BMC Helix for CSP

Delivering service assurance with zero-touch operations for communication service providers

PLATFORM DESCRIPTION

BMC Helix for CSP integrates industry-leading service management with service orchestration into a single solution designed to assure service level agreement (SLA) and operations level agreement (OLA) delivery commitments and drive zero-touch operations across all phases of the services lifecycle.

BUSINESS CHALLENGE

Communication service providers (CSP) are navigating explosive growth across consumer and industry vertical markets. With this growth, CSPs face increased complexity across networks and operations while trying to meet delivery commitments for an exceptional customer service experience. CSPs are increasingly challenged in orchestrating and automating disparate operating support systems (OSS), business support systems (BSS), service management, and customer experience management platforms into an autonomous service assurance solution.

BMC SOLUTION

BMC Helix for CSP is designed to support the network operations of a CSP. Unlike IT service desk solutions such as BMC Helix IT Service Management (ITSM), network operations directly supports all CSP revenue-generation activities managed by the CSP network operations center (NOC). BMC Helix for CSP manages a high volume of incoming tickets across several departments and prioritizes severity based on business impact. CSP NOC agents then are empowered to make decisions and deploy automated workflows to resolve incidents and notify all impacted teams of progress.

BMC Helix for CSP embeds BMC Helix Intelligent Automation for automated end-to-end management of technical trouble tickets that directly impact customer SLAs and OLAs. With BMC Helix for CSP, your NOC agents can investigate and resolve issues reported for fault management, customer care management, field service teams, and vendor and partner systems in a centralized way. They also gain visibility to manage issue resolution across multiple departments and tickets and orchestrate workflows based on business impact.

KEY FEATURES

- **Designed for the CSP NOC,** where analysts can view and manage multiple tickets impacting SLAs and OLAs

- **Intelligent customer and service assurance operations,** providing 360-degree visibility across departments and customers to resolve issues faster

- **Intelligent automation and data orchestration for zero-touch** coordination of data collection, processing, and dispatch for resolution

KEY BENEFITS

- Zero-touch operations with automated incident lifecycle management to eliminate repetitive, manual processes

- Frictionless service assurance that seamlessly integrates ticket management and workflows across the customer with external vendors and within the CSP organization

- Contextualized customer experiences to help NOC teams contextually understand customer service, service delivery, and network operations issues faster

Quickly get a view of tickets and level of severity to help prioritize fixes.

PRODUCT DETAILS

- **Network operations automation:** Automate the creation, enrichment, assessment, and assignment of network troubles, automating key aspects of network operations and providing a solid foundation for future automation and delivery of "lights out" NOCs.

- **Work order management:** Streamline the creation and management of work orders to respond to customer servicing requirements faster. Proactively track performance across multiple internal and external parties to fix issues faster.

- **Dynamic service modeling:** Gain 360-degree visibility of services, resources, and interdependencies spanning physical and logical network topology to assess service impacts and common cause analysis of network faults or customer problems in real-time.

- **TM Forum*-certified APIs:** Accelerate CSP application connectivity, portability, and interoperability across the entire CSP technology ecosystem and lifecycle to supporting consumer and business applications, Internet of Things (IoT), big data, and more.

- **Intelligent service assurance:** Integrate scalable and automated processes to quickly identify and proactively resolve service disruption with zero-touch engagement.

- **Cross-functional trouble ticketing:** Identify network troubles quickly and efficiently across multiple sources. Enrich ticket data with relevant contextual information to detect, assess, investigate, track, and remediate. Leverage cross-functional trouble ticketing to reduce operational efforts and mean time to resolution (MTTR) while improving visibility and coordination across complex faults and problems.

- **Service quality management:** Consistently achieve and maintain operational SLA targets with predictive and detailed service analysis to assess all quality and service assurance levels across all CSP services.

- **Internal and external operational level management:** Proactively track the performance of internal and third-party suppliers and partners against expected OLA and performance measures. Take remedial actions faster to minimize customer service disruption.

ⓘ FOR MORE INFORMATION

To learn more about BMC Helix for CSP, please visit **bmc.com/CSP**
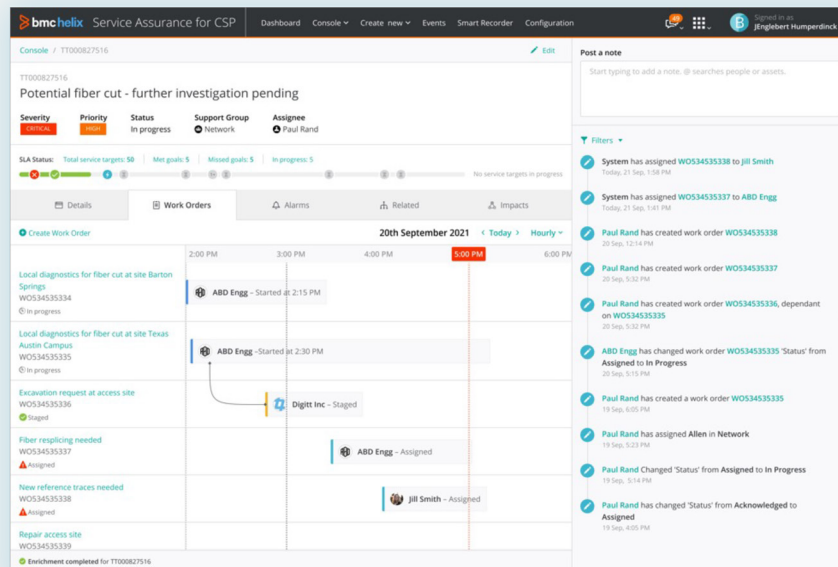
Get a timeline view of incident investigation, participants, and resolution.

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   **www.bmc.com**

532319