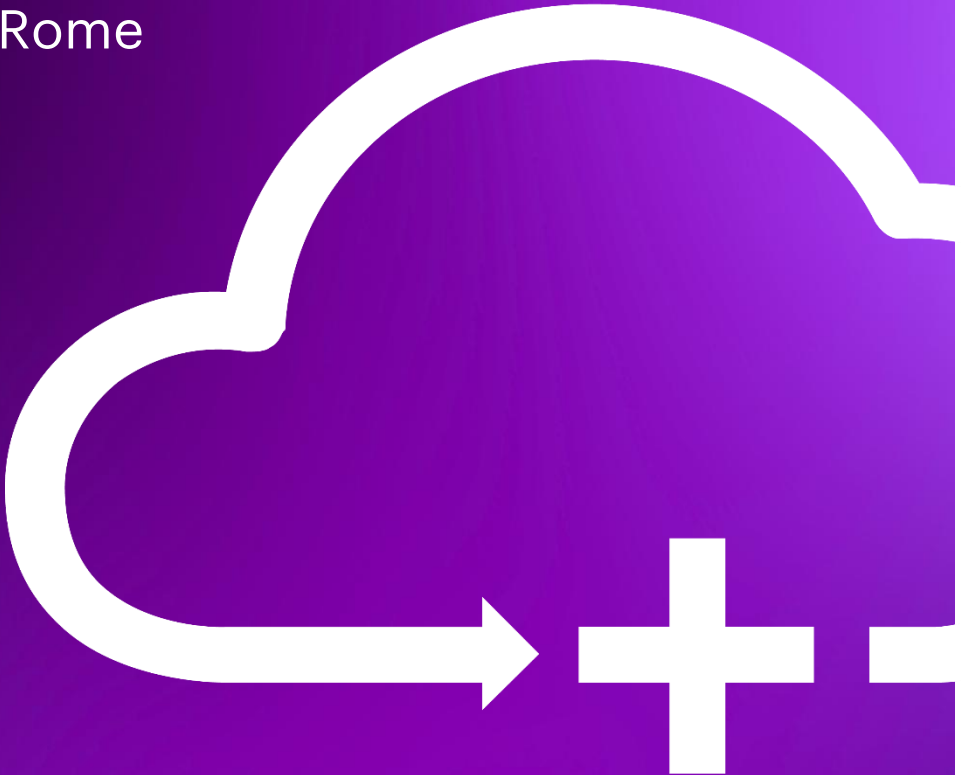# Accenture & BMC

Accenture
Cloud
Innovation
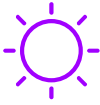Rome

Accenture Cloud Innovation Center

Pushing custom cloud solutions to the max.

Cloud delivers undeniable benefits – agility, rapid innovation and lower IT costs. The Accenture Cloud Innovation Center harnesses the full potential of Cloud to custom build latest generation solutions for our clients. We can give our clients access to a catalog of tested real cases to imagine, test and implement leading edge cloud services that can help take your business into tomorrow.
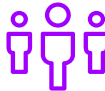**Now.**

Emerging Technology

Real Cases

Vision

Accenture Cloud Innovation Center Rome

Ecosystem

Clients

Accenture

ACIC Rome brings together Accenture's deep technical know-how and industry expertise to help companies deploy cloud to transform their journey to cloud. At a time when innovation is racing ahead, Accenture is broadening its collaboration with leading cloud solution vendors to have instant access to the level of specialist services that can help meet our clients' specific business objectives. At ACIC Rome, **we bring together** not only the major technology vendors but **the best offerings** from emerging providers in step with market evolutions. Our clients benefit from the very latest real and tested solutions.

About BMC

Business, Faster Than Humanly Possible.
With BMC, build and run the most important platform there is: your own.

A paradigm shift for the enterprise

Generative AI is fueling massive transformation across every aspect of modern business. Organizations must overcome complexity to meet new demands and data is the key: Bridging data siloes and minimizing complexity to maximize the value of every technology investment. And importantly, in partnership with the right technology partner that can guide the journey.

The BMC portfolio is powered by artificial intelligence (AI) and automation, and is backed by decades of industry expertise. It provides customers the optionality to create their own platforms for growth, and adapt as needs change.

Trusted innovation and expertise

Originally founded to help companies optimize their mainframe investments, in the past 44 years we have expanded our expertise through organic growth, strategic acquisitions, and relentless R&D to deliver the industry-leading software that unifies, simplifies, automates, and transforms the entire multi-cloud enterprise for innovation at massive scale and speed.

BMC solutions are more than just powerful, they are mission-critical and drive business value. Today, the world's enterprises rely on BMC to transform for a new era, safely.

The power of BMC

The comprehensive BMC portfolio of solutions and services help companies in every industry harness opportunity and deliver value with competitive differentiation.

We enable organizations to drive business value through:

Resiliency:
With predictive insights and automation for accelerated IT and business effectiveness

Experience:
With the service and technology to make it easier for employees, partners, and end users to thrive

Orchestration:
With the automation to dynamically connect systems, data, and people

Modernization:
With platform modernization that transforms and optimizes all technology investments

BMC unlocks human and machine potential so organizations of all sizes can grow and innovate. With a simple and optimized way of connecting the people, systems, and data that power the world's largest organizations, BMC enables business faster than humanly possible.

BMC Helix Platform

With the BMC Helix open platform as the foundation of your ServiceOps approach to bridge those practice areas, IT teams can improve service quality and operational efficiency using shared platform services, data stores, dashboards, and integrations.
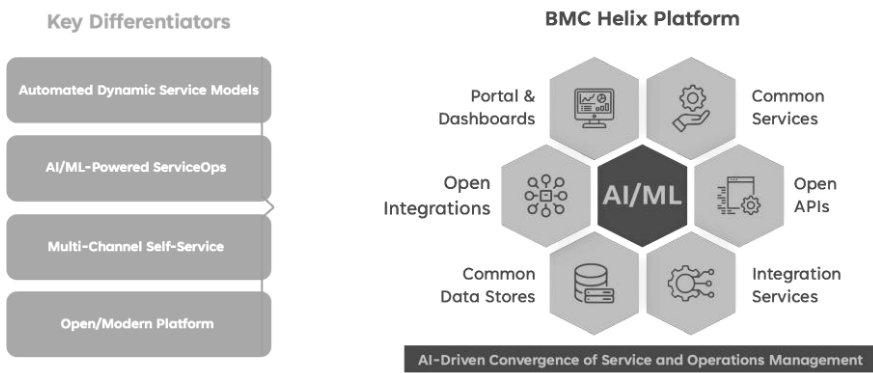
What makes BMC unique is our composite AI approach for improved actionability. Composite AI integrates multiple AI models, such as Predictive AI, Causal AI, and Generative AI, to create a more comprehensive and robust set of capabilities that complement each other.
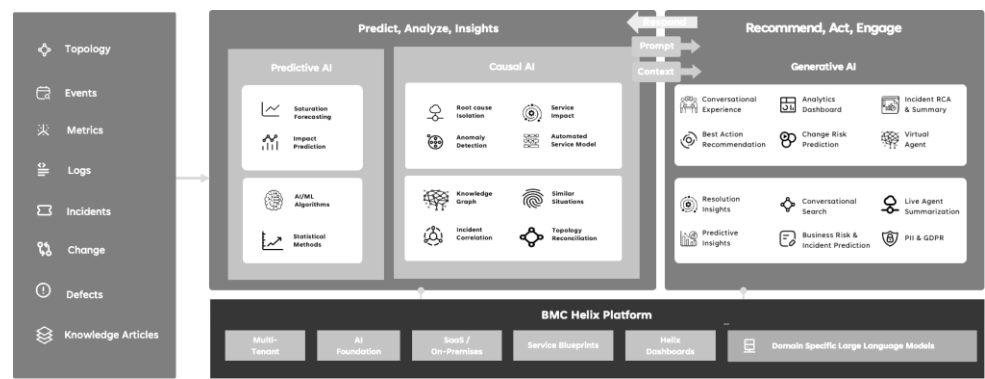
The Partnership with BMC

ACIC and BMC have collaborated to optimize operational services, reduce or anticipate potential infrastructure and application disruptions through the use of artificial intelligence tools

ACIC Use Case Catalog
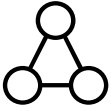
Intelligent Edge

Application Modernization

Infrastructure Engineering

Data Engineering & Applied AI/ML

Data Engineering & Applied AI/ML

Evolution of ServiceOps with BMC Helix

Context and client challenges

- Business performance is inextricably linked to IT performance, and significant challenges for IT are emerging.
- Increasingly demanding service level agreements, the complexity of hybrid business services, and the strain on IT operations teams to maintain service quality all contribute to this pressure.

New approach and solution

- Generative AI signifies the next evolution of ServiceOps.
- The ability to use corporate know-how to facilitate troubleshooting, or to quickly identify the right actions to resolve or even prevent faults, is the key challenge in optimizing operational services.
- With BMC HelixGPT we can empowers the customer operation services by providing a platform capable of learning from company know-how and leveraging LLM to assist operational teams.

Client benefits

- **Incident Prediction/resolution:** Helix will support Operation team to predict or solve infra/application incident providing the resolution steps required to anticipate the problem.
- **Operation Virtual Agent:** Beyond troubleshooting, Helix GPT assists operators through a Virtual Agent capable of searching for any information within the company's knowledge base.
- **Multi-Alert Intelligent Management:** In case of multiple alerts, connected to a single and real incident, Helix will support Ops team analysing the alerts and pointing out the only real one.
- **Compliant:** allowing SaaS and Onprem solutions

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Learn more

Find out about Accenture Cloud Innovation Center of Rome

www.accenture.com/acicrome

About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organizations build their digital core, optimize their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 801,000 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. Our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities.

Visit us at
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