

aws marketplace

**BMC Helix Operations Management with
AIOps**

**Reviews, tips, and
advice from real users**



Powered by  PeerSpot



Contents

- Product Recap..... 3 - 4
- Valuable Features..... 5 - 13
- Other Solutions Considered..... 14 - 17
- ROI..... 18 - 20
- Use Case..... 21 - 24
- Setup..... 25 - 27
- Customer Service and Support..... 28 - 30
- Other Advice..... 31 - 34
- Trends..... 35 - 36
- About PeerSpot..... 37 - 38

Product Recap



BMC Helix Operations Management with AIOps

BMC Helix Operations Management with AIOps Recap

BMC Helix Operations Management with AIOps enhances monitoring by leveraging AI for proactive insights, issue prediction, and SLA maintenance. Its agentless design offers comprehensive asset visibility and seamless tool integration for rapid issue resolution.

BMC Helix Operations Management with AIOps stands out by automating alerting and actions through AIOps capabilities, which hone infrastructure learning and identify vulnerabilities, providing crucial insights on server stability and potential incidents. It is primarily utilized for event collection and correlation to determine root causes, reducing the need for manual problem-solving and ensuring faster remediation. Companies like Yamaha in Brazil implement it for IT service management and application monitoring.

What are the key features of BMC Helix Operations Management with AIOps?

- **Agentless Monitoring:** Simplifies deployment and enhances visibility into asset relationships.
- **AI-Driven Insights:** Predicts issues and uncovers vulnerabilities to maintain SLAs.
- **Seamless Integration:** Works effortlessly with existing tools for automated alerts and actions.
- **Comprehensive Visibility:** Provides critical insights into server stability and potential incidents.

Which benefits or ROI should be considered when evaluating BMC Helix Operations Management with AIOps?

- **Proactive Insights:** Harness AI to predict and mitigate issues before they impact service quality.
- **Improved Resolution Time:** Automation reduces downtime by swiftly addressing root causes.
- **Cost Efficiency:** Agentless monitoring minimizes deployment costs and administrative efforts.
- **Enhanced SLA Management:** Consistent performance tracking aids in maintaining service agreements.

In industries such as ITSM and application monitoring, BMC Helix Operations Management with AIOps is implemented for event collection, root cause identification, and escalation to management during critical issues. It suits organizations looking to enhance monitoring capabilities without extensive manual intervention.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “That gave us a very positive image as an agile vendor that came in and brought a highly valuable solution that drove cost reduction, that drove better return on investment, that drove more business confidence and highly automated spectrum and also it did improve overall cybersecurity aspects of the operations as well.”



Sammy Nasr

Solutions architect at a consultancy with 11-50 employees

- ✓ “I would advise other customers to use BMC Helix Operations Management with AIOps because it really helps reduce time and cost, and I receive excellent customer support from BMC for this product.”



Megha Kothale

Software Engineer at a tech vendor with 10,001+ employees

- ✓ “BMC Helix Operations Management with AIOps deserves a ten out of ten.”



Victor Promoth

Advisor - Compliance at a government with 10,001+ employees

- ✔ “BMC Helix Operations Management with AIOps has positively impacted my organization by reducing our emergency changes and flipping our problem records from reactive to proactive, so we're getting to things faster before they impact users.”



Stuart Ball

Capacity Management Specialist Consultant at a consultancy with 1-10 employees

- ✔ “BMC Helix's capability to provide a unified view across hybrid environments is pretty good because they are quite advanced in this area.”



Andrea Bastian

Director Of Sales at Sisen

- ✔ “BMC Helix Operations Management with AIOps' predictive analytics positively impacted proactive problem-solving capabilities. It has been the most interesting part of the solution! It provides detailed analytics that gives you a deep understanding of your infrastructure and recurring issues/problems. It really predicts the problems.”



Rafael Pinto Ferreira

IT Director at a tech services company with 1-10 employees



“It is evolving more and more into artificial intelligence.”



Verified user

Director at a computer software company with 1,001-5,000 employees

What users had to say about valuable features:

“The solution's most valuable features are its ability to monitor the servers in the infrastructure, monitor the stability of the service, troubleshoot the root cause of the failure whenever or whatever happens, and send notifications to specific roles in an organization..”

MohamedHassan6

Development manager at Business Management Company

[Read full review](#)

The AI and machine learning capabilities within BMC Helix Operations Management with AIOps provide a significant advantage in the monitoring aspect. Proactive monitoring is a key feature where AI and machine learning, based on past behavior, predict and provide information on potential situations that could develop. It is fascinating how it studies server behavior and forecasts possible outcomes.

Victor Promoth

Advisor - Compliance at a government with 10,001+ employees

[Read full review](#)

“BMC Helix Operations Management with AIOps offers the single glass pane as its best feature. The single glass pane feature in BMC Helix Operations Management with AIOps gives me an overview of where things are concerning, allowing me to drill down into finer detail about the issues and then focus my operations teams to resolve them before they impact users. Using predictive analytics and machine learning features in BMC Helix Operations Management with AIOps, particularly baseline analytics and looking at historical data and deviations from baseline, helped me identify a problem with Microsoft Defender that affected multiple customers, not just one. BMC Helix Operations Management with AIOps has positively impacted my organization by reducing our emergency changes and flipping our problem records from reactive to proactive, so we're getting to things faster before they impact users. In one specific case, we had about 80 problem records through capacity management for one customer I worked on for a number of years, where only two of them were reactive and all the rest were proactive..”

Stuart Ball

Capacity Management Specialist Consultant at a consultancy with 1-10 employees

[Read full review](#) 

“The first valuable feature I find in BMC Helix Operations Management with AIOps is that you get the best ITSM tool, which should become the gateway. This means a good seamless connectivity or connection with other tools and modules in the AIOps.

“BMC Helix Operations Management with AIOps provides the best feature through its seamless connection from monitoring to Remedy ITSM, which is a famous ITSM tool in the world besides ServiceNow. The second feature involves BMC acting as a Manager of Manager, categorizing event notifications from existing monitoring systems according to severity levels..”

Andrea Bastian

Director Of Sales at Sis

[Read full review](#) 

“The best features BMC Helix Operations Management with AIOps offers are the dashboards, risk management, and the Smart IT that is configured with AIOps.

“The dashboards in BMC Helix Operations Management with AIOps help me give more insights about notifications, the criticality of incidents, and the configured notifications for errors occurring from my integrations with other systems. This way, I will know where integrations are failing, and I can take necessary actions before causing significant issues in the system that would harm user performance or operations management. I try to reduce problems by reviewing the dashboard daily, and the notifications also help me take necessary action before the issues get more severe.

“The Smart IT console in BMC Helix Operations Management with AIOps is more user-friendly compared to classic BMC Remedy. It allows users to add their own filters and some customizations, and it shows all incidents, changes, or ITSM elements on the same page, which is really helpful for us.

“BMC Helix Operations Management with AIOps has positively impacted our organization mainly through the dashboards configured based on our requirements, the user-friendliness of the Smart IT console, and other risk management configurations. I am also exploring more features, and it is helping reduce issues that could occur in the future..”

Megha Kothale

Software Engineer at a tech vendor with 10,001+ employees

[Read full review](#) 

“The idea of going through modernization efforts across the federal agency has been the flagship of interest across the federal government since maybe 2018 until today, and this is a continuous focus at the federal space. Given the specific spectrum of modernizing a specific environment, it had us look into the current number of tickets, the quantitative analysis behind the rationale or the root cause of many different types of problems that created patterns or created performance bottlenecks, causing delays. Given the criteria of interest of applying or maturing through the journey of implementing Zero Trust Architecture, for example, it gave us the opportunity to utilize BMC Helix Operations Management with AIOps as the fundamental foundation to come close to those modernization efforts, bringing more availability of data points, accessibility, reducing the 404 error messages across the network, identifying areas of continuous focus and continuous improvements. It really created a lot more agility and also in deployment of new applications that other development teams have been working on through the other spectrum or the other pillars of modernization efforts.

“Reducing the MTTR has really been the focal point with BMC Helix Operations Management with AIOps. Having to reach a point of recovery, improving the tier zero tickets where users are finding it easier utilizing MFA, not through just emails, but also through phone and mobile phones, and what have you. It became a somewhat easier way to bring accessibility into a faster turnaround. Tier zero tickets have been really an area where we utilized chatbots. That is where AIOps of BMC capabilities brought additional closure for those users to utilize the automated ticketing and finding a quick resolution, having to avoid running into a queue and then follow up and back and forth type of reactive work. It also brought us into a more proactive spectrum of really reducing the number of tickets across the environment, reducing the MTTR in general, identifying areas where we bring availability of resources faster, given the spectrum of integrated microservices architecture. Having moved many of those agencies to the cloud in the past several years, the integrative nature of capabilities across BMC Helix Operations Management with AIOps solution had granted us the flexibility and the agility to do so.

“As I mentioned, the ease of flexibility, the ease of accessibility for users in terms of the tier zero tickets, the agility of deployment granted across different

resources, and the integrative nature of working in the cloud with BMC Helix Operations Management with AIOps all these features really brought more business confidence to the operational spectrum that we were managing. It reflected a great image for us as a vendor working with the federal space. We have been commended by many task managers and enterprise stakeholders on how well the solution delivered quality output. The reporting reflected a lot of different improvements in many different areas where the capabilities reside. It also made the data residency and the restrictive nature of accessibility somewhat more of an addressed type of requirement, given the spectrum of Zero Trust Architecture being implemented gradually and reaching several maturity points or milestones, giving us another layer of continuous improvements that we got commended on.

“Definitely, the integrative nature of easing and supporting the agility of deployment of new applications, given the spectrum of having the government work on many legacy systems over the past couple of decades, given the maturity of cybersecurity, are the best features BMC Helix Operations Management with AIOps offers.

“BMC Helix Operations Management with AIOps helped us bring the attack surface to a minimal. Zero Trust Architecture has been a long common term that many people discussed and provided different aspects of how and why and mainly all the W's, such as why, how, and whom and all that. Overall, BMC Helix Operations Management with AIOps had brought us into more agile dynamics that helped us improve the security posture as well.

“Cost reduction has been the main business driver or area of interest, having us to be a vendor with the government residing in many different agencies for more than a decade with BMC Helix Operations Management with AIOps. It did improve our image as a vendor that is focused on not only bringing excellence type of spectrum to the operations, but also working on automated solutions that did help in cost reduction. Spending always becomes into the dynamics of many question marks, and having to be driven by cost reduction as one of the highest level benefits and the interest on every stakeholder's radar at the federal space and our own environment as well. Cost reduction has been definitely the main key that everybody had recognized. Unfortunately, I do not have a specific type of metrics, but the percentages are quite obvious in terms of in parallel to claiming many

different levels of cost reduction. The time frame taken to reduce the number of tickets, reducing the outages time frame, the recovery from initiating a ticket to time to recovery, all those metrics have been really within a similar range of being claimed by BMC or even more in some scenarios. That gave us a very positive image as an agile vendor that came in and brought a highly valuable solution that drove cost reduction, that drove better return on investment, that drove more business confidence and highly automated spectrum and also it did improve overall cybersecurity aspects of the operations as well.

“We have experienced in many areas anywhere between 8 to 13% after implementing BMC Helix Operations Management with AIOps. There are some other areas that we had experienced a lot more or in some cases the minimum amount of reduction in terms of time frame been 5 to 8%. At the highest end, we have experienced between 11 and 21% of the time taken to resolve tickets, given the spectrum that we run into some environments that have high peak seasonal aspects, given the spectrum of a specific agency where they have a marketplace utilizing a specific high traffic times of the year. Some other agencies have more consistent usability and accessibility issues, given the spectrum of the crowd or the user pool given into a specific division or a specific area of operations. Different agencies have utilized more and the overall percentages have been really admirable. Everybody was very happy with the results in terms of cost reduction, the agility, the flexibility, the ease of deployment of new applications. The sense of utilizing better ROI has been the overarching benefit at large..”

Sammy Nasr

Solutions architect at a consultancy with 11-50 employees

[Read full review](#) 

Other Solutions Considered

“I was using classic BMC Remedy before BMC Helix Operations Management with AIOps, and I switched because I gained more features that enable me to resolve incidents faster and with reduced time..”

Megha Kothale

Software Engineer at a tech vendor with 10,001+ employees

[Read full review](#) 

“We previously used on-premise TrueSight Capacity Optimization before upgrading to BMC Helix Operations Management with AIOps through Helix Continuous Optimization cloud-based..”

Stuart Ball

Capacity Management Specialist Consultant at a consultancy with 1-10 employees

[Read full review](#) 

“ ServiceNow doesn't have a free-scope module like BMC does. Also, their artificial intelligence isn't as good as BMC's.

A big differentiator is BMC Business Workflow. You don't need many IT analyst developers for applications and integrations because we have drag-and-drop. Many pre-built components are available on the platform, including integration components. You can create applications by drag-and-drop. You don't need to write a line of code because we have a low-code/no-code module called Business Workflow. This allows you to develop operations and deliver applications without many IT workers.

With ServiceNow, customizations require many analysts. They don't have a low-code/no-code module, so you would need a team of engineers. In BMC, a business analyst could create applications because of our low-code/no-code tools.

In Brazil, we mainly see competition from Avanti, which I'm less familiar with, and ServiceNow. There are other players in the market, like TopDesk from the Netherlands. These solutions are cheaper, but they don't offer the same level of functionality as BMC, so many enterprise buyers avoid them.

I have also seen people who use solutions like Jira being used for ITSM, which I don't quite understand. Jira is a project management tool. So, customers who don't have growth plans, maybe they don't have maturity on ITSM software and think to use cheaper options. .”

Rafael Pinto Ferreira

IT Director at a tech services company with 1-10 employees

[Read full review](#) 

“Here in Brazil, BMC faces competition from ServiceNow and others. BMC is really evolving and differentiating itself from the others. BMC isn't focused on traditional ITSM processes like some competitors. They're focused on how BMC Operations Management can enable digital transformation for the entire enterprise.

This makes selling BMC a challenge here. IT management often doesn't want to hear about complex ITSM projects. They often see only the hard work of implementation, not the long-term benefits. BMC is trying to overcome that. They want to talk about digital transformation, not just granular ITSM features. I think they're making progress. I'm impressed with the direction of BMC Helix.

When you buy it for the whole enterprise, not just IT, the solution's cost scales very well. You can manage HR cases, legal cases, etc. This **delivers integration and value beyond just IT issues**. It helps the whole enterprise – that's the vision I see.

I'm excited about BMC's future. With AIOps and machine learning, It's going to change how work is done by **automating many manual tasks**. This automation will be key to helping companies achieve their digital transformation goals. You know, we've been talking about digital transformation for a decade, but few have truly achieved it.

BMC wants to deliver the ease of use seen in apps like Uber or iFood into the enterprise experience. Imagine requesting services within your company – vacation scheduling, WiFi access – with that same simplicity.

BMC wants to empower employees to provide an even better experience for external clients. So, the transformation begins internally and extends out. BMC isn't just an ITSM solution anymore – it's a solution for the whole enterprise. You can manage any case, automate any workflow – IT infrastructure monitoring or streamlining HR processes. You don't miss deadlines, you avoid fines. It's about providing a solution that scales across the business, not just within the IT department.

That's why it's a harder sell sometimes, but if you sell it with that broader vision, it's much more compelling..”

Rafael Pinto Ferreira

IT Director at a tech services company with 1-10 employees

[Read full review](#) 

ROI

Real user quotes about their ROI:

“The tool helps us to know the unknown. It helps us with proactive monitoring so that the servers do not go down. It helps us ensure that the availability is 100%..”

Verified user

[Read full review](#) 

Solution Design Monitoring & Performance Solutions at a comms service provider with 10,001+ employees

“The return on investment with BMC Helix Operations Management with AIOps has been positive since I have saved money by resolving incidents or tickets before breaches. The time saved is also significant, as with the documentation available, two or three members can manage my ITSM, thereby reducing employee numbers..”

Megha Kothale

[Read full review](#) 

Software Engineer at a tech vendor with 10,001+ employees

“Since the product helps the user predict problems, they proactively avoid faults that would otherwise stop your services. When a service is down, the user doesn't lose money. By predicting infrastructure issues and preventing downtime, the end user saves money. This translates to higher productivity than if the user didn't have BMC Helix Operations Management installed. You'll sell more thanks to increased availability and avoid the damage caused by unavailability.

The users will always be ahead of problems because they're predicting potential issues. That's the strongest argument for using Operations Management.

It's important to note that for maximum efficiency with BMC Helix platform, **consider a larger implementation**. While BMC Helix Discovery can be valuable on its own by providing infrastructure visibility, you'll get the full benefits I'm describing by combining it with modules like Operations Management, IT Service Management (ITSM), and others. This allows for continuous operations and brings all the advantages..”

Rafael Pinto Ferreira

IT Director at a tech services company with 1-10 employees

[Read full review](#) 

“Cost reduction has been the main business driver or area of interest, having us to be a vendor with the government residing in many different agencies for more than a decade with BMC Helix Operations Management with AIOps. It did improve our image as a vendor that is focused on not only bringing excellence type of spectrum to the operations, but also working on automated solutions that did help in cost reduction. Spending always becomes into the dynamics of many question marks, and having to be driven by cost reduction as one of the highest level benefits and the interest on every stakeholder's radar at the federal space and our own environment as well. Cost reduction has been definitely the main key that everybody had recognized. Unfortunately, I do not have a specific type of metrics, but the percentages are quite obvious in terms of in parallel to claiming many different levels of cost reduction. The time frame taken to reduce the number of tickets, reducing the outages time frame, the recovery from initiating a ticket to time to recovery, all those metrics have been really within a similar range of being claimed by BMC or even more in some scenarios. That gave us a very positive image as an agile vendor that came in and brought a highly valuable solution that drove cost reduction, that drove better return on investment, that drove more business confidence and highly automated spectrum and also it did improve overall cybersecurity aspects of the operations as well..”

Sammy Nasr

Solutions architect at a consultancy with 11-50 employees

[Read full review](#) 

Use Case

“We have clients like Yamaha, the motorcycle company. There's a project here in Brazil where they've adopted the full BMC ITSM suite, including operations management..”

Rafael Pinto Ferreira

IT Director at a tech services company with 1-10 employees

[Read full review](#) 

“My company's customers sometimes use BMC Helix Monitor to monitor applications and check for failures in one server or a specific service in an application. The monitoring tool sends signals or alerts to the operation team, and after some time, they escalate and are sent to management, the IT director, the CIO, or the CEO..”

MohamedHassan6

Development manager at Business Management Company

[Read full review](#) 

“I'm working in the BMC partner in Indonesia that sells and implements a couple of BMC solutions, including BMC Control-M, and then the monitoring part, as well as the asset management family. In my country, we are approaching several customers to install AIOps, as Indonesia is not as advanced compared to America or Europe, meaning we are about five years behind, but there's keen interest from existing customers..”

Andrea Bastian

Director Of Sales at Sisn

[Read full review](#) 

“My main use case for BMC Helix Operations Management with AIOps is capacity management. I use BMC Helix Operations Management with AIOps for management primarily through its continuous optimization aspect, so I use it for long-term forecasting, preventative measures, and proactive problem records. I use BMC Helix Operations Management with AIOps to leverage the optimizer for predictive analytics and machine learning while working with problem management to identify root cause and resolve it..”

Stuart Ball

Capacity Management Specialist Consultant at a consultancy with 1-10 employees

[Read full review](#) 

“I use BMC Helix Operations Management with AIOps more often for incident management and change management on the Smart IT console.

“I mainly use BMC Helix Operations Management with AIOps for incident management wherever I get alerts or notifications for high and critical incidents based on the dashboard I have created for both incident and change management. I recently recorded a critical incident for certification issues, and thereby I was able to take quick actions on that when I was using Operations Management.

“I do use BMC Helix Operations Management with AIOps for creating dashboards that show daily incident statuses, the criticality of those incidents, and the SLAs on which the incidents are working, along with notifications that help when I use the dashboards. I also try to use the risk management feature available in BMC Helix Operations Management with AIOps..”

Megha Kothale

Software Engineer at a tech vendor with 10,001+ employees

[Read full review](#) 

“Over the past five years, I have architected ITSM solutions, inclusive of BMC Helix Operations Management with AIOps, on several federal agencies type of solutions. As a solution architect, I conducted assessment of current conditions, wrote proposals and operational plans of how to utilize the solution across certain spectrums of supporting those agencies and reducing the MTTRs and finding additional guidance in encompassing ITSM, service desk, and also improving the overall operational posture.

“We have different scenarios regarding how BMC Helix Operations Management with AIOps is deployed in my organization. We do not have BMC Helix Operations Management with AIOps at my personal own organization, but we deliver the solution based on client requirements at the federal space. As I mentioned, the feedback has been consistently very positive from project managers and program managers reporting back to the headquarters. We have seen good positive traction on features and metrics and overall performance, supporting directly and indirectly certain criteria in the federal space. So we have been very happy, but we do not have an existing need for BMC capabilities at that level, being a small business without the criteria of utilizing such capabilities. However, we deploy and manage and support large environments at the federal space in many different agencies..”

Sammy Nasr

Solutions architect at a consultancy with 11-50 employees


[Read full review](#) 

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

There are two types of installations: SaaS and on-premises. The SaaS option is very straightforward, with BMC managing the infrastructure. For on-premises setups, investment in personnel for implementation is necessary.

Victor Promoth

[Read full review](#) 

Advisor - Compliance at a government with 10,001+ employees

“The initial setup of the solution is complex. It involves integrating applications and related transactions and information. It also requires a certain level of analysis..”

Verified user

[Read full review](#) 

Director at a computer software company with 1,001-5,000 employees

“The initial setup of BMC Helix Monitor is pretty straightforward and won't be complex. If it's in the SaaS environment, you don't need to worry because BMC takes care of everything, but you only have to take care of your admin credentials properly..”

Jijil GHosh

[Read full review](#) 

ITSM Solution Architect at CyberMAK Information Systems W.L.L.

“The initial setup is straightforward. The time taken depends on the customer and their environment. The deployment process also depends upon the customer's requirements. There are multiple tools associated with the product. Based on the customer, it differs.

The tool is cloud-based. The number of people required for the deployment and maintenance depends on the environment. It is a container-based implementation. Multiple teams are involved in it..”

Verified user

[Read full review](#) 

Solution Design Monitoring & Performance Solutions at a comms service provider with 10,001+ employees

“Deployment depends on whether you choose the SaaS (Software as a Service) model or an on-premises installation. SaaS is much easier – BMC takes care of infrastructure, and you get a tenant, login, and password. It's ready to configure for your business. An on-premises installation is more complex. You'll need in-house expertise in containers like Kubernetes or Docker, plus there's infrastructure planning involved.

SaaS deployment is straightforward, the hard work is done by BMC.

But, on-premises installation is far more complex. You need container expertise, and the risk is higher. Frankly, most clients are opting for SaaS deployments these days. Only those with strict legal compliance requirements still choose on-premises, and that's increasingly rare..”

Rafael Pinto Ferreira

IT Director at a tech services company with 1-10 employees

[Read full review](#) 

Customer Service and Support

Their technical support is fantastic. There are three levels of support – level one, level two, and level three. When provided with accurate information, they quickly supply the necessary articles to resolve problems.

Victor Promoth

Advisor - Compliance at a government with 10,001+ employees

[Read full review](#) 

“I would rate BMC technical support maybe an eight, because while they are helpful, their support typically comes from India and often has to escalate issues to more senior levels, resulting in delays..”

Andrea Bastian

Director Of Sales at Sisin

[Read full review](#) 

“The support team works 24/7 all around the world. We raise a ticket, and the available team reaches out to us. The quality of support depends on the customer’s contract. The vendor provides different levels of support. All the customer support agents are very knowledgeable and have enough information about the environment and the tool..”

Verified user

Solution Design Monitoring & Performance Solutions at a comms service provider with 10,001+ employees

[Read full review](#) 

“Under critical conditions when a ticket is raised under critical conditions, the solution's technical support team responds within 30 minutes. The solution's technical support team responds within a day when we face medium to high-intensity issues.

I rate the technical support an eight out of ten..”

Jijil GHosh

ITSM Solution Architect at CyberMAK Information Systems W.L.L.

[Read full review](#) 

“I reached out to customer support for BMC Helix Operations Management with AIOps, and they solved my issues quickly, providing detailed explanations about the issues and how to handle them in the future, which has been a good experience.

“I would rate customer support for BMC Helix Operations Management with AIOps an eight out of ten..”

Megha Kothale

Software Engineer at a tech vendor with 10,001+ employees


[Read full review](#) 

“The support provided is okay. It depends on the use cases. Especially for cloud applications, R&D or other specialized areas, my main concern is with the local market. We need to ensure that the SLAs for local cloud applications match those for international cloud applications.

Whenever there is an issue on the local cloud, it must have an SLA similar to that of the managed services SLAs in other regions. Most of the tenders we receive are managed services tenders. To deliver such services, we need to have certain tools. These tools must have appropriate SLAs. The resolution time must be part of the SLA, and the escalation must be time-bound. It needs to be applied both internationally and locally..”

Verified user

Director at a computer software company with 1,001-5,000 employees

[Read full review](#) 

Other Advice

BMC Helix Operations Management with AIOps deserves a ten out of ten. I wholeheartedly recommend it to other users, and we already promote it to new customers and existing clients.

Victor Promoth

Advisor - Compliance at a government with 10,001+ employees

[Read full review](#) 

“Market positioning is very important. Many new solutions on the market were once small but have grown and gained a lot of market share. Legacy products have lost market share in the SME market. I would always recommend BMC. I'm selling and integrating the product into the market.

Overall, I rate the solution a seven out of ten..”

Verified user

Director at a computer software company with 1,001-5,000 employees

[Read full review](#) 

“My advice for others looking into using BMC Helix Operations Management with AIOps is to look beyond the license cost and see what value it can bring to your organization across your ITIL processes, ensuring that your ITIL processes are fully interfaced and mature, which will accelerate your meantime to resolution and everything in that regard. Other than being a holistic product, BMC Helix Operations Management with AIOps is better than other vendors and other monitoring solutions that don't integrate across the stack and across the ITIL processes. I give BMC Helix Operations Management with AIOps a rating of 10..”

Stuart Ball

Capacity Management Specialist Consultant at a consultancy with 1-10 employees

[Read full review](#) 

“I have seen a decrease in incidents where I took actions before they escalated. I created known error or problem management tickets, thereby reducing incidents and decreasing resolution time as I could track potential future issues and thus reduce critical incidents from happening.

“I would advise other customers to use BMC Helix Operations Management with AIOps because it really helps reduce time and cost, and I receive excellent customer support from BMC for this product. I would suggest going with this feature.

“BMC Helix Operations Management with AIOps is very useful for the future due to its enhanced features, especially with the dashboards and ITSM management. I would advise other customers to use it, as it has significantly helped our customers scale their operations very well. I gave this review a rating of nine out of ten..”

Megha Kothale

Software Engineer at a tech vendor with 10,001+ employees

[Read full review](#) 

“A round number would be nine for BMC Helix Operations Management with AIOps. To be very accurate, 9.5 if that is acceptable.

“A perfect 10 is, again, as I mentioned earlier, really relevant to a specific environment. As an enterprise solution, you cannot really make one box that fits all or one frame that fits all. There are areas that we as a vendor could also utilize additional modification or specific development effort to really make a perfect fit. But in at large, looking at the big picture, nine is really a perfect number. I think that 10 out of 10 is a scenario that would bring the solution more into a total agreement coming out of the box, which is absolutely true in many cases, but not necessarily every one case out of 100 cases that you might consider looking at. This is why I choose the nine. But between you and I, it is a 10 out of 10, that is for sure. I would rather keep that 10% flexibility to maybe act as a motivator type of element for continuing development, continuous improvements, and more suitability to different environments.

“I would definitely recommend utilizing BMC Helix Operations Management with AIOps. It really brings agility, it improves business confidence, it reduces costs, it brings integrative nature in cloud environments regardless of the architecture if you have hybrid, if you have fully deployed cloud systems, or you even have private clouds. It really brings a great deal of functionality. It supports data security and daily compute capabilities in terms of availability. It gives a great dashboard capabilities for you to address your business needs. It supports planning for aspects of scalability and future planning. It is an overall highly valuable type of solution that does not leave anything behind. It has a full picture of your business needs. The customization capabilities could add another unique element of special needs or ad hoc requirements depending on your own environment. I gave BMC Helix Operations Management with AIOps a review rating of 9 out of 10..”

Sammy Nasr

Solutions architect at a consultancy with 11-50 employees

[Read full review](#) 

“BMC Helix's capability to provide a unified view across hybrid environments is pretty good because they are quite advanced in this area. They have two models, cloud and on-premise, which are quite mature and good in their field.

“BMC is reasonably expensive because they are in the enterprise layer, offering high-quality solutions, but they are very powerful tools to be used. If customers are only looking for a single ITSM without leveraging the full AIOps solution, then it may not be worth it once they see how powerful these tools are.

“Automation functionalities are definitely useful, especially for medium to big size companies, as I don't think they can do without it nowadays.

“In terms of resource utilization, if a customer is going to implement automation, infrastructure is no longer an issue for them. They will need container-based solutions, and not just minimum specs but larger specifications.

“Machine learning algorithms have indeed helped my customer's IT decision-making, acting as a worthwhile selling point for BMC Helix Operations Management with AIOps and ensuring everything runs smoothly.

“To measure the improvement provided by machine learning algorithms, it's essential that existing tools data is present for the AI to learn from. BMC Helix Operations Management with AIOps will analyze behavior and perform statistical data analysis to make proposals to the user, but if the customer lacks historical data or doesn't engage with the tools, it becomes ineffective.

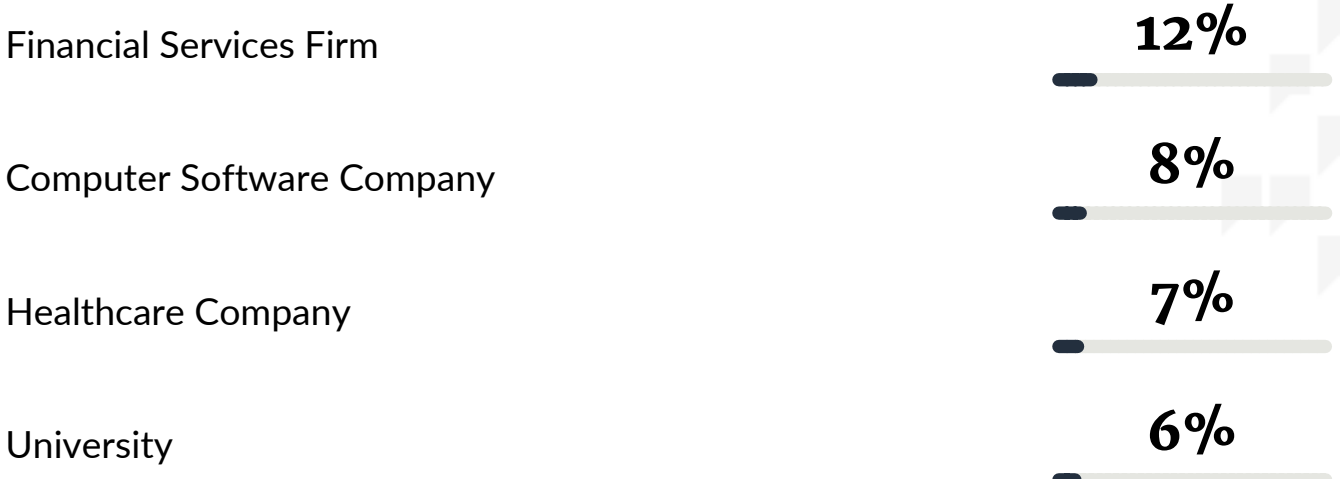
“I would rate BMC Helix Operations Management with AIOps a seven and a half, factoring in both technical and non-technical aspects. I definitely expect additional features from them in the future..”

Andrea Bastian
Director Of Sales at Sisin

[Read full review](#) 

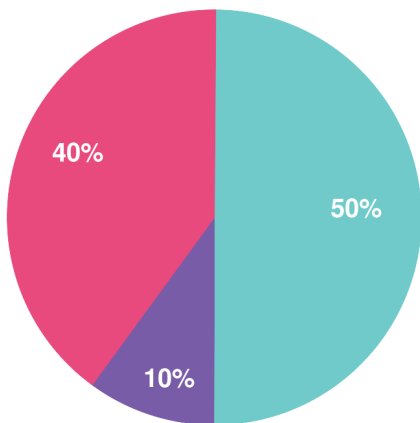
Top Industries

by visitors reading reviews

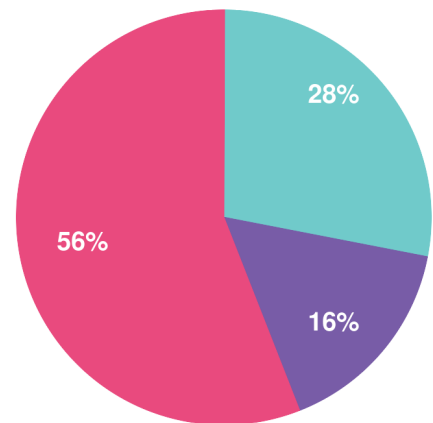


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944