

Helix Automation and Compliance Solutions

Close vulnerabilities. Stay audit-ready—automatically.

The challenge

Organizations are facing an unprecedented growth in vulnerability detection AI tools, albeit without the ability to quickly and easily shift their current remediation and patching programs. Patching is far more than a button push: teams drown in unprioritized weekly vulnerability lists; compliance must trade speed for stability with no way to weigh the risk; and the deployment itself is multi-step process where only one step (the patch push) is typically automated.

In short, there are a lot of heroes doing hard work, but teams struggle to align security, IT operations, and automation across hybrid environments, leading to inconsistent risk prioritization, slow remediation, and elevated operational risk.

Helix Automation and Compliance solutions help IT teams reduce security risk and improve operational efficiency. By leveraging a suite of AI-powered agents and advanced analytics, organizations can automatically import scanner data, map vulnerabilities to business services, and take automated corrective action based on risk scoring.

This moves teams from slow, manual processes to a unified operating model, ensuring systems remain compliant with frameworks like SOX, HIPAA, and PCI, protecting data, maintaining uptime, and freeing up skilled resources for innovation.

The solution

Built on the Helix ServiceOps platform, Helix Automation and Compliance solutions help organizations move beyond identifying vulnerabilities to operationalizing remediation by combining intelligence with service context and AI-powered automation.

Instead of replacing existing investments, the solutions connect current tools with enterprise workflows to orchestrate remediation from prioritization through governed execution.

Key capabilities include business-aware risk prioritization, continuous compliance enforcement, and real-time visibility to minimize exposure.

KEY BENEFITS

- **Strengthen security and reduce risk.** Lower the risk surface with consistent workflows and quickly close vulnerabilities to protect data.
- **Ensure continuous compliance.** Maintain an always audit-ready state against internal and external standards and prevent audit failures.
- **Increase operational efficiency.** Reduce tedious, manual work and deflect user requests to conversational self-service.

KEY CAPABILITIES

- **Business-aware risk prioritization and service mapping:** Prioritize remediation based on the business impact of affected services.
- **Helix-managed patch catalog:** Give administrators a current, controlled, single repository of vendor patch metadata and payloads that's accessible online and offline.
- **Operations Analyzer and Patch Orchestrator:** Automate vulnerability remediation with these Helix AI agents.
- **Compliance Governor:** Use this agent to continuously assess compliance against industry standards.
- **CMDB and service model:** Maintain a continuously accurate operational system of record.
- **Enterprise scalability:** Operate across the largest, most complex enterprise environments.
- **Flexible deployment:** Meet enterprise deployment, security, and regulatory requirements.
- **Agent Studio:** Build and extend enterprise remediation workflows.

Use cases

Agentic AI for automation: Deflect complex tasks to conversational self-service and enable Level 1 staff to safely execute Level 3-approved automations.

Real-time visibility, noise reduction, and blind spot detection: Prevent teams from chasing already-closed vulnerabilities so they can actively discover unmapped assets that pose a security risk instead.

Always audit-ready continuous compliance: Automate compliance evidence collection and enforce policies to prevent out-of-compliance conditions before they happen.

Closed-loop remediation and change management:

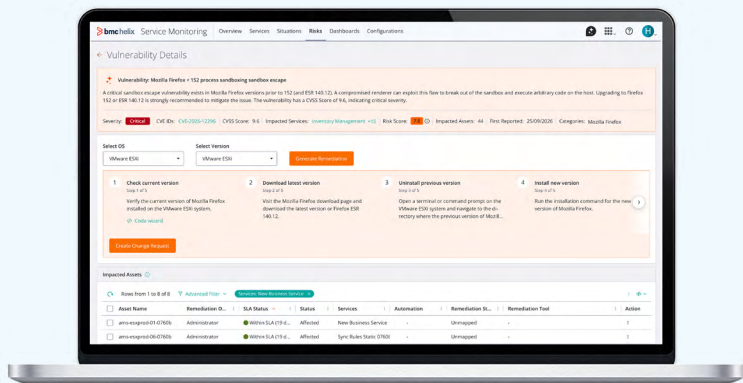
Automatically take corrective action based on risk scores while maintaining strict enterprise guardrails via ITSM integration.

Open-first integration: Orchestrate remediation through central governance while leveraging and building upon existing tools in the environment.

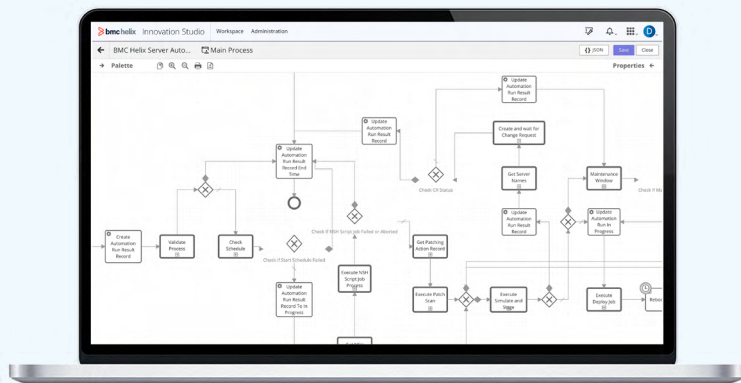


FOR MORE INFORMATION

Learn more about Helix Automation and Compliance solutions at helixops.ai.



Use AI agents to prioritize and remediate vulnerabilities.



Automate each step to detect and remediate.

About BMC Helix

BMC Helix helps the world's most forward-thinking IT organizations reset the economics of IT—bringing IT services, AIOps, and agentic AI together so busywork disappears, incidents are prevented, and compliance just happens. With an industry-leading open-first platform, BMC Helix's dynamic fleet of AI agents augments works across enterprise IT service and operations management to accelerate outcomes for ServiceOps. Learn more at www.helixops.ai.



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