EMERGYS

ACCELERATING ESM MATURITY

Emergys Helix Velocity Foundation

EXECUTIVE SUMMARY

Emergys Helix Velocity Foundation accelerates ESM maturity through an ITIL-first approach, leveraging standardized workflows, pre-configured content, and BMC Helix out-of-the-box capabilities for faster deployment and long-term value. Organizations often face delays due to excessive customization, inconsistent processes, and unstructured foundation data.

OVERALL SCOPE

Emergys Helix Velocity Foundation delivers a structured, ITIL-aligned implementation approach using BMC Helix out-of-the-box capabilities and standardized best practices to accelerate deployment and achieve faster time-to-value.

CORE CAPABILITIES

1. Strategic Alignment & Standardization

- **ITIL-First Approach:** Adopt ITIL best practices from day one with standardized service management processes.
- **Maximize OOTB Value:** Leverage Out-of-the-box (OOTB) BMC Helix capabilities to reduce customization and simplify future upgrades.

2. Rapid & Structured Time-to-Value

- **Accelerated Deployment:** Reduce implementation time by up to 30% with a proven deployment methodology.
- **Streamlined Data Ingestion:** Accelerate onboarding with ready-to-upload Foundation Data templates.

3. Day-One Operational Readiness

- **Pre-configured Content:** Go live faster using pre-configured Incident Management, Request Management, Service Catalog and Foundation Data templates.

KEY BUSINESS BENEFITS

01 Accelerate ESM maturity

02 Greater BMC Helix platform value

03 Reduced implementation complexity

04 Immediate operational readiness

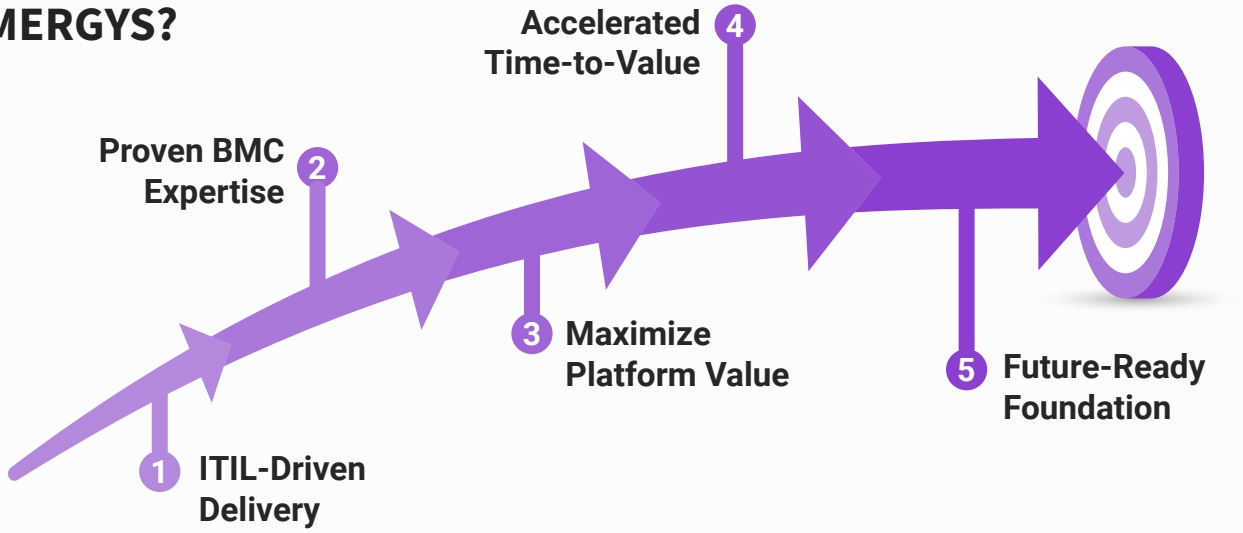
05 Lower technical debt

06 Simplified future upgrades

DELIVERABLES:

- ITIL-aligned implementation framework
- Standardized BMC Helix configuration
- Pre-configured Incident & Request workflows
- Service Catalog templates
- Foundation Data templates
- Deployment methodology
- Implementation documentation
- Day-one operational readiness

WHY EMERGYS?



BUSINESS OUTCOMES :

- Faster implementation
- Accelerated ESM maturity
- Standardized processes
- Improved operational efficiency
- Reduced implementation risk
- Better governance
- Upgrade-ready platform
- Long-term business value

READY TO ACCELERATE YOUR ESM JOURNEY?