bmc helix

DATASHEET

Helix ITSM

Product description

Helix ITSM transforms how organizations run, support, and continuously improve IT services with a fleet of expert AI agents. These agents autonomously advance work alongside IT professionals, supporting experts in the decisions and actions that require human judgement. The solution is PinkVerify®-certified across 18 practices.

Business challenge

Traditional ITSM practices still depend heavily on people to investigate, assess, and progress work. Incidents queue for diagnosis; changes wait for assessment; and recurring problems or opportunities to improve services can go unnoticed while teams deal with the immediate workload. Even when individual tasks are automated, work often still waits for someone to gather the information, understand the context, and determine what happens next.

This creates a fundamental capacity constraint: support teams can only advance so much work at once. Autonomous agents change that model by allowing investigations and other work to begin and move forward in parallel instead of waiting in a queue for someone to pick up every record. To realize that opportunity at scale, organizations also need reliable operational context, clear security and approval boundaries, and evidence of the outcomes relative to the cost.

Helix solution

Helix ITSM brings a fleet of expert AI agents together with IT professionals to transform how service management work gets done. Agents investigate, act, and coordinate work across incidents, problems, changes, knowledge, and service requests, handling multiple activities autonomously and in parallel rather than leaving work waiting in queues.

They use service, configuration, incident, change, and knowledge context to support experts in the decisions and actions that require human judgement. Built-in access controls, guardrails, approvals, and supervised execution provide control over autonomous action, while the Agent Outcomes agent provides visibility into agent usage, capacity created, and AI costs.

Open integrations, including Model Context Protocol (MCP) and Agent2Agent (A2A) connectivity, extend agentic work across external systems, information sources, and other agents. Integrated DevOps capabilities also connect change requests with the software development lifecycle (SDLC) and continuous integration and continuous delivery (CI/CD) processes, helping teams coordinate service management and software delivery.

KEY FEATURES

Helix ITSM is a catalyst for service management transformation, offering:

- **A containerized architecture:** Support for on-premises, hybrid or single cloud, and multi-cloud environments with SaaS economics and zero-touch upgrades.
- **A fleet of expert AI agents:** Agents purpose-built for ITSM that investigate, act, and coordinate work across the service lifecycle, progressing work autonomously while IT professionals focus on the decisions and actions that require human judgement.
- **Governed autonomous action:** Access controls, guardrails, approval requirements, and supervised execution that allow organizations to determine where agents act autonomously and where human judgement is required.

KEY BENEFITS

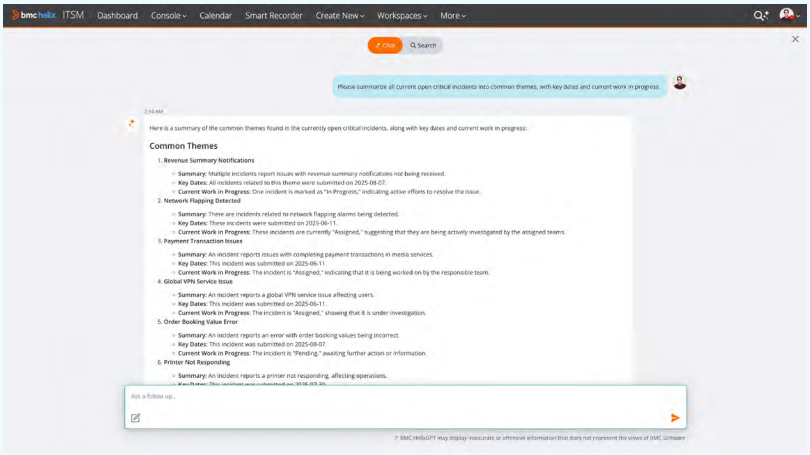
- Increase throughput by allowing incidents and other service work to continue in parallel rather than waiting in queues.
- Raise productivity by assembling context and progressing investigations while service teams focus their expertise elsewhere.
- Improve performance with governed autonomous action and measurable agent outcomes.
- Reduce service risk by grounding investigations and change assessments in service and configuration item (CI) context.
- Identify opportunities to improve knowledge, services, and catalog offerings.

Product details

- **Autonomous service management:** Apply a fleet of expert AI agents across the service lifecycle, from employee support and service requests to incidents, problems, changes, knowledge, and service improvement. Expert agents investigate and resolve issues, assess change readiness and risk, identify recurring problems, curate knowledge, and help employees get the support they need.
- **Trusted service and configuration context:** Maintain the accurate, connected service and configuration data that ITSM teams and AI agents depend on. Helix CMDB provides context for incident investigation, service impact, change assessment, and service restoration, while the CMDB Governor agent helps identify and address data quality issues that can undermine those processes.
- **AI-assisted and autonomous case progression:** Use conversational assistance, dynamic questions, summaries, relevant history, and related records to gather missing information and progress service work. Expert AI agents can investigate records and execute permitted actions in parallel while supervised execution introduces human approval where required.
- **IT asset management:** Gain visibility into and control across the asset lifecycle, with insight into the assets you own, where they are, how they are used, and the services they support. Combine asset, configuration, and discovery data to improve lifecycle decisions, manage cost and risk, and maintain accurate information across on-premises, cloud, and hybrid environments.
- **Open, no-code integrations:** Connect Helix ITSM with third-party systems using native connectors and Helix iPaaS, while MCP and A2A connectivity enables expert AI agents to access external information, work across systems, and collaborate with other agents.
- **PinkVerify®-certified ITSM across a full suite of ITSM use cases:** Integrate proven and certified best practices to optimize value from IT and digital services. Ensure that service interruptions (incidents) get resolved as quickly as possible. Determine, isolate, and remove the cause (problem) that led to the incident. Increase the success rate of any modification (change) made across enterprise infrastructure, processes, services, applications, or products.
- **Tailored ITSM:** Build and extend ITSM your way with Helix agentic engineering, Rapidly create and customize applications with low-code, no-code, and AI-powered vibe coding, extending ITSM for your organization's unique processes and use cases.
- **Ticket deflection support:** Use the Helix Ops Swarmer agent, Helix Virtual Agent with live chat cutover, and AI-powered Helix Knowledge Management to connect people with expertise, answers, and self-service resources, accelerating resolution and reducing reliance on the service desk.

FOR MORE INFORMATION

To learn more about Helix ITSM, please visit **helixops.ai**.



View of Helix ITSM AI-enhanced toolkit for front-line service staff.

About Helix

Helix, now an independent company, helps the world's most forward-thinking IT organizations turn AI into action—unlocking human potential to multiply productivity so teams can focus on the work that matters most. With an industry-leading, AI-powered, open platform, Helix delivers a dynamic fleet of AI agents that augment work across enterprise IT service and operations management to anticipate needs, automate solutions, and accelerate outcomes for ServiceOps.

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