

BMC Helix Digital Workplace

Tailored, omni-channel engagements powering the future of work

PRODUCT DESCRIPTION

BMC Helix Digital Workplace helps organizations drive, power, and shape the future of work with tailored, omni-channel engagements anywhere, anytime across the entire enterprise.

BUSINESS CHALLENGE

Every industry is going through a major transformation in the wake of the pandemic. Service Desks are under tremendous pressure to provide higher levels of service and efficiency, conscious of the impacts to productivity and employee satisfaction. End users are confused as to where to obtain the information and assistance they require, making self-service an imperative, not a luxury. Lines of Business want to deliver meaningful services, but effective collaboration across the enterprise is difficult to achieve. The need for organizations to automate, customize and deliver the essential tools and information needed by their employees has never been higher. Tailored, omni-channel engagement, and proactive, conversational user experiences will soon be the norm, as will integrated business skills to enable workers to remain focused on critical tasks.

BMC SOLUTION

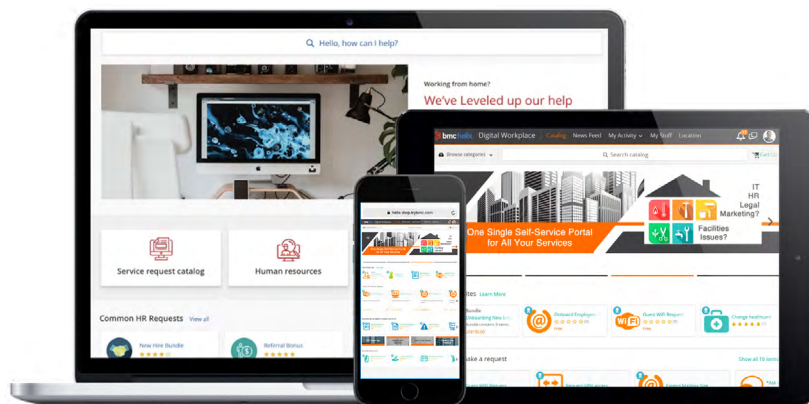
BMC Helix Digital Workplace addresses the challenges enterprises face with an over-tasked Service Desk. It frees employees to focus on more strategic work by making it easy to find what they need using their preferred device, from anywhere, at any time. Intelligent, configured, omni-channel engagements delivered through a one-stop shop provide business users access to services, knowledge and policies offered across the enterprise ranging from IT to other Service Delivery Owners including HR, Facilities, and more.

KEY FEATURES

- **Omni-channel of choice** – Using channels configured with value-added experiences and knowledge management capabilities, employees can find the information they need, when they need it
- **Unified Service Catalog** – Present services from multiple business units including IT, HR, and Facilities in a single catalog
- **Consumer-like experience** – Simple interface provides employees with a familiar way to get what they need with one-stop shop for products and services
- **Intelligent Self-service** – Smarter, more powerful ways to quickly resolve issues
- **Ease of Administration** – Drag and drop workflow customization; configuration enhancements to help drive faster resolution and better UX

KEY BENEFITS

- Deliver consumer-like experiences for multiple business units
- Intelligent automation and knowledge management save higher skilled resources for more complicated tasks
- Service Delivery Owners enabled to provide services without dependencies on IT
- Enable “one-click” for everything employees need by aggregating and managing apps, services, and gear in a centralized solution
- Improved productivity for Service Desk and end users, delivering positive business outcomes

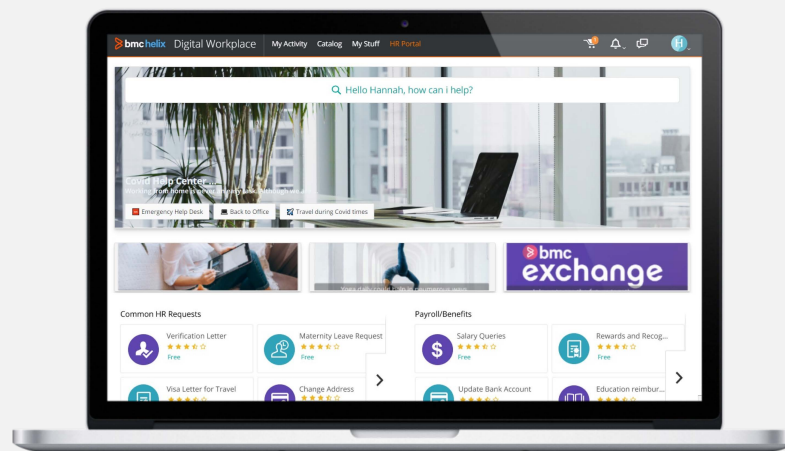


PRODUCT DETAILS

- **Intelligent Self-Service:** Leveraging AI/ML, ensures that the right information is received faster, more accurately, and tailored to provide the most helpful returns in a form that maximizes comprehension. Converse in the way you prefer, and fully resolve issues in the language and channel of choice anytime, anywhere, in any manner with virtual or live agents. Designed for all Lines of Business with ease of curation, simple, powerful authoring, and KCS™ v6 Verified.
- **Unified Service Catalog:** Modern enterprise organizations make sure their employees have everything they need to be successful. No longer do employees have to hunt and investigate where to get all the services they need in order to be productive. With custom, tailored experiences through the studio capabilities, employees can order hardware, software, and services in a single-click manner from an intuitive, consumer-like storefront—all while adhering to enterprise-set security and workflow policies. Additional capabilities are provided through the studio solution, enabling Service Delivery Owners to extend and improve experiences by authoring and publishing customized, special-purpose pages—whether from an organizational, team, or individual point of view.
- **Tailored, Omni-Channel Engagements:** Interact with channels that can be configured for more added-value experiences. Using integrated knowledge management capabilities, employees are able to locate the information they need in a timely manner enabling them to maintain productivity and job satisfaction. As the foundation for the Future of Work, BMC Helix is specifically designed to deliver compelling employee engagements, provide optimized experiences to work as efficiently as possible.
- **Ease of Administration:** Whether it is IT, HR, Facilities or other Service Deliver Owners, enterprise organizations can easily organize and provision all the services and tools their employees need in order to maximize their productivity and experiences. Organizations are empowered with straightforward, highly configurable ways to present their offerings that employees need to be successful. They can easily customize the experience, like creating sub-catalogs to scale service delivery via personalized bundles, banners, and virtual marketplaces and more.
- **Employee Onboarding:** Accelerate the onboarding of new employees, enabling key choices in IT and other services to be made by the new hire prior to their start date and ensure that employees are productive as soon as possible.
- **Multi-Language Support:** Provides the capability to allow users to interact with more than a single language on their workstations.
- **Enhanced Banner Management:** Map to enterprise branding, promotions, services, and announcements through the intuitive user interface. Custom targeting, scheduling, and auto-cycling are supported so campaigns can easily be rotated.
- **Integration Services:** Ability to integrate into any fulfillment engine within your organization.
- **Single/Multi-Service Requests:** Two-option request system: Add to Cart or Request Now. Request Now immediately starts system processes.

FOR MORE INFORMATION

To learn more about BMC Helix Digital Workplace, please visit bmc.com/digitalworkplace



 Customized pages for service delivery.

About BMC

From core to cloud to edge, BMC delivers the software and services that enable over 10,000 global customers, including 84% of the Forbes Global 100, to thrive in their ongoing evolution to an Autonomous Digital Enterprise.

BMC—Run and Reinvent

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