

BMC Helix Discovery Dynamic Service Models

Gain comprehensive, up-to-date visibility into how applications and their services interact across IT environments

PRODUCT DESCRIPTION

BMC Helix Discovery Dynamic Service Models automatically map complex infrastructures to applications and services so IT organizations have complete visibility into their ever-changing environments.

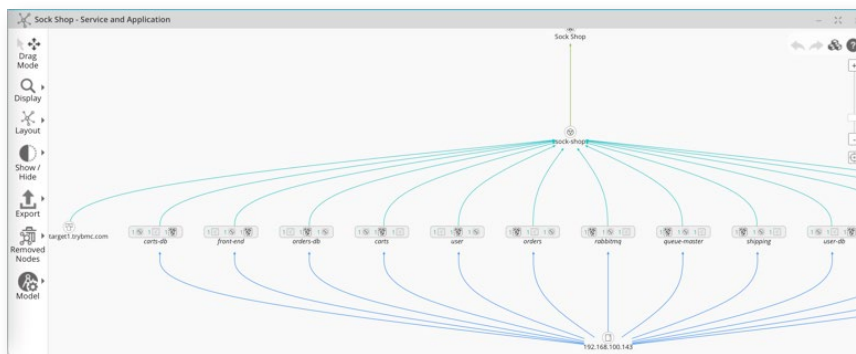
BUSINESS CHALLENGE

With the adoption of cloud, containers, and DevOps processes, today's environments are in constant flux. As a result, asset discovery and dependency modeling need to be performed on a dynamic basis. Additionally, details from 3rd party solutions, such as application and network monitoring tools, are required to provide a comprehensive, real-time view. Coupled with business objectives such as reducing MTTR and adhering to aggressive performance goals, service models must accurately reflect current infrastructure topologies and dependencies at all times.

BMC SOLUTION

BMC Helix Discovery provides a complete, enriched data set through the creation of Dynamic Service Models, which enables IT teams to fully leverage advanced analytics and machine learning capabilities that assist with anomaly detection, root cause analysis, cost optimization, and service management.

Dynamic Service Models unify asset information from different sources and provide IT organizations with complete visibility into today's ever-changing, complex infrastructures. Dynamic Service Models help organizations group components with dependencies based on their business service, technical service, or application.



 Sample Dynamic Service Model with Container Deployment

KEY FEATURES

- **Full BMC Helix Discovery capabilities:** Dynamic Service Models complement the current [BMC Helix Discovery](#) solution, which supports on-premises, hybrid, and multi-cloud infrastructures
- **Unified dataset:** Ingest assets and topologies from BMC and 3rd party solutions to create a single point of reference for visualizing and reporting resources in a distributed environment
- **Automatic updates:** Dynamically update service models as new connections and dependencies are discovered natively and through 3rd party solutions

KEY BENEFITS

- Enable operations teams to fully leverage operations management with AIOps, service assurance and continuous optimization, and AI Service Management
- **Up-to-date service awareness:** Offers the ability to dynamically model services, visualize topologies, and understand dependencies between resources and business services
 - **Single source of truth:** Provides a rich dataset across BMC's IT landscape, from IT operations management to IT service management. This enables AIOps and AISM to leverage the latest infrastructure configurations, which ensures accuracy and efficiency across the entire IT organization
 - **Open Integrations:** Ingests data from 3rd party solutions such as application performance monitoring tools and network monitoring applications, which can be used independently or by other BMC Helix Platform services such as BMC Helix Operations Management with AIOps, BMC Helix Continuous Optimization, and BMC Helix ITSM

BMC Helix Discovery automatically updates each service model as new configurations are discovered.

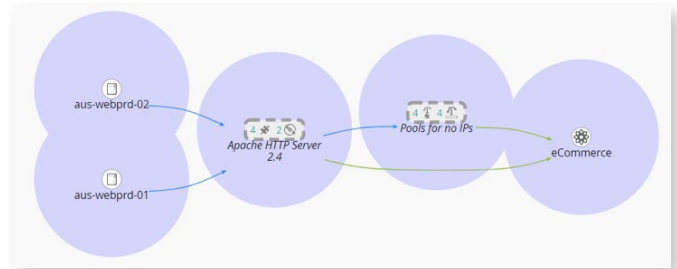
HOW IT WORKS

Dynamic Service Models serve as the real-time, single source of truth across the IT landscape, from IT Operations Management to IT Service Management. This enables each element in the BMC Helix Platform to leverage the latest infrastructure configurations, which ensures accuracy and efficiency across the entire IT organization.

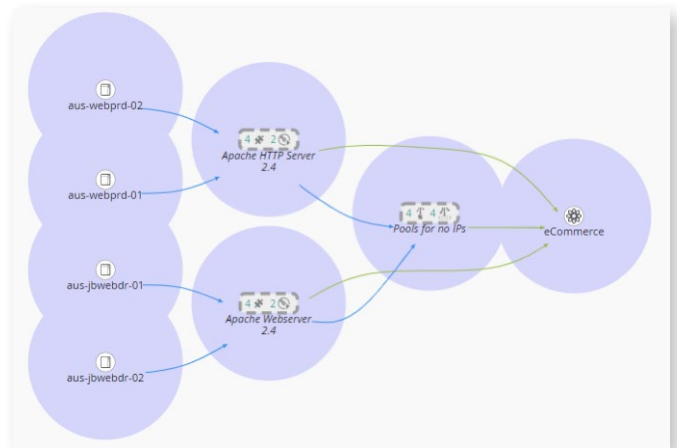
- Enable blind spot detection: Streamline data inventory to identify blind spots and unscanned systems, enabling rapid assessment of known vulnerabilities
- Distributed environment support: Align service models with key business infrastructure to coordinate security with operations teams, providing timely, context-based reporting and faster remediation
- Operations management with AIOps: Provide a complete, up-to-date view of assets and their relationships, so IT teams can effectively perform anomaly detection and root cause analysis via AI-driven analytics and machine learning, ensuring reduced MTTR and improved service quality
- Intelligent automation: Continuously model the state of the infrastructure so IT teams can leverage machine learning to quickly identify valuable automation opportunities and define policies to trigger and/or recommend automation actions, reducing downtime, increasing productivity, and elevating customer satisfaction
- Service assurance and optimization: Understand which applications, technology, and resource groupings exist so resource management teams can accurately optimize and predict resource needs, which increases efficiency and reduces costs
- AI service management: Gain a real-time understanding of applications, the infrastructure they utilize, and their dependencies. This helps service teams efficiently address incidents and understand the impact of changes across the entire IT environment, which enhances productivity and elevates the customer experience

- Enterprise-wide coverage: Leverage up-to-date service awareness across containers, container orchestration tools, hyper-converged infrastructure (HCI), mainframe, and distributed compute and storage systems for complete visibility across any complex environment

SAMPLE ECOMMERCE APPLICATION, BEFORE AND AFTER SCALING



⬆ eCommerce Application: Before Scaling



⬆ eCommerce Application: After Scaling

FOR MORE INFORMATION

To learn more about BMC Helix Discovery, please visit bmc.com/discovery

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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