BMC Helix: A Guide to Modernization

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Introduction

Market Trends

With tech being a driver of change and also the thing being changed, business leaders know that growth and innovation requires a hard look at how service is delivered across the enterprise.

Time is of the essence in the digital economy. The modern business is more dependent than ever on technology with zero tolerance for outages and delays. Facing rising service demands, modern organizations struggle in a sea of legacy tools to manage increasingly complex, dynamic, and distributed IT environments. Fortunately, SaaS can help solve these challenges by building and scaling IT infrastructure to meet these needs.

60%

60%

60%

70%

70%

90%

IDC FutureScape Cloud Predictions

1

2

3

4

5
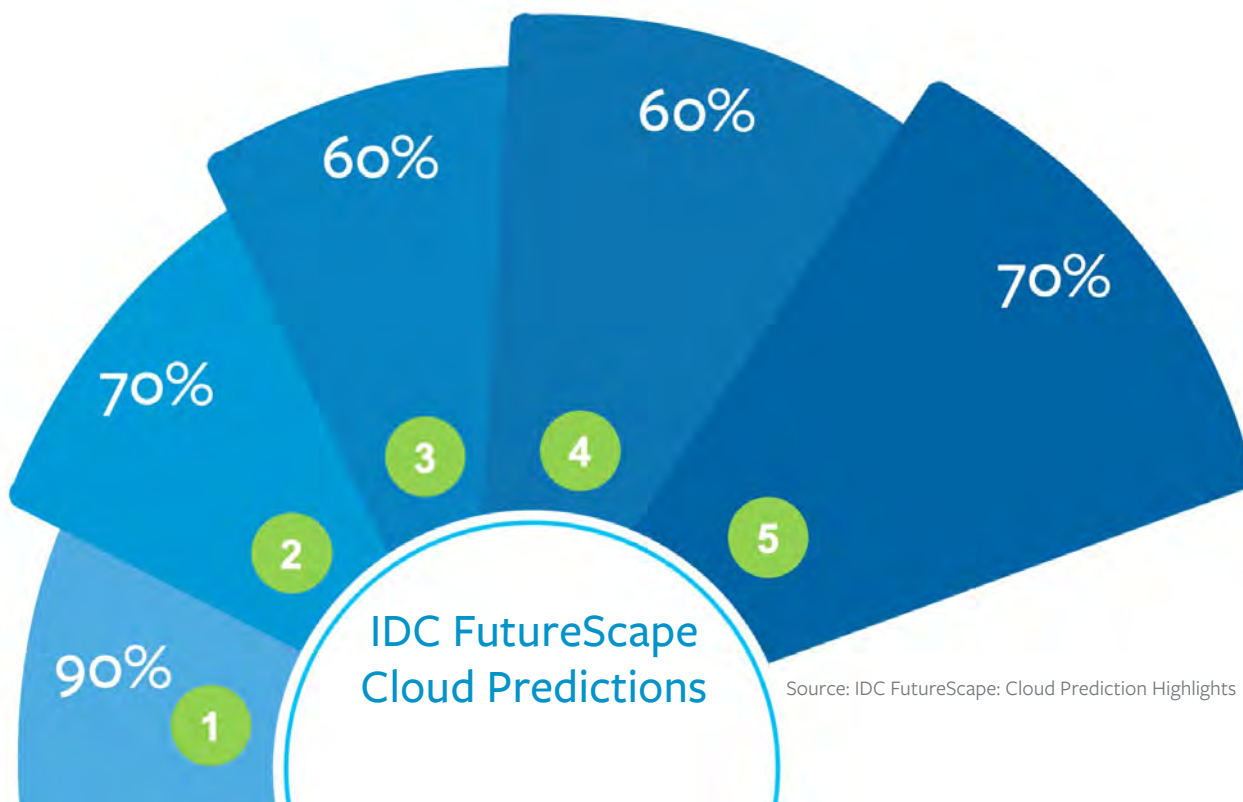
Source: IDC FutureScape: Cloud Prediction Highlights

1

By 2021, over 90% of enterprises worldwide will rely on a mix of on-premises/dedicated private clouds, several public clouds, and legacy platforms to meet their infrastructure needs.

2

By 2022, 70% of enterprises will deploy unified VMs, Kubernetes, and multi-cloud management processes and tools to support robust multi cloud management and governance across on-premise and public clouds.

3

By 2025, 60% of enterprise IT infrastructure spending will be allocated to public cloud and a quarter of enterprise IT applications will run on public cloud services.

4

By 2022, 60% of organizations have invested in automation, orchestration, and development life-cycle management of cloud-native applications and platforms.

5

By 2024, 70% of enterprises reduce the cost and complexity of customizing enterprise applications by increasing spending on industry-specific SaaS applications and platforms.

Cloud Adoption Drivers

In a survey recently conducted amongst 340 technology planning investment decision makers, when asked what challenges ahead are the most daunting, integrating ITSM and ITOM teams surfaced immediately.

As the majority of businesses move to combine ITSM and ITOM teams, they all recognize the crucial value of a unified view across processes. With out of date technology and painful upgrades leading to a painful lack of transparency around performance - businesses can no longer afford for teams not to collaborate.

THE PLATFORM ECONOMY
Competing at hyperscale
1

RISING CUSTOMER EXPECTATIONS
More convenience, customization, and control
2

THE FUTURE OF WORK
Agile, augmented, borderless and reconfigurable
3

INTELLIGENCE EVERYWHERE
AI's opportunity and implications
4

SENSE, COMPUTE, ACT
Maximizing data value
5

SOURCE: Worldwide survey by BMC Software and Hanover Research of 340 I&O leaders

Cloud Adoption Benefits

Scalability
- Scale on demand
- No need to manage infrastructure and licenses

Reduced Costs
- No upgrades
- No infrastructure upkeep or maintenance
- Reduced overhead and resources

Faster time to Innovation
- Workforce access to the latest innovations
- Agility to deliver innovation & value to the business

Security and Compliance
- SaaS vendors manage the security and compliance required for software/hardware

Access and Flexibility
- Ability to provide employees to work anywhere
- Better accessibility and ability to drive adoption

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Five Years from Now

Across all sectors, disruptive technologies have brought about dramatic changes to the way public and private organizations operate, making clear that the future of business will look far different than it does today.

2/3
of companies will deploy software daily

90%+
of new apps will be cloud native

80%+
of new code will be externally sourced

1.6X
more developers

BMC Helix Powered Digital Transformation

As businesses move to make modern digital transformation across functions a reality versus a talking point, they know that rapid changes requires ramping up solving traditional problems with hybrid solutions. The next few years will be key as many try to make sense of the new normal in the workplace, and how to future proof their business with cognitive technologies like artificial intelligence and machine learning.

Most business altering initiatives take time to bear fruit but migration of essential business operations to cloud based solutions produces almost instantaneous benefits and will undoubtedly play a large role as organizations accelerate their digital transformation.

For example, traditional ITSM is reactive with lots of manual processes and disappointing user experiences. Implementing container technology for IT teams makes it easy to deploy, upgrade, patch new releases, adopt new innovations and overall, make it possible for companies to move quickly, innovate faster, and scale as required.

Businesses are also prioritizing experiences as expectations have increased; lines of business, users, and customers want fast, automated responses and processes.

BMC Helix can deliver that and so much more with automated, self-service processes and AI-driven chatbots that help speed ticket resolutions and improve productivity. This transformation and innovation platform also offers the most comprehensive set of service, channel, and cloud deployment options for your enterprise. Transform quickly and painlessly with a custom, disruption-free migration that allows you to get straight to leveraging insights to innovate and grow your business.

Digital leaders know that finding intersectional value in terms of technology and processes that align with business goals must start developing a holistic approach toward managing and delivering shared value.
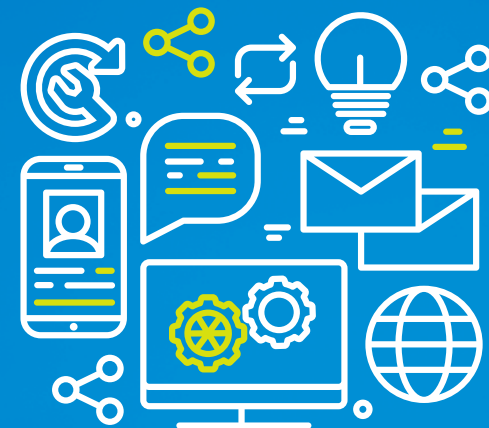
Blueprint for Transformation

Success Factors

Best ROI for the Enterprise: 354 percent over three years with payback in less than six months [1]

Reduced Risk: Complete ownership of "lift and shift" to the cloud

Choice of Consumption: Pick your cloud or hybrid provider with no lock-in

Industry-leading: Ranked #1 Enterprise Service Management solution by Forrester Wave with four perfect ratings [2]

[1] "The Total Economic Impact™ of BMC Helix with BMC Helix ITSM, BMC Helix Digital Workplace, and BMC Helix Chatbot," Benjamin Brown, Forrester Research, January, 2019.

[2] "The Forrester Wave™: Enterprise Service Management, Q4 2019," Charles Betz and Will McKeon-White, Forrester Research, October 20, 2019.

Service Management Maturity

Autonomous Digital Enterprise

Transforming

Foundation

Skillsets

As you move to change the operational fabric of your enterprise, it is crucial to ensure you have the right people to speed up digital transformation efforts. Here's what to look for as you build your team:

SOFT SKILLS

Adaptability
+ Adjusts easily to new ways of working
+ Makes use of available resources

Communication
+ Effectively articulates key goals for different audiences
+ Instructs with clear and concise language
+ Identifies solutions or key contacts to resolve issues

Organization
+ Manages time and documentation easily
+ Plans with the "end in mind" to meet holistic goals
+ Knows who to trust with what

Relationship Building
+ Effectively interacts and communicates with others
+ Openness to learning from others
+ Empathy and emotional intelligence are intrinsic values

Situational Awareness
+ Aware of what elements contribute to the desired process and analyze environments for business needs
+ Able to read the room and navigate internal politics

SOURCE: JPatrick + Associates

TECHNICAL SKILLS

Business Analysis
+ Interacts with different users to write business requirements
+ Detail-oriented and can craft multiple use cases

Change and Project Management
+ Distills technical details into high-level understandings
+ Previous experience managing implementations
+ Holds people accountable to project scope and timelines

Cloud Operations
+ Translates strategy, goal and needs into requirements
+ Experience working with multi-services from multi-providers and meeting SLAs

Marketing
+ Creates an effective marketing strategy to communicate via content the audience wants to read

Specialists have experience with
+ Application: configuring applications, database design and reporting
+ Infrastructure: hybrid computing environments
+ Cybersecurity: governance, compliance, regulatory requirements and adept at making recommendations during each phase

SOURCE: Resolute Technology Solutions

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Policies and Toolkits

POLICIES

Compliance
- + Controls for processes and procedures
- + Location limitations
- + Specific features: detection and prevention, two-factor authentication, user access

Data
- + Data security classifications
- + Practices related to the accessibility, location and management of data
- + Protection of data in transit and at rest

Privacy
- + General Data Protection Regulation (GDPR)
- + Identification and disclosure of Personally Identifiable Information (PII)

Security
- + Authentication of trusted users
- + Malware protection
- + Managing attacks and threats
- + Third party access and restrictions

CURATED TOOLKITS

CYBERSECURITY

Policies
- + Access controls
- + Compliance and governance procedures
- + Online risk management (passwords)
- + Security incident reporting

Tools
- + Continuous training (malware prevention, ransomware, social engineering)
- + Solutions: antivirus software, firewalls, patch and password management, backup and recovery

REMOTE WORK

Policies
- + Guidelines for employees and managers
- + Best practices for working and collaborating via a distributed workforce

Tools
- + Authentication
- + Cloud File Sharing
- + Collaboration Tools
- + Communication
- + Project Management
- + Software Development
- + Video and Web Conferencing Tools

Questions to Ask

CLOUD

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

+ What is my transition plan for the cloud?
+ Is my data clean?
+ Do we have the skills and the knowledge base for cloud?
+ How will we measure cloud resources?
+ Security measures?
+ How will it be integrated with internal processes?
+ Cloud governance strategy?

CONTAINERS

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

+ Do we have a plan to manage containers?
+ How many environments will we need?
+ Version control for containers?
+ Implementation for new functionality?
+ Dev, test and deploy strategy?

COGNITIVE

Transform Service + Operations by embedding cognitive capabilities

+ What is our cognitive transformation strategy?
+ How will cognitive affect our people, process, data and technology?
+ How should our cognitive service desk operate?
+ Is data accurate and well-structured for cognitive?
+ How do I include non-IT organizations in my cognitive service desk?
+ What are my cognitive metrics and KPI's?

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A Changing World

Over the next five to ten years, there will be seismic changes across every industry sector as people, technologies, data, devices, and ever-expanding networks converge to transform every aspect of work and life.

The resulting shifts are spawning new industries and reinventing existing industries, forcing organizations to adapt and evolve.

Technology will drive the business versus being the utility it has traditionally been.

Successful companies will share core operating model characteristics that allow them to thrive, enabled by key technology tenets that support agility, customer centricity, and actionable insights to keep pace amidst the rapidly increasing pace of change.

The Autonomous Digital Enterprise

The ADE comprises intelligent, interconnected, technology-enabled, value-creating systems that operate with minimal human involvement across every facet of the organization and its ecosystem of partners.

It is the evolution of growth-minded organizations looking to deliver value with competitive differentiation enabled by agility, customer centricity, and actionable insights.

The roles of people in the enterprise will evolve to positions that require human judgement and support the autonomous systems that run the business.

Work in the future will shift as technology takes on the menial and repetitive tasks across the business and employees migrate to higher-value responsibilities.

In order to support the evolution to an ADE, organizations will need to adopt a next-generation business model, embrace new approaches to talent management, evolve their IT organizations, work across the value stream with an ecosystem of business partners, and optimize technology buying.

Every company will be a tech driven company by 2025, aspiring to evolve to an Autonomous Digital Enterprise.

Five Traits of an Autonomous Digital Enterprise

1   **Innovation ecosystems in a sharing economy:** a network of internal, traditional, and non-traditional relationships that innovate collaboratively to deliver new products and services to market.

2   **Self-contained digital business domains:** The self-contained "business-within-the-business" that integrates multiple functions responsible for end-to-end delivery with full accountability, and little-to-no reliance on the rest of the company.

3   **Optimized technology buying:** The natural evolution of organizations that eases technology purchasing and integration across the organization, in partnership with central IT, to support the day-to-day activities and operations of the business.

4   **Evolved role of centralized IT The shift from traditional IT:** service delivery to being responsible for digital transformation through Centers of Excellence that deliver technology to support innovation initiatives across the company.

5   **Tech-savvy corporate functions:** An enterprise-wide work transformation initiative that leverages technology for intimate collaboration across digitally-enabled functions to support greater business efficiencies and increase productivity and worker engagement and satisfaction.

Transform into an Autonomous Digital Enterprise with BMC Helix

Among the biggest challenges enterprises face: outdated infrastructure, implementation costs, changing business requirements, inability to meet required workload demands, data security and rapidly evolving technologies.

Closing the gap between ITSM and ITOM expands what's possible, making service delivery more agile and effective while simultaneously driving efficiency and operational optimization. That leads to better outcomes:

+ Faster delivery of quality services by leveraging big data, machine learning and AI.
+ Faster MTTR for service issues and operational events by reducing time to identify root causes.
+ Omni-channel facilities increasing end-user experience and satisfaction
+ Dramatically reducing the number of people involved in resolution and eliminating redundant work.
+ Reducing risk by prioritizing events and tickets according to business impact.
+ Accelerating time-to-market for quality solutions by removing roadblocks.
+ Increasing productivity and cutting costs by capitalizing on cross-discipline expertise and efficiencies.