORKPLACE

Your Future of Work Experience

- Unified service catalog across IT & LoBs
- End-user experience for B2E, B2B and B2C
- Device-agnostic and optimized for any device of your choice
- Federated Search across the all knowledge sources

Unified Enterprise Catalog



BMC HELIX BUSINESS WORKFLOW

- For HR, Facilities, Procurement subject matter experts in the LoB
- Integrated with Digital Workplace & service catalog
- Shared services becoming a norm
- Powered by cognitive automation

Auto-classify,
Auto-assign,
Auto Route
Incidents

The screenshot displays the BMC Helix Business Workflows interface. At the top, there's a navigation bar with 'bmc helix', 'Business Workflows', 'Workspace', 'Quick Case', 'Create', and 'Manage'. The main content area shows a case titled 'My legal name has changed and I need it updated.' with details like 'CASE-0000001515', 'Medium' priority, and 'Modified 3 days ago'. The case is in 'In Progress' status. Below this, there's a section for 'Source' (Digital Workplace), 'Request ID' (24), and 'Case Template' (Change My Legal Name). A description states: 'The employee has changed their name and needs our records updated.' The assignee is Hannah Haas, and the assigned group is Workforce Administration. The reason for change is 'Personal Choice' and the new name is 'juergen hauser (updated in HCM)'. A 'Case Templates' panel is open on the right, showing a list of templates with columns for Template Name, Template Status, and Case Category. The 'Change My Legal Name' template is selected.

Template Name	Template Status	Case Category Ti...	Case Category Ti...
<input type="checkbox"/> 401K Status	Active	Total Rewards	Benefits
<input type="checkbox"/> A new facilities issues cas...	Draft		
<input type="checkbox"/> Accounting or Auditing Co...	Active	Payroll	Finance
<input type="checkbox"/> Automated 2-1 DNP	Active	General Finance / Reporting	
<input type="checkbox"/> Automated 2-1 Pro	Active	General Finance / Reporting	
<input type="checkbox"/> Change My Address	Active	Workforce Administration	HR Operations
<input checked="" type="checkbox"/> Change My Legal Name	Draft	Workforce Administration	HR Operations
<input type="checkbox"/> Complaint Procedures for...	Active	Payroll	Finance
<input type="checkbox"/> Conference Room Furniture	Active	Facilities	Conference Room
<input type="checkbox"/> Conference Room Power	Active	Facilities	Conference Room
<input type="checkbox"/> Copy template - Change...	Draft		
<input type="checkbox"/> Cust Status Test Template	Active		
<input type="checkbox"/> Cust Status Test2	Active		
<input type="checkbox"/> Dental Benefits Question	Active	Total Rewards	Benefits
<input type="checkbox"/> Employee Complaint Agai...	Active	Employee Relations	Employee Concerns
<input type="checkbox"/> Employee Relocation Req...	Active	Talent Management	Relocation
<input type="checkbox"/> Ergonomic Assessment	Active	Employee Relations	
<input type="checkbox"/> Facilities Issue	Active	Facilities	
<input type="checkbox"/> Generate Employee Verifi...	Active	Workforce Administration	HR Operations
<input type="checkbox"/> Gym Equipment Maintena...	Active	Facilities	

Templates &
Workflows for
lines of business



Genpact Automates End-to-End Processes for 80K Employees Worldwide



“Leveraging digital technologies is at the core of what we do. In partnership with BMC, we can automate employee engagement, empowering them to solve real business challenges.”

Vidya Srinivasan | CIO at Genpact

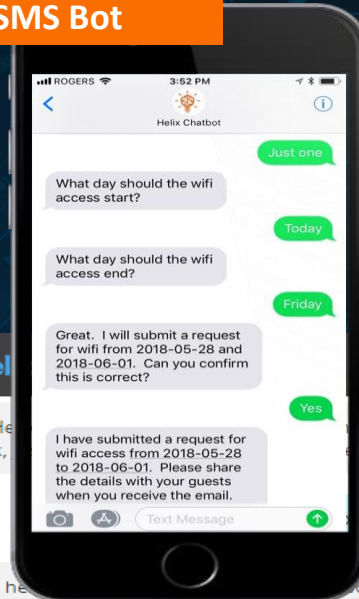
BMC HELIX CHATBOT

Omni-Channel Experience

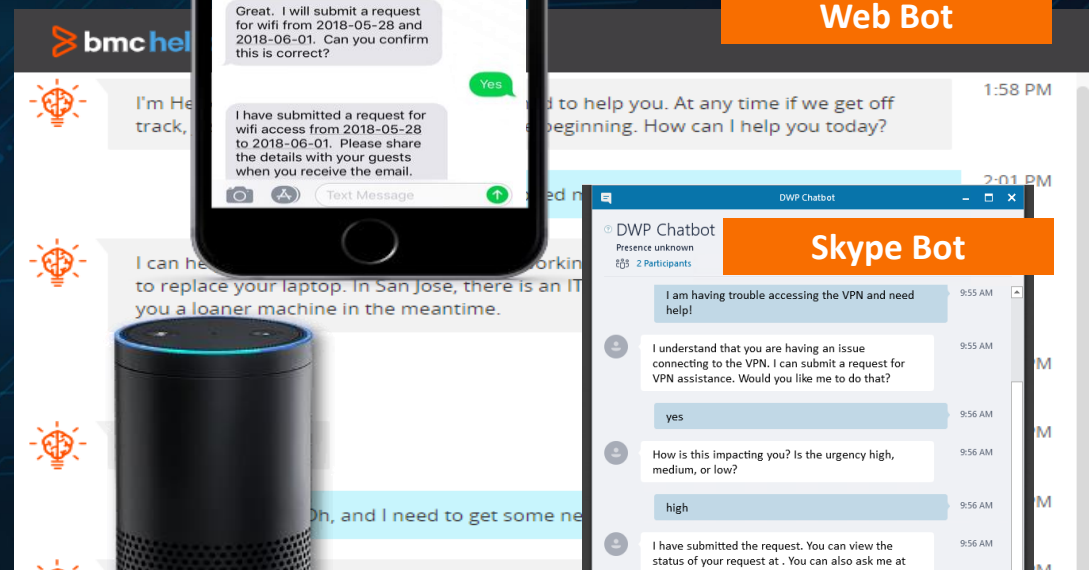
- Conversational AI with Tone & sentiment analysis, NLP/NLG/NLU
- Omni-channel experience across SMS, Slack, Skype, web and more
- Chatbots for multiple LoBs including IT, HR,...
- Transfer to live agent
- Resolve issues using Natural Language and drive **Chatbot automation** of L0/L1 service requests

Omni-channel Bot Experience

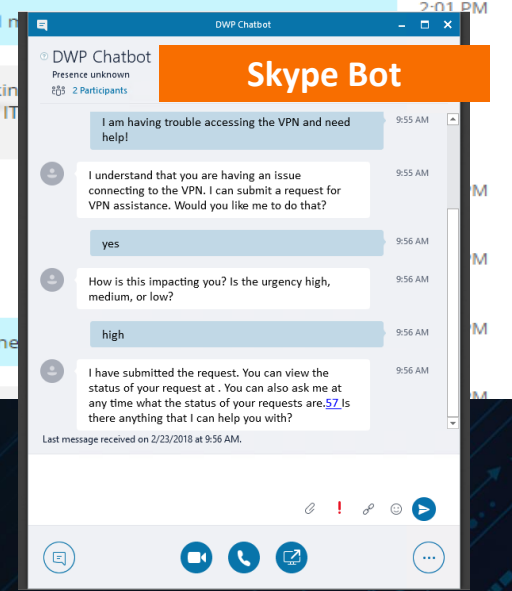
SMS Bot



Web Bot



Skype Bot



Virtual Agents



GW

The George Washington University Students Give BMC Helix Chatbot an Enthusiastic Thumbs Up



20 mins

to a few mins time to self-service resolution



25%

self-service case deflection



11%

case resolution via Chatbots

BMC Helix Chatbot lets us deliver on a top priority at GW; a compelling, modern interface that gives students service anytime, anywhere, on any device.

Donna Hill | Assistant Director, Service, Configuration and Continuity Management



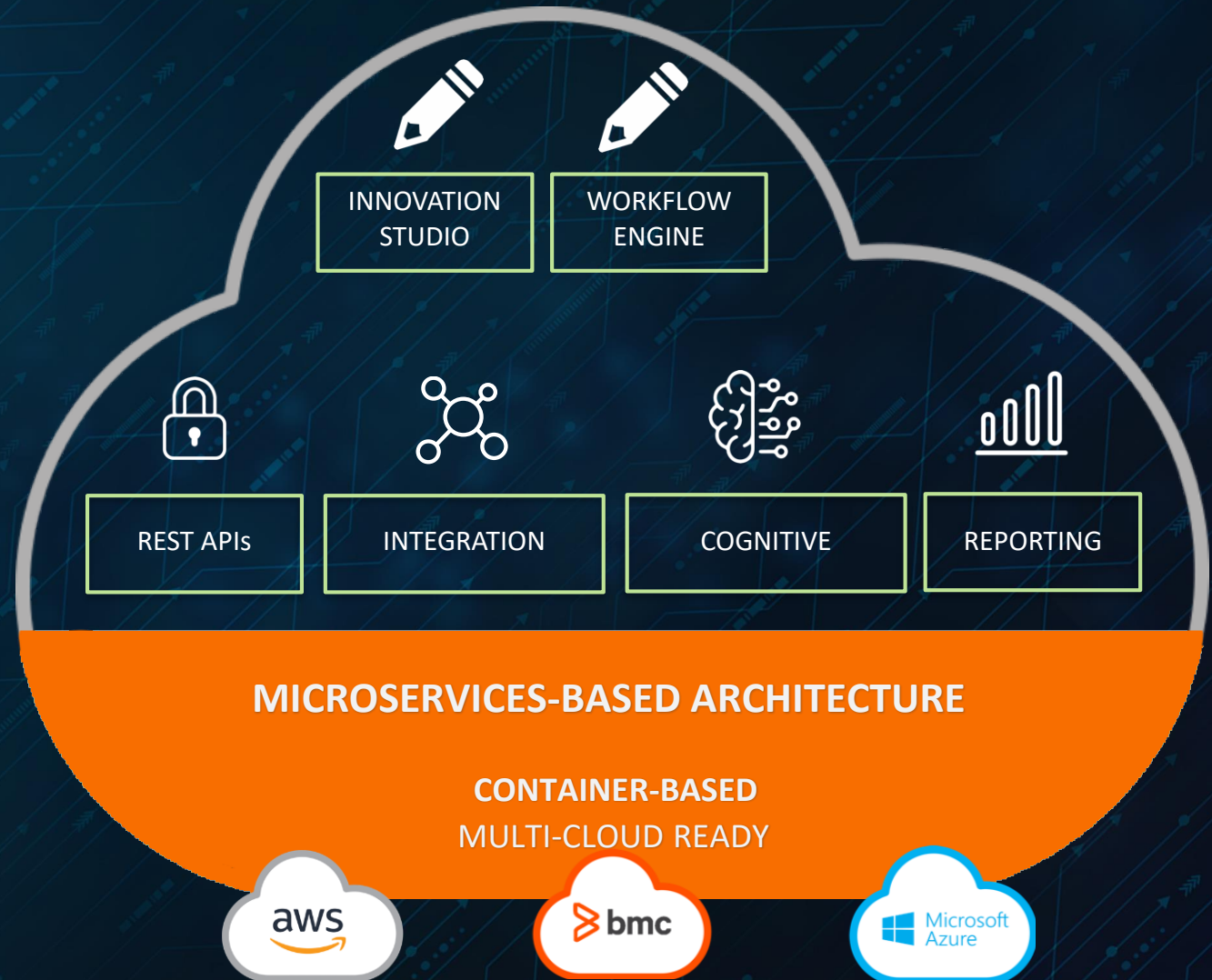
The George Washington University

Delivering Next-Gen Cognitive
Service Management with BMC Helix

BMC HELIX PLATFORM

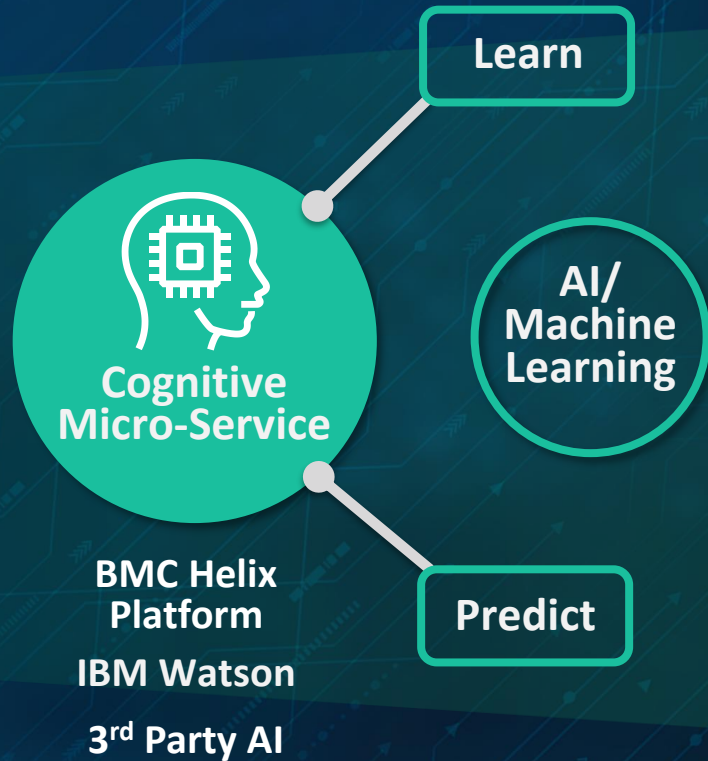
Omni-Channel Experience

- Containerized Cloud agnostic platform – run on your cloud of choice: AWS, Azure, IBM Cloud...
- No-Code, Low-Code, Pro-Code Platform
- Create, extend and customize complex custom apps & workflows

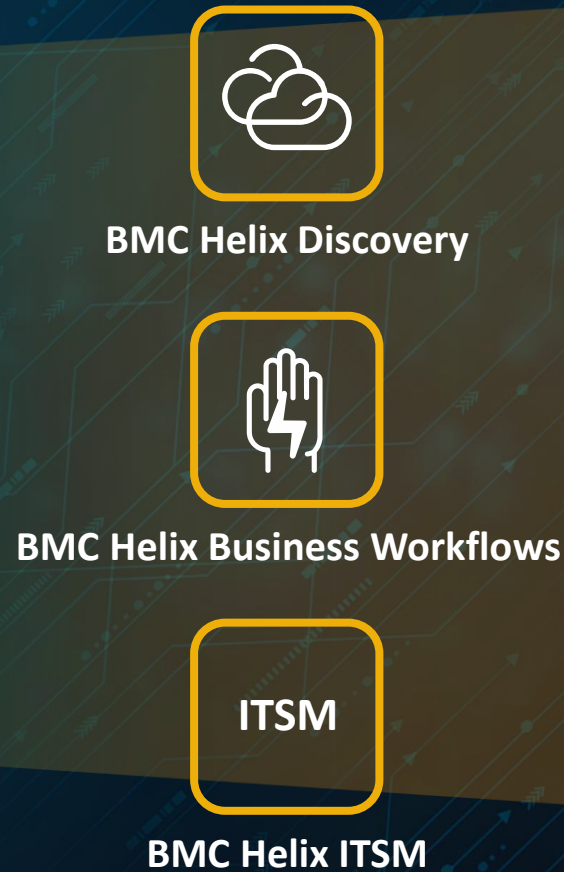


BMC HELIX: FOR YOUR COGNITIVE ENTERPRISE

SYSTEM OF INTELLIGENCE



SYSTEM OF RECORD & SERVICE DELIVERY



SYSTEM OF ENGAGEMENT



INDUSTRY PARTNERSHIPS TO INNOVATE & SCALE

BMC HELIX & MICROSOFT



JITTERBIT + BMC HELIX



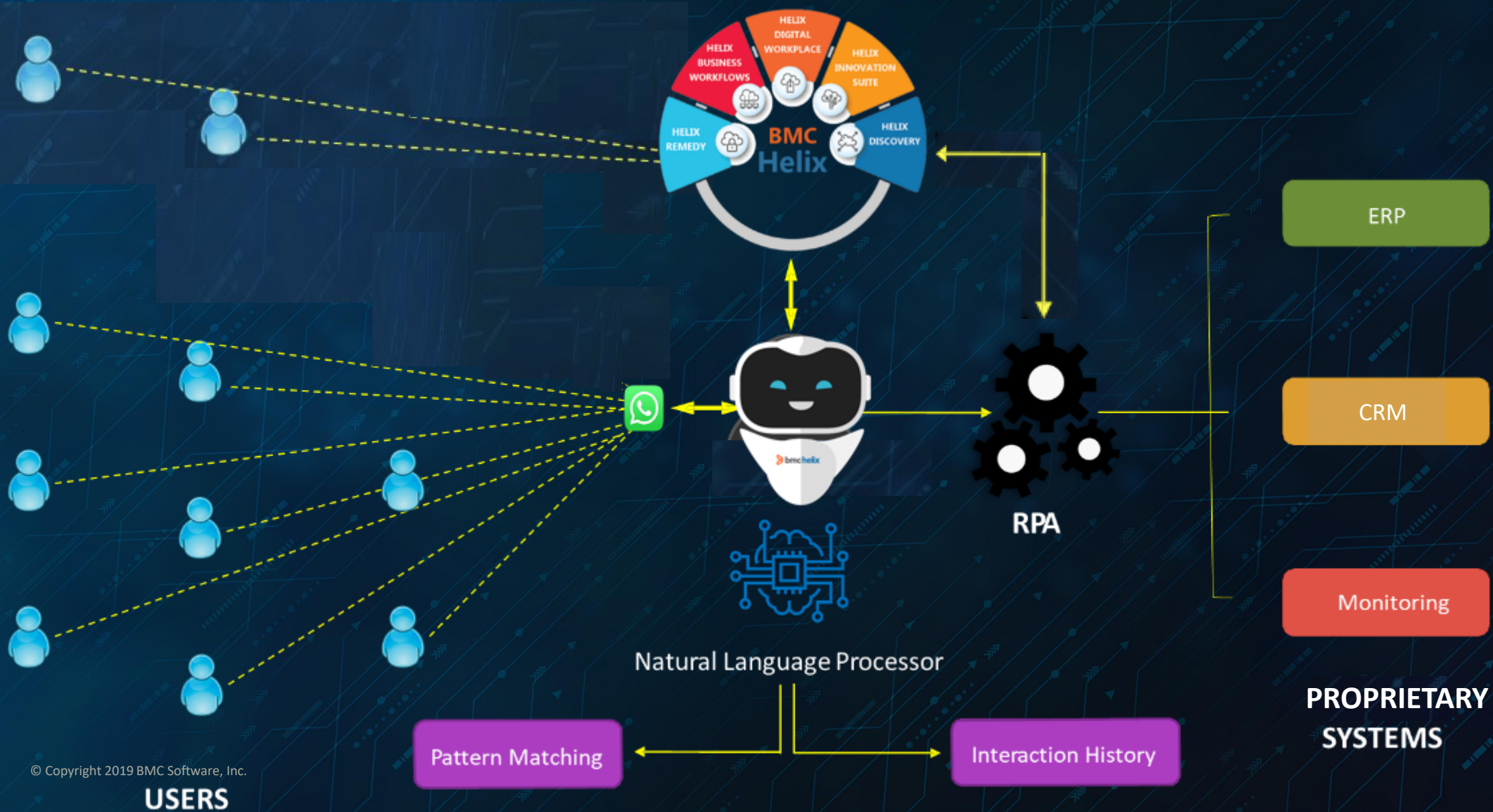
- Easily connect SaaS, cloud and on-premise applications. Instantly infuse intelligence into any business process
- Connect Helix Business Workflows and Workday to create/update employees and sync people data
- Connect Helix Digital Workplace with ServiceNow to consolidate catalogs for customers across ITSM systems



AUTOMATION
ANYWHERE

DELIVER END-TO-END
RPA BOT AUTOMATION
FOR SERVICE DESK

BMC Helix + RPA BOTS



TAME THE TECH TSUNAMI
WITH
BMC HELIX

A conceptual image showing a human hand on the left pointing towards a robotic hand on the right. The background is dark blue with glowing white circuit lines and a central circular interface element. The text 'VISIT TODAY: bmc.com/helix' is overlaid in the center.

VISIT TODAY: bmc.com/helix

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 helix** Digital Workplace
Delivering an Omni-Channel Experience