

# CALCULATE YOUR OWN PERSONALIZED TOTAL ECONOMIC IMPACT OF BMC HELIX



[Digital transformation](#) is shaping the way that enterprises get from where they are today to where they need to be tomorrow. The challenges of evolving consumer expectations and increasingly complex business processes are being met with the adoption of automation and everything-as-a-service solutions. IT service management is at the forefront of the changing tides within the enterprise, and many businesses are feeling the sting of using outdated ITSM platforms in an ever-changing digital world.

[BMC Helix](#) empowers enterprises with scalable, modular and industry leading IT service and operations management they need to stay competitive today and for the long term. Cognitive technologies such as AI, chatbots, virtual agents, and machine learning are used to transform the traditional organization's services and operations from manual and reactive to automated and proactive. This drives overall efficiency but also deliver faster, more accurate and cost-effective management. To further drive OpEx, all of this occurs in cloud of choice (public, private, hybrid and on-prem) and accessed by device of choice, giving agents and customers alike a more streamlined, intuitive, and satisfying experience.

## Real Transformation, Today

Phrases like "artificial intelligence" and "cognitive service management" may seem futuristic, but they are already playing an important role in today's business landscape. Moreover, many

enterprises have already experienced concrete, tangible results from adopting cognitive technologies such as BMC Helix. Below, we'll look at what kind of total economic impact BMC Helix can have on your organization.

Before we dive into the numbers, let's look what's driving businesses to adopt BMC Helix.

## **What Organizations Are Looking For in improving service management?**

Delivering a seamless and incident-free user experience has never been more difficult — or more important — as employees rely on the whole stack of organizational technology to complete everyday tasks. Organizations stand to achieve substantial returns by enhancing traditional IT service management (ITSM) technologies to empower users with self-service and accelerate ticket resolution with cognitive automation.

Customers want an easily scalable solution to meet the demands of their growing business that would not require a significant investment of time and resources to implement and maintain. Customers also desire a centralized ticketing system, to facilitate prioritizing and routing service requests. Furthermore, the organizations needed a mobile-friendly solution, so end users and service desk agents would not be limited by location in making and resolving requests. Throughout these needs, they want a system that can be embedded with artificial intelligence and automation for maximum impact.

Handling large amounts of service requests has always involved substantial resource challenges including time to investigate and resolve issues due to incomplete information. Driving the necessity for automation.>>

Organizations that implement cognitive technologies may save significantly on service management spending. With cognitive automation, modern DX enterprises have enjoyed major steps forward in Ticket deflection, agentless ticket resolution, agent productivity, and end user productivity. This explains why migrating to BMC Helix can result in an 354% ROI and payback in under six months.

On top of tangible benefits, BMC Helix offers a better experience for both agents and customers. Service agents who have cognitive tech on their side are able to forego lower-level, repetitive tasks and focus on what matters: addressing the unique needs of customers. AI-powered ticket handling frees the hands of your agents and increases resolution speed, even without adding more teammates.

## **Discover Your Total Economic Impact**

Now that you understand the power of BMC Helix, you can discover what your organization would save if it became a cognitive enterprise. Check out the infographic below to discover the total economic impact of BMC Helix on your business:







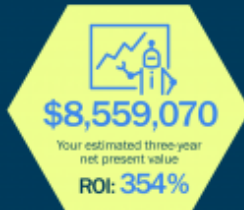
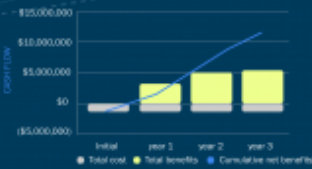
# WHAT COULD THE TOTAL ECONOMIC IMPACT OF BMC HELIX™ BE FOR YOUR ENTERPRISE?

BMC Helix has demonstrated its ability to provide significant IT service management advancements, efficiencies, savings and more to companies. But what could it mean to your organization? By using the Forrester Total Economic Impact Calculator, now you can find out.

## EXAMPLE: GLOBAL 2000 ENTERPRISE

- End users: 40,000
- Service desk agents: 227
- Annual ticket volume: 480,000
- 90% of tickets LO or L1

### Financial Analysis (risk-adjusted)



### KEY TEI BENEFITS INCLUDE:

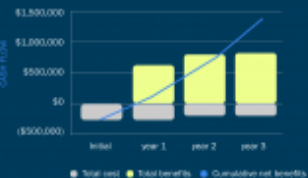
- Ticket deflection: \$2,680,093
- Agentless ticket resolution: \$1,434,142
- Agent productivity: \$2,243,359
- End user productivity: \$4,009,497



## EXAMPLE: LARGE ENTERPRISE

- End users: 5,000
- Service desk agents: 25
- Annual ticket volume: 120,000
- 80% of tickets LO or L1

### Financial Analysis (risk-adjusted)



### KEY TEI BENEFITS INCLUDE:

- Ticket deflection: \$203,895
- Agentless ticket resolution: \$309,805
- Agent productivity: \$315,347
- End user productivity: \$1,002,374



## Desired Business Outcomes

- Customers wanted an easily scalable solution to meet the demands of their growing business that would not require a significant investment of time and resources to implement and maintain.
- Customers also desired a centralized ticketing system to facilitate prioritizing and routing service requests.
- Furthermore, the organizations needed a mobile-friendly solution, so end users and service desk agents would not be limited by location in making and resolving requests.
- Throughout these needs, they wanted a system that could be embedded with artificial intelligence and automation for maximum impact.

**BMC Helix delivers compelling value no matter what the size of your organization.**

To find out the specific savings estimate for your business, utilize the Forrester Total Economic Impact Estimator for BMC Helix by visiting <https://tools.totaleconomicimpact.com/go/bmc/helix/index.html>.

\*A commissioned study conducted by Forrester Consulting on behalf of BMC\*.

You can check out the calculator for yourself here and

see what your [organization's numbers are](#).

[Dig into the data here](#). Read the Forrester Total Economic Impact Report