

BMC Helix Digital Workplace

Create comprehensive digital employee and user experiences quickly, easily for improved multichannel engagement across devices

PRODUCT DESCRIPTION

BMC Helix Digital Workplace Advanced, with Digital Workplace Studio, empowers your enterprise with the tools to create personalized and engaging service experiences across channels.

BUSINESS CHALLENGE

Consumer expectations are increasing. Employees are asked to do more with less. The workforce is more distributed than ever. Service Desks are under tremendous pressure to provide higher levels of service and efficiency, conscious of the impacts to productivity and employee satisfaction. Digital Employee Experience (DEX) is essential in the modern workplace to help employees be more productive, improve self-service, and achieve desired business outcomes. 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.

BMC SOLUTION

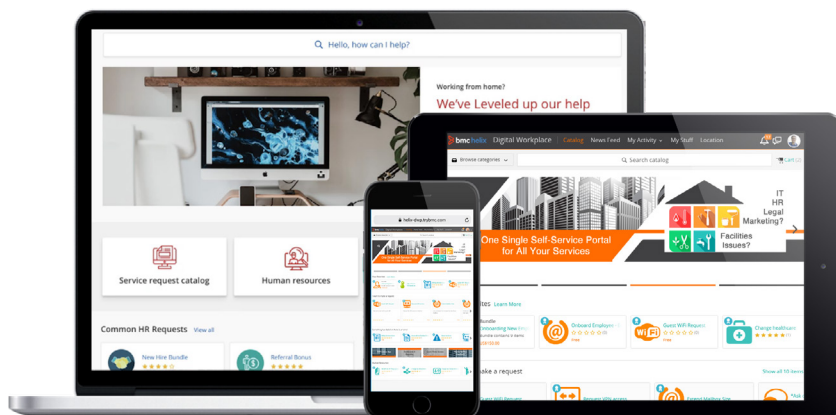
BMC Helix Digital Workplace Advanced, with BMC Helix Digital Workplace Studio, empowers your enterprise to create personalized and engaging service experiences across channels. With the BMC Helix Digital Workplace solution, your enterprise has a single source to activate multichannel self-service and personalized user journeys. 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, multichannel engagements are delivered through a one-stop shop provide business users access to services, knowledge and policies offered across IT, HR, Facilities, and more.

KEY FEATURES

- **Multichannel self-service** – accelerate user self-service in a single platform that integrates service catalogs, KCS[®] v6 Verified BMC Helix Knowledge Management, BMC Helix Virtual Agent with Live Chat crossover, and NLP-powered search
- **Unified Service Catalog** – Present services from multiple business units including IT, HR, and Facilities in a single catalog
- **Immersive, consumer-type experience** – Simple interface provides employees and all users with a familiar way to get what they need with one-stop shop for products and services
- **Optional BMC Helix Digital Workplace Studio** – build microsites and persona-driven digital workplace applications in real-time
- **Ease of Administration** – Drag and drop workflow customization; configuration enhancements to help drive faster resolution and better UX

KEY BENEFITS

- Deploy self-service for all your employees and users accessible anytime, anywhere, on any device
- Embed intelligent automation and knowledge management save higher skilled resources for more complicated tasks
- Build unique service management journeys for each of your enterprise lines of business from a single, integrated platform
- Enable “one-click” for everything employees need by aggregating and managing apps, services, across devices using Single Sign-On (SSO)
- Improve collaboration and productivity across departments within the enterprise, delivering business outcomes faster



PRODUCT DETAILS


- **Intelligent Self-Service:** Leveraging BMC Helix 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 knowledge management.
- **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.
- **Immersive, Multichannel Journeys:** Interact with channels that can be configured for more added-value experiences. Using integrated BMC Helix Knowledge Management capabilities, employees are able to locate the information they need in a timely manner enabling them to improve productivity and job satisfaction.
- **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

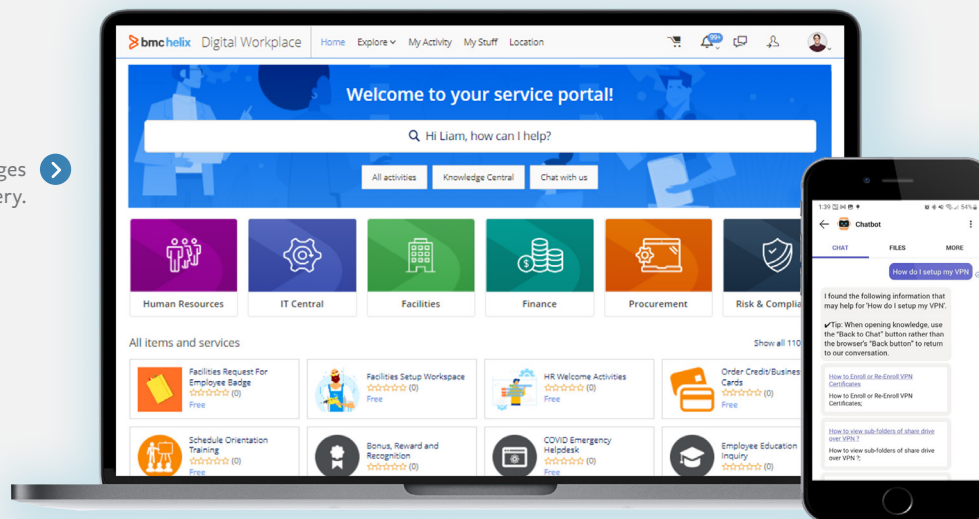
to be successful. They can easily customize the experience, like creating sub-catalogs to scale service delivery via personalized bundles, banners, and virtual marketplaces and more.

- **Improve Collaboration:** Build your experiences, your way to improve employee engagement, productivity, and mobile access to platforms and applications.
- **Automated Process and Workflows:** Expedite access to needed assistance from the Service Desk, Human Resources, Facilities, Customer Care, Procurement, and other lines of business.
- **No Code Authoring:** Save time with no code DEX authoring, progressive web applications, and 'drag and drop' tooling.
- **Customize Digital Employee Experiences:** Build content pages based on employees' job function, create microsites, and persona-driven journeys - all within BMC Helix Digital Workplace Studio.
- **Tailor page designs quickly** with embedded options for content blocks, feature banners, and images that automatically ensure a responsive layout across devices.
- **Design unique lines of business experience pages,** microsites, and persona-driven journeys - all within BMC Helix Digital Workplace Studio.
- **Deliver consumer-like experiences** to employees that are aligned with your brand design.
- **Integrate third-party tools and data sets** of choice within the BMC Helix platform.

FOR MORE INFORMATION

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

Customized pages
for service delivery. 



About BMC

BMC works with 86% of the Forbes Global 50 and customers and partners around the world to create their future. With our history of innovation, industry-leading automation, operations, and service management solutions, combined with unmatched flexibility, we help organizations free up time and space to become an Autonomous Digital Enterprise that conquers the opportunities ahead.

BMC—Run and Reinvent

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