# BMC Helix Integration

Optimize the Employee and Customer Experience with a 360° View of Service Data

BMC Helix ITSM is an industry-leading platform that helps today's modern enterprises effectively manage the customer and employee service experience. These modern enterprises know that an effective service strategy can turn one-off customers into repeat buyers, and new employees into highly productive and long-term corporate citizens. In addition to BMC Helix, companies also use other applications and data sources, such as IT, Security, HR, Customer Service, and others, to provide a complete set of capabilities that deliver an enriched customer and employee experience. By integrating these systems, businesses can avoid a complex and disjointed service strategy. The payback can be transformational: streamlined and automated processes, quick and agile service management, increased customer satisfaction, and optimized costs.

Jitterbit's Harmony Workflow Automation Platform offers fast, flexible integration with legacy, on-premises, and cloud applications. It enables you to build reliable, scalable integrations that extend BMC Helix into any business process to increase data accuracy, achieve widespread automation, support new business objectives, and improve overall efficiency.
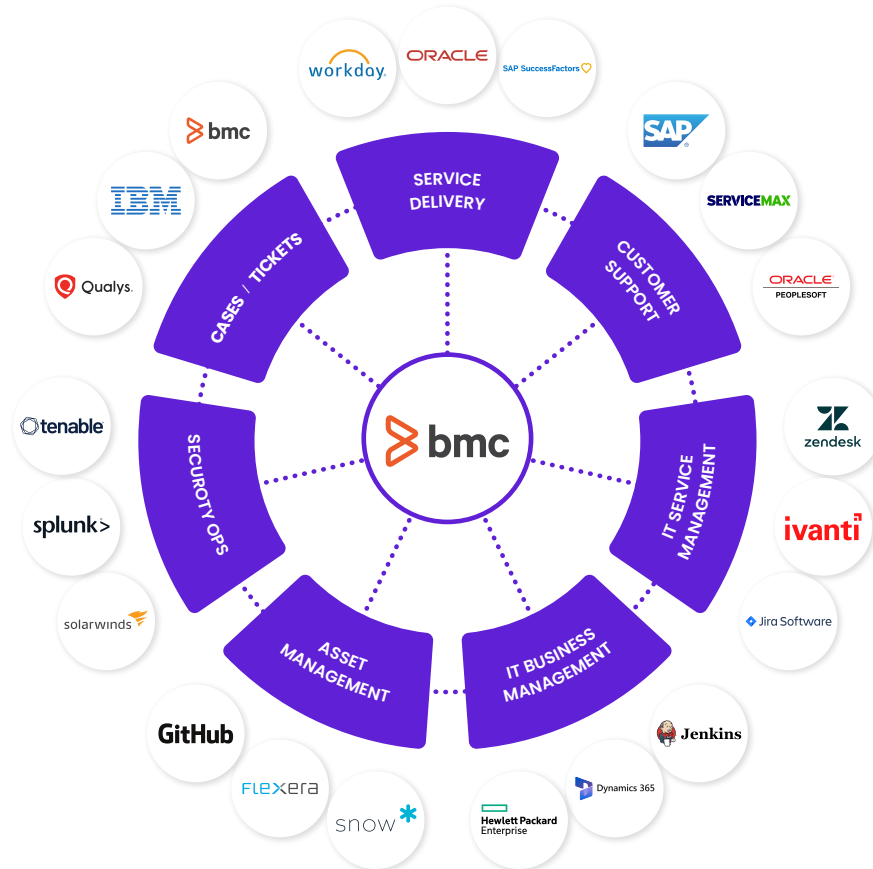
The Business Case for Service Experience API360

The number of applications used by corporations to manage and improve the customer and employee experience is growing exponentially. Unfortunately, managing them has become a resource-intensive balancing act involving the coordination of multiple sets of employee and service data located in many different applications. For an organization to thrive, they must enable a free information flow across these applications. Here's how a connected ITSM might look like in a cohesive IT environment:

Service Experience API360 Business Process Examples

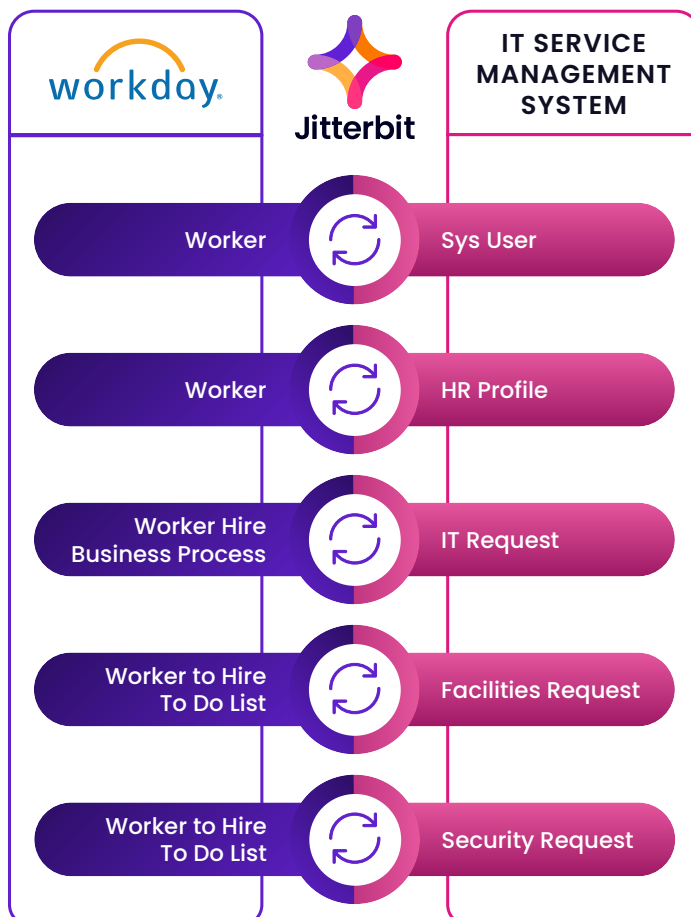|		
	IT Operations Management	Effectively manage the lifecycle of IT assets, improve team productivity and deliver top quality service to customers.
	Human Capital Management	Onboard employees faster and manage them more efficiently with integration into HR systems to increase employee morale and productivity.
	Customer Service Management	Manage issue resolution accurately and expediently to improve customer satisfaction and longevity.
	IT Service Management	Effectively manage support tickets to accelerate issue resolution, optimize support and improve the user experience.
	Application Portfolio Management	Rationalize applications and eliminate redundancy to save costs, and maximize agile development.
	Asset Management	Streamline asset provisioning and inventory management to effectively maximize IT resources.
	Security Operations	Prevent, detect and respond to security threats and incidents effectively to protect valuable assets.
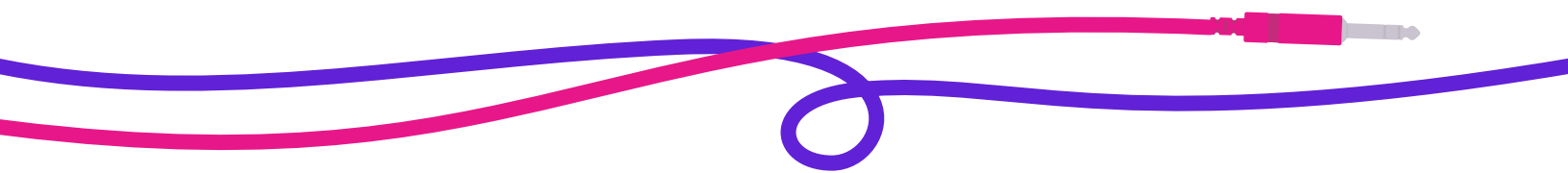
With years of experience building BMC Helix ITSM integrations, Jitterbit has the expertise to provide you with integration solutions for a next-generation IT service management strategy over the long-term.

Fast-track Common Integration Use Cases with Process Templates

A Jitterbit Process Template includes pre-built automation workflows for a specific use case. Designed based on best practices gained from years of experience helping BMC customers create these workflows, Process Templates can reduce the time to deploy integrations by 50-80%, and free up your IT resources for more strategic initiatives. Jitterbit Process Templates are:

- Packaged solutions that accelerate connections to commonly used objects, fields, and processes
- Pre-built workflows that automate data synchronization between objects such as IT Request, HR Profile, Facilities Request, Security Request
- Extensible and customizable to meet your unique requirements

Jitterbit offers Process Templates for a variety of typical business process use cases. For example:

workday

Jitterbit

IT SERVICE MANAGEMENT SYSTEM

Worker		Sys User
Worker		HR Profile
Worker Hire Business Process		IT Request
Worker to Hire To Do List		Facilities Request
Worker to Hire To Do List		Security Request

For detailed information on BMC Helix iPaaS, **click here.**

Accelerate Integrations with Recipes

Jitterbit's Integration Recipes are pre-built integration mappings that move data in one direction between similar objects across two applications or systems. You can think of these as the building blocks for the Process Templates or custom use case specific integrations. Use pre-built recipes to quick start your integrations between systems. Examples include:

Migrate BMC Helix
ITSM incident to
Slack Notification

Sync HubSpot
Tickets to BMC Helix
ITSM Incident

Sync Microsoft Dynamics
CRM Case to BMC Helix
ITSM Incident

Sync Workday
Workers to BMC Helix
ITSM Workers

For a complete list of BMX Helix ITSM Integration Recipes, **click here.**

Connect BMC Helix to Anything with the BMC Helix Connector

Natively connect any cloud or on-premises application or data source to BMC Helix. The BMC Helix Connector allows you to connect to your BMC Helix instance, add or delete records, update existing data, or retrieve data for use in Jitterbit integrations.

The BMC Helix ITSM Connector enables you to:

- Access to an account on the BMC Helix account on the BMC Helix instance

- Support activities such as Query, Create, Update and Delete

- A specific BMC Helix connection and its activities are referred to as a BMC Helix endpoint. Once a connection is configured, activities associated with the endpoint are available from the Endpoints filter

For a complete list of BMC Helix ITSM Connector capabilities, **click here.**
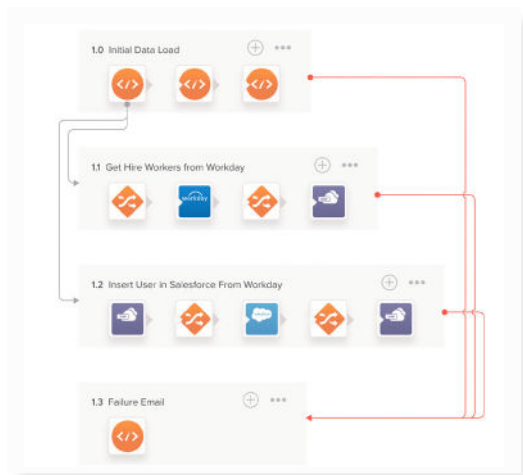
← Jitterbit BMC Connector

✦ Jitterbit | ⟩ bmc

Enable Rapid Innovation with Jitterbit Harmony

Connect your operations with a single platform. Jitterbit Harmony - Workflow Automation Platform as a Service (iPaaS) – has all the integration and API tools you need to share data, automate business processes, and create new solutions or efficiencies. Easily create, design, and manage integration projects to orchestrate all your critical business processes.

Design integrations

- Connect any data, app, or device
- Intelligently map data fields
- Build powerful workflows
- Infuse any application with artificial intelligence
- Automate business processes to streamline operations

Deploy anywhere

- Create and publish APIs internally or externally
- Run cloud, on-premise, or hybrid
- Create secure local connections with lightweight agents
- Scale elastically to meet needs in real time
- Count on high availability with smart agent groups

Manage from any device

- Manage from the Harmony Cloud
- Provide secure access with user-based permissions
- Get real-time alerts and a complete audit trail
- Optimize intelligently across unlimited environments
- Manage your APIs and view enhanced analytics

To learn more, visit us at
www.jitterbit.com/solutions/bmc-integration-platform

Connect to 1,000+ Endpoints

APPLICATIONS
- Github
- IBM
- Jira Software
- Oracle
- SAP
- ServiceNow
- Workday
- Zendesk
- and more

APIS
- Web Services (SOAP, REST), HTTP/S
- Custom API publishing and management
- OData Services
- and more

DATABASES
- Oracle
- SQL Server
- DB2
- MySQL
- Sybase
- and more

OTHER PROTOCOLS
- JDBC/ODBC
- FTP
- File Shares
- LDAP
- SMTP/POP3
- and more

DATA FORMATS
- JSON
- XML (WSDL, XSD)
- All EDI (X12, EDIFACT, TRADACOMS, XML, CICA, HL7, etc.)
- Flat/Hierarchical Text Structures
- and more

EXISTING SOA PLATFORMS
- webMethods
- Tibco
- IBM WebSphere
- BEA WebLogic
- and more

✦ Jitterbit

Jitterbit empowers businesses to optimize their connectivity and scalability through a single integration and workflow automation platform. Our mission is to turn complexity into simplicity so your entire organization can work faster and more efficiently.

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