BMC Helix Remedyforce

Enhance your service management with BMC Helix Remedyforce asset lifecycle, discovery, and client management
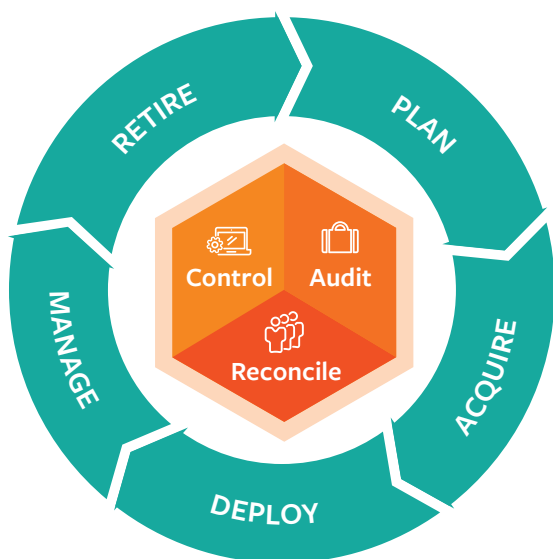
PRODUCT DESCRIPTION

BMC Helix Remedyforce is a comprehensive IT Service Management (ITSM) solution built on the Salesforce App Cloud. It simplifies service and asset management with a broad set of capabilities for asset lifecycle management, agentless discovery, and client management.

BUSINESS CHALLENGE

The identification and management of devices are essential to establishing and maintaining a successful service management program. By deploying asset and client management, IT departments can improve service and support levels, reduce the risks of shadow IT and ensure they remain relevant to the enterprise.

BMC SOLUTION

With BMC Helix Remedyforce, you can perform comprehensive service management together with asset and client management enabling remote control, software delivery, and ticket automation all in one unified solution. **BMC Helix Remedyforce empowers IT to effectively and efficiently support their organization by tracking the lifecycle and availability of assets to optimize investments, mitigate risks and improve service levels.**

KEY FEATURES

BMC Helix Remedyforce is a comprehensive ITSM solution built on the Salesforce App Cloud with a broad set of capabilities including asset lifecycle, discovery and client management.

- **Automated agentless discovery** to quickly identify and track devices

- **Lifecycle management** to track availability and optimize investments

- **Remote management** to remotely solve device issues

- **Policy management** to proactively identify and address issues

- **Data normalization rules** to drive data consistency for better reporting and analysis

- **Out-of-the-box dashboard and reports** for quick value and analysis

- **Data center and multi-cloud discovery** with integration to BMC Discovery to understand the intricacies and dependencies of your data center

KEY BENEFITS

- **Increase visibility, control, and accountability** to proactively manage the environment

- **Optimize investments** by reusing assets and reducing unnecessary purchases

- **Reduce risk** associated with unauthorized devices and non-compliance with improved transparency

- **Shrink support time and improve service and support levels** with automated discovery and management

PRODUCT DETAILS

- **Lifecycle Management** – Track the complete lifecycle of an asset from request to retirement on to disposal

- **Embedded Automation** – Automation includes agentless discovery to populate your CMDB/repository, asset aging rules to manage refresh rates and dynamic asset classifications based upon configurable criteria

- **CMDB Explorer** – View a graphical representation of your assets and their relationships with the ability to drill into details and related information including incidents, change requests and audit trails

- **Maturity Level Alignment** – Differentiate between CIs and assets and activate the relevant features for each one

- **Auditing** – Identify and select an unlimited number of fields to track who made changes and when the changes were made

- **Simplification with Dynamic Views** – Flexible and dynamic classifications make it easy to not only define record types (i.e. CI, asset, or both), but also what a user can see

- **Request Management** – Quickly see available assets and easily fulfill requests

- **Dashboard and Reporting** – Out-of-the-box metrics include assets by class, assets by status, asset aging, data quality, warranty expiration and normalization exception trending

- **Normalization and Standardization** – Define rules for accepting and reviewing data that automatically address CI and asset inconsistencies

Asset Discovery

- **Agentless Discovery** – Scan, identify and manage devices on the network to view hardware configurations and software installations

- **In-depth Data Center Discovery** – Discover detailed components (e.g., clusters, databases, software), cloud instances and their relationships within your data center with integration to BMC Discovery for Multi-Cloud (formerly ADDM)

Client Management

- **Premium** – Includes Remote, Policy, Device, Compliance and Power Management; Security Content Automation Protocol (SCAP) v1.2 validated product

- **Premium Plus** – Includes everything in Premium with the addition of OS and Application Deployment and Patch Management

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FOR MORE INFORMATION

To learn more about BMC Helix Remedyforce Asset Management, visit **bmc.com/remedyforce**

BMC HELIX REMEDYFORCE LICENSING

Capabilities	BMC Helix Remedyforce		
	Base*	Client Management Premium	Client Management Premium Plus
Inventory Management (Agentless Discovery)	✔	✔	✔
Inventory Management (Agent Discovery)		✔	✔
Remote, Policy, Device, Power Management (Remote Management)		✔	✔
Compliance Management		✔	✔
Patch Management			✔
OS and Application Deployment Management			✔

*Agentless Discovery is included in the base BMC Helix Remedyforce license at no additional cost.

About BMC

BMC delivers software, services, and expertise to help more than 10,000 customers, including 92% of the Forbes Global 100, meet escalating digital demands and maximize IT innovation. From mainframe to mobile to multi-cloud and beyond, our solutions empower enterprises of every size and industry to run and reinvent their businesses with efficiency, security, and momentum for the future.

BMC – Run and Reinvent

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