

Visual Boards for BMC Helix

Extend the graphic functionality of BMC Helix for agile work management. Enhance the off-the-shelf functionality of BMC Helix ITSM and BMC Helix Business Workflows with Visual Boards, which enhances ITSM processes with graphic components such as Kanban, Gantt Charts, and drag and drop functions.

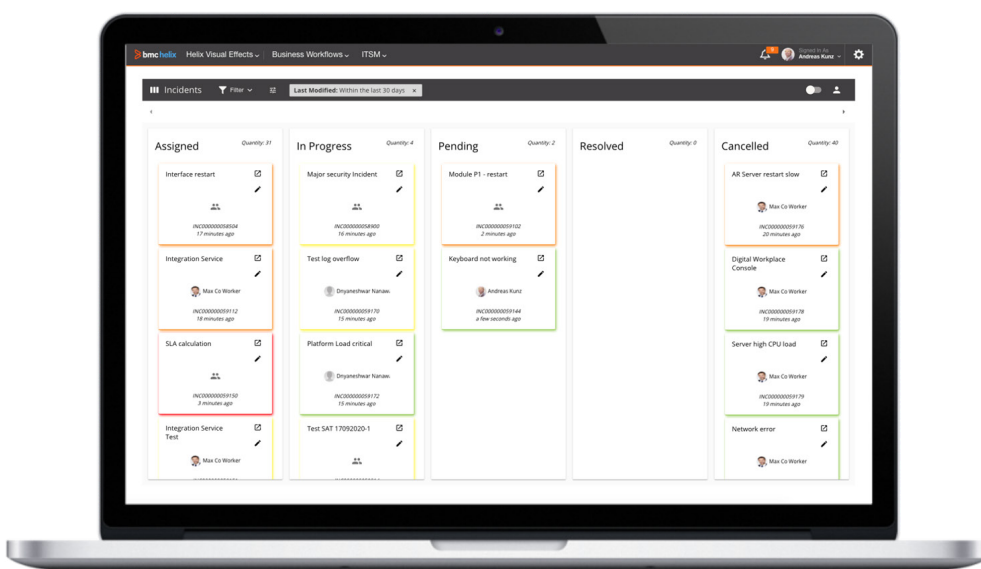
Today's customers demand continuous improvement on services that you deliver. Organizations need ways to scale agile IT Service Management. Two agile strategies, Kanban and Gantt Charts, make IT Service Management easier and smoother. These visualization boards make it easy to see all work and quickly identify bottlenecks and resource challenges.

Visual Boards transforms the way BMC Helix ITSM and BMC Helix Business Workflows function. With added capabilities that fully align with your agile environment, you will see - and manage - your work in a whole new way.

Visual Boards offers graphic visualization tools, including Kanban and Gantt Charts and drag and drop functionality, extending the off-the-shelf capabilities of BMC Helix ITSM and BMC Helix Business Workflows. Customers who rely on BMC Helix ITSM can enhance agile work management with the Visual Boards graphic visualization tool.

Key Benefits

- Successful work orders
- SLAs achieved
- Visibility and agility
- Reduced MTTR
- Improved KPIs
- Minimized/fewer escalated incidents
- Enhanced work schedules
- On-time delivery and target dates



Contact:

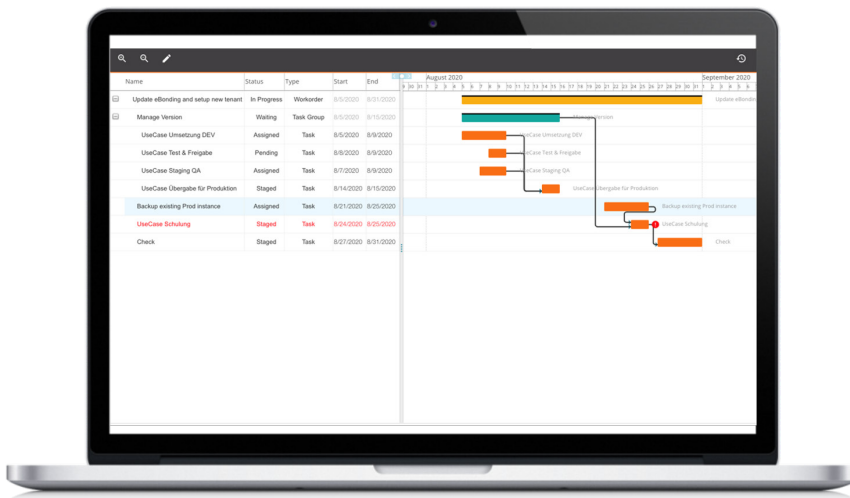
London: +44 208 814 4888
 New York: +1 844 456 1342
 Madrid: +34 91 790 1106
 Munich: +49 89 416 176 571
 Amsterdam: +31 203 085 464

info@fusiongbs.com
 www.fusiongbs.com

The Visual Boards extends the functionality of both BMC Helix ITSM and BMC Helix Workflows.

Building upon BMC Helix Platform, Visual Boards graphically visualizes incidents, problems, work orders, and tasks according to Kanban work management. Kanban visualizes workflows in order to manage flow, limit work in progress, make feedback and policies clear, and improve collaboration and experimentation. Here, you can use Kanban in two ways:

- **Single-Source.** Create a Kanban Board for an object, providing one lane per status value. Hide any status values that are not required.
- **Multi-Source.** Create a Kanban Board for incidents and work orders, with flexible configurations that combine lanes by one or more status, such as assigned and pending work orders and assigned incidents in a single “in backlog” lane.



Visual Boards also brings Gantt Charts to work orders. With a drag and drop functionality, the Gantt view allows you to view and group associated tasks, change scheduled start/end dates, and easily identify dependencies, task scheduling errors, and overlaps.

In BMC Helix Business Workflows, Visual Boards offers Kanban boards for cases and tasks with company and flow sets and dynamic status values with callouts for possible status transitions. Status values are taken over as configuration values, and the boards adapt dynamically to the flow sets' existing status values:

- Valid status changes are quickly and clearly visible.
- If further values, such as the status reason, are required, Visual Boards displays a blade and queries the corresponding value.

Visual Boards in both BMC Helix ITSM and BMC Business Workflows supports opening a quick edit blade and opening an object in Smart-IT. Gantt chart configuration for the object type can also be opened immediately from quick edit blade.

With direct access from Smart-IT, Visual Boards is easy to add and configure - so you can stay agile.

Key Features

- **View ITSM & BWF objects** in reusable Kanban and Gantt Charts
- **Apply agile methodology and tools** to enterprise service management
- **Manage work** with graphical drag and drop interactions
- **Easily understand work status** with visual processes, dependencies, and next steps
- **Automatically identify scheduling conflicts**