

# Solve IT Headaches with AI



End users don't want to wait, they want it fixed now. IT organizations can transform service experiences by using artificial intelligence to learn and predict patterns. See how you can reduce frequent pain points and boost overall performance by putting AI to work automating tasks, reducing errors, catching hidden costs, and speeding up resolution.

## Scenario 1

### Event Noise Reduction



#### THE OLD WAY:

Squandered time with multiple tools across complex environments trying to predict and prioritize what alarms or events will impact performance.

#### THE AI WAY:

- Use machine learning to identify patterns and establish dynamic baselines of normal behavior.
- Automatically get alerted to anomalous behavior and spring into action.

## Scenario 2

### Cloud Security



#### THE OLD WAY:

Lack of oversight leads to increased risk and costs when pushing updated code into production for cloud-hosted applications.

#### THE AI WAY:

- Automated security checks find and fix misconfigured resources.
- Audit trails for configuration changes.
- Document changes for compliance.

## Scenario 3

### Capacity Planning



#### THE OLD WAY:

In today's multi-cloud environments, capacity can spike quickly without warning and skew future planning efforts.

#### THE AI WAY:

- Predict workload behavior and resource utilization with behavioral learning and advanced analytics.
- Forecast cost impacts with what-if simulations.
- Right-size resources to reduce costs.

## Scenario 4

### Cognitive Knowledge Search



#### THE OLD WAY:

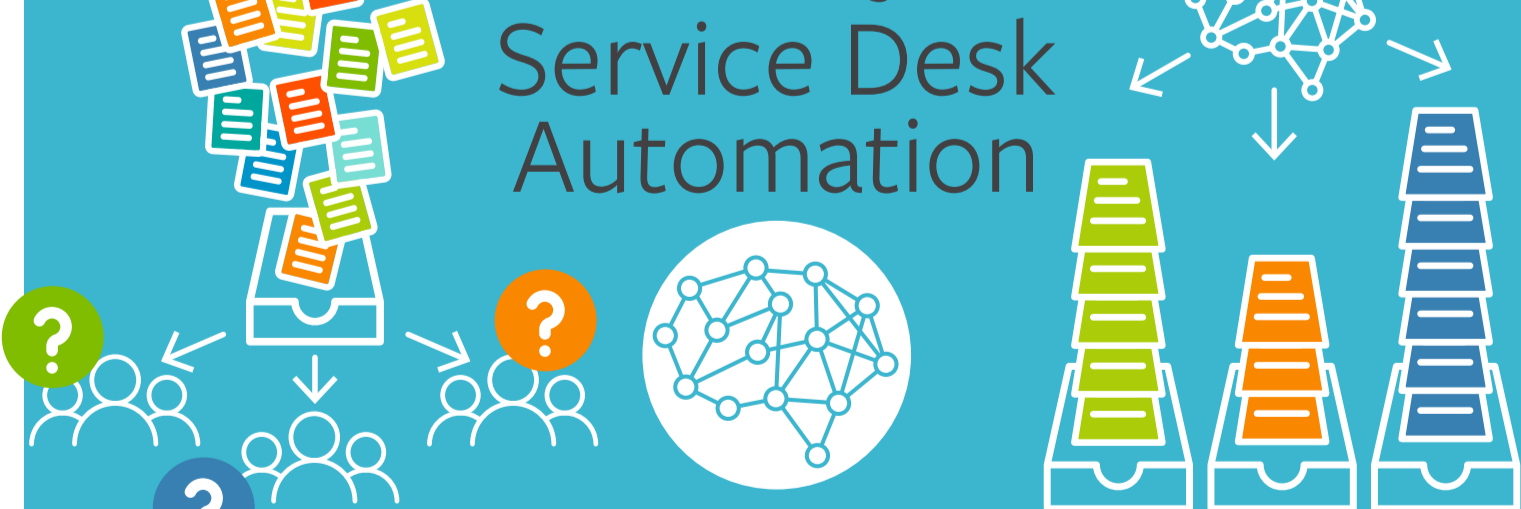
Knowledgebase search results come from different sources and in different formats, preventing end users from finding and using it effectively.

#### THE AI WAY:

- Serve up the right knowledge at the right time with AI-based search mechanisms powered by natural language understanding.

## Scenario 5

### Service Desk Automation



#### THE OLD WAY:

Many IT service tickets don't capture the necessary information needed to resolve the problem the first time. Resolution comes at the cost of manual efforts and multiple errors.

#### THE AI WAY:

- Empower IT staff to focus on more complex problems by automating classification, assignment, and routing of incidents.
- Automated responses with knowledge-based articles to spur issue resolution.

Learn how BMC Helix helps you do things the AI Way: [bmc.com/helix](https://bmc.com/helix)

