

Flexera IT visibility solutions for BMC Helix ITSM

» AT A GLANCE

Flexera delivers clean, consistent data into the CMDB that drives BMC Helix solutions, including Asset Management, Service Desk, and Change Management. In addition to supporting BMC data sources, Flexera supports more than 40 non-BMC data sources, giving IT organizations the complete visibility they need across ITSM functions to support cost and compliance initiatives, prepare for vendor audits, align IT with business goals and improve efficiency through automation.

Introduction

Flexera for BMC Helix delivers the industry's most authoritative enterprise IT data into the BMC Helix CMDB, allowing IT organizations using BMC Helix ITSM to drive efficiencies across applications like Helix Asset Management, Service Desk and Change Management. The data required to build the Helix CMDB is spread across multiple disparate systems, highly complex, non-standard and constantly changing. The resulting data quality issues can hinder your IT team's ability to gain visibility into your IT environment, implement security and compliance initiatives and manage costs effectively.

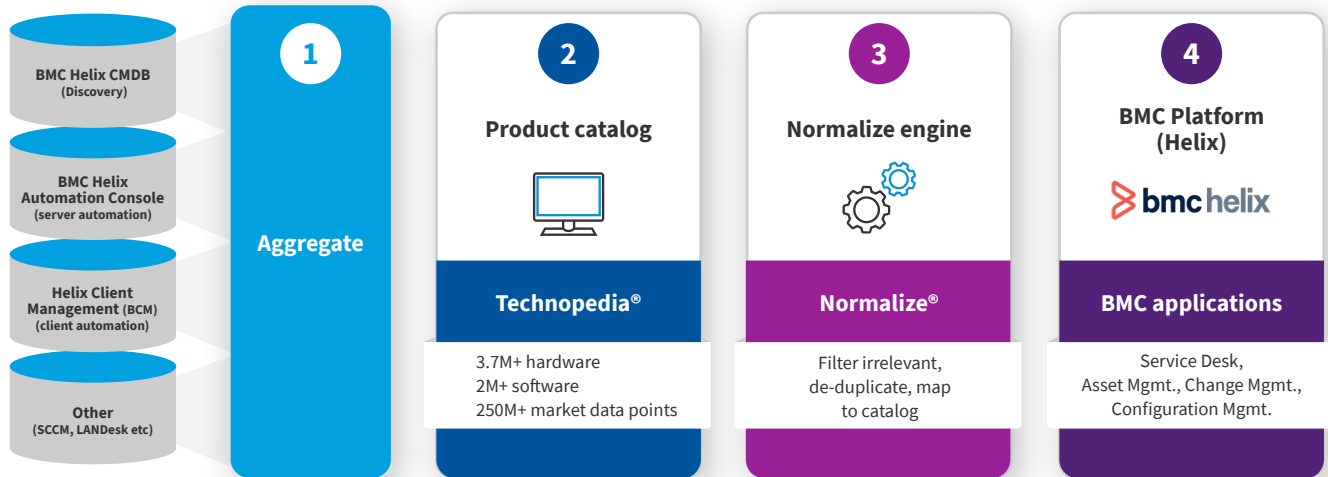
Flexera consolidates data across multiple data sources, including BMC Helix Discovery, Automation Console and BMC Client Management (BCM), as well as Microsoft SCCM and LANDesk and other non-BMC data sources. Our solutions leverage Technopedia®—the most trusted and comprehensive IT asset information source—to consolidate, de-duplicate, cleanse and align the data to a consistent taxonomy before populating it into the CMDB, where it's updated on an ongoing basis.

Using Flexera solutions, you can know what's in your environments, understand your compliance positions, successfully implement cost initiatives and be prepared for vendor audits—helping you to improve efficiency through automation and align IT with business goals.

Key benefits of Flexera for BMC Helix

- ✓ Consolidate data across multiple data sources, including non-BMC systems
- ✓ Automate CMDB data cleansing and maintenance
- ✓ Gain visibility into and optimize asset usage
- ✓ Build a reliable and accurate CMDB
- ✓ Implement compliance requirements
- ✓ Prepare for software vendor audits
- ✓ Improve Service Desk service quality

Improve BMC Helix ITSM efficiency with an accurate, efficient and reliable CMDB



The Flexera value

Flexera for BMC Helix consolidates data from multiple systems with built-in data extractors that aggregate configuration item (CI) data across both BMC and non-BMC data sources, aligning the data to the Technopedia catalog before consolidating it into the BMC Helix CMDB. Flexera frees BMC users to focus on applications while improving efficiency and reducing ongoing operational costs associated with unused and underused software and hardware assets.

In addition, these solutions help create a robust, reliable CMDB that can serve as a single source of truth for multiple use cases and improve service desk performance.

Consolidate data across multiple systems: IT teams often use different discovery systems for servers, PCs, Apple devices, Unix/Linux devices and more. In addition, the CMDB also needs data from procurement, endpoint management, monitoring and other systems. Flexera's built-in data extractors help aggregate configuration item (CI) data from both BMC sources—such as BMC Helix Discovery, ITSM, CMDB, Automation Console, Unified Endpoint Management and Client Management—and non-BMC sources like SCCM, Altiris and LANDesk.

Flexera aligns the data to the Technopedia catalog before consolidating it into the BMC Helix CMDB.

Automate CMDB data cleansing and maintenance:

Flexera automates data aggregation, filtering, de-duplication, cleansing, normalization, enrichment and ongoing maintenance, reducing ongoing operational costs and improving efficiency across applications like Service Desk, Asset Management and Change Management.

Gain visibility into and optimize asset usage:

Flexera provides complete visibility into your IT environment with accurate and reliable asset data. With Flexera, you can:

- Gain complete visibility into assets
- Optimize asset usage
- Achieve license compliance
- Be prepared for software vendor audits
- Automate population of asset tables
- Decrease maintenance costs by decommissioning unused software and hardware assets
- Stop renewals on unused assets and cut unnecessary support expenses

Build a reliable and accurate CMDB: Flexera solutions build a robust, reliable CMDB by consolidating IT data across your organization into the BMC CMDB and making the data consistent, accurate and valuable by normalizing and cleansing the data, then adding nondiscoverable market data such as software end-of-life (EOL) dates, OS compatibility, hardware specifications, sustainability and vulnerability information.

- Consolidate CMDB data across systems
- Achieve high CMDB accuracy rates
- Automate CI population
- Augment CI data with missing metadata
- Keep CI data current
- Enhance existing applications and enable new use cases

Accelerate and increase BMC adoption by automating highly manual data cleansing and processing tasks

- Make the BMC platform the single source of truth by consolidating data across applications into the BMC platform
- Reduce ongoing operational costs through automation
- Increase data accuracy rates
- Deliver more insights and better reporting through actionable data

Improve Service Desk service quality: Flexera improves resolution times with consistent CI data that enables service-based prioritization and accurate grouping and routing of tickets. The nondiscoverable market data helps diagnose issues faster, improve first-call resolution rates and increase service quality.

- Route incidents to the right user/group
- Prioritize incidents based on service
- Diagnose and resolve incidents faster
- Evaluate impact/coverage accurately
- Detect problems from incidents faster
- Reduce incident rates

Improve efficiency across applications

- Helix Service Desk: Achieve better resolution times, higher FCR, lower MTTR, higher satisfaction
- Asset management: Acquire complete visibility into assets, assess and optimize usage, achieve and maintain compliance
- Helix configuration management: Build an accurate and reliable CMDB as the single source of truth
- Change management: Accurately assess change impact, ensuring better tracking and clean execution
- IT cost/governance: Improve cost optimization and compliance through more accurate reporting

Flexera product suite

Technopedia catalog and content

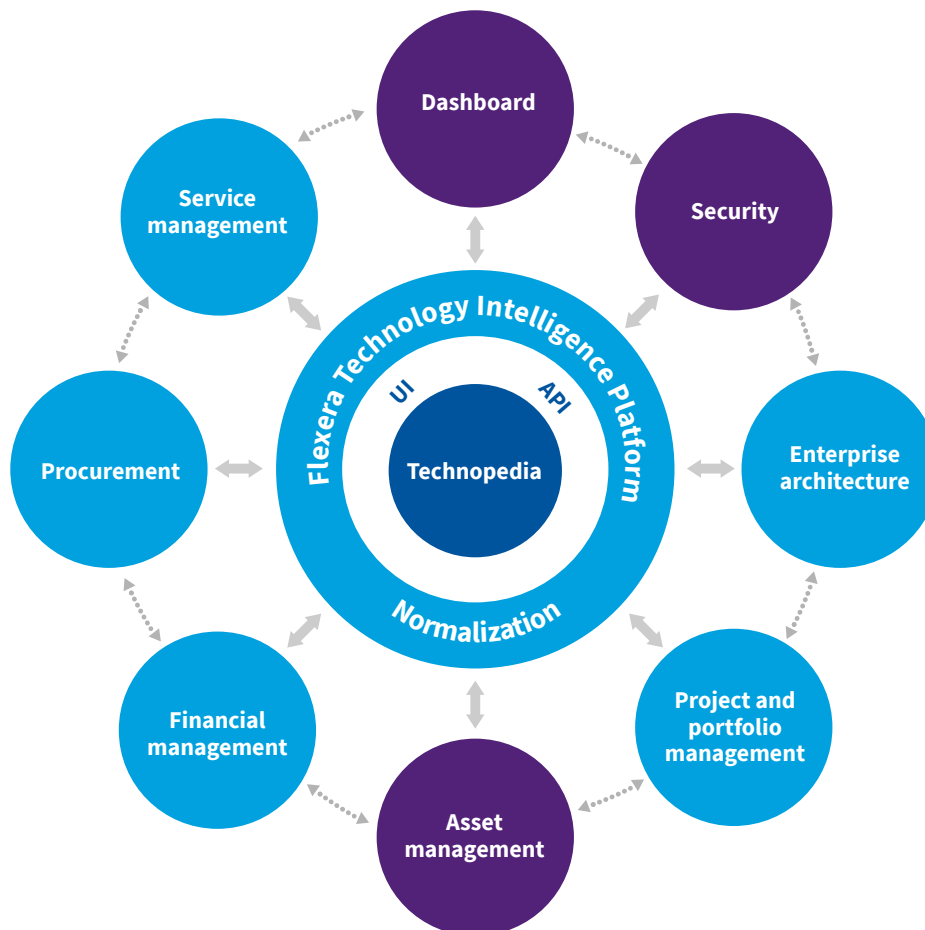
- The world's largest categorized repository of more than 5.7 million technology products
- Best-in-class coverage and accuracy
- Tested and proven process to keep your catalog current, with more than 4,500 updates per day
- More than 250 million data points of non-discoverable market data, including software EOL, CPU cores, licensing and more

Normalize

- Built-in data Extractors for BMC Helix Discovery, ITSM, CMDB, Automation Console, Unified Endpoint Management, Client Management and more than 40 other non-BMC data sources
- Filter irrelevant data, de-duplicate across data sources and enrich with market data
- Deliver categorized, consistent and accurate asset/CI models

BMC integration delivers the data from Flexera to the BMC Helix CMDB.

Flexera delivers comprehensive, actionable intelligence on all IT assets to improve the management and performance of your IT infrastructure



About Flexera

Flexera helps organizations understand and maximize the value of their technology, saving billions of dollars in wasted spend. Powered by the Flexera Technology Intelligence Platform, our award-winning IT asset management, FinOps and SaaS management solutions provide comprehensive visibility and actionable insights on an organization's entire IT ecosystem. This intelligence enables IT, finance, procurement and cloud teams to address skyrocketing costs, optimize spend, mitigate risk and identify opportunities to create positive business outcomes.

More than 50,000 global organizations rely on Flexera and its Technopedia reference library, the largest repository of technology asset data. Learn more at flexera.com

» NEXT STEPS

See how Flexera can help get you the complete IT visibility you need across your ITSM functions

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