Army Enterprise Service Management Platform
The Future of Army IT Service Management with BMC

AESMP: MODERNIZE WITH BMC HELIX

The Army-BMC Partnership

For over a decade, the Army and BMC Software have partnered to support mission critical Army IT services. Throughout this time, BMC technology has helped the Army manage, resolve, and monitor millions of IT incidents, requests, and changes to support the warfighter. The Army has invested a significant amount of money and manpower to build processes centered around BMC IT Service Management: the current Army Enterprise Service Management System (AESMS) managed by NETCOM is BMC Remedy.

The BMC Army Team has had key meetings with existing Army customers and Army leadership over the last several months. BMC's Helix SaaS Platform hosted on AWS combined with BMC's IT asset discovery and dependency mapping, CMDB and self-service capabilities is the strongest technology, fastest time-to-value, least risk and most cost-effective option to support the below AESMP requirements:

- Cloud-Native Services
- ITIL-Based Functionality
- Tier-0 and Tier-1 Support Capabilities
- Dynamic Asset Discovery and CMDB
- Minimal Customization/Minimal Re-Training

Strategic Opportunity

AESMP will require collaboration between the Army, BMC and an ecosystem of supporting integrators, partners and service providers. BMC is in a strong position to support this effort with unparalleled experience working with Army and a seamless migration path for existing Army BMC Remedy customers (i.e. Army CIO/G-6, NETCOM, HRC, PEO C3T, Army National Guard, etc.). BMC Helix hosted on AWS was chosen by a similar DoD customer for their Enterprise Service Management Platform, and we are enthusiastic to follow suit with AESMP.

BMC recognizes systems integrators and our partners as a critical component in achieving the vision set forth by the Army. We look forward to meeting with your teams as necessary to align, strategize and plan on joint-success in supporting AESMP.

BMC AESMP KEY CAPABILITIES

- **Incident & Problem Management:** Create and resolve incidents faster with ITIL-based, context-aware and modern user interfaces

- **Smart Reporting:** Turn powerful reports into stunning dashboards quickly and easily

- **IT Asset Mapping:** Increase visibility into IT assets on the network, application mapping and asset relationships to mission services

- **Multi-Cloud Service Management** Deliver a secure, seamless experience to integrate multi-cloud service management

- **Tier-0 Self-Service:** Deliver intelligent, omni-channel self-service with easy access to products, chatbots and service catalog

AESMP BENEFITS WITH BMC

- **FedRAMP Certification**: IL-4 PATO pending with IL-6 in process

- **"White-Glove" Upgrade Service:** BMC manages upgrade outside of end-user acceptance testing

- **Active-Active Architecture with 99.98% Guaranteed Availability**

- **Disaster Recovery and Business Relationship Manager Included**

- **Flexible, Persona-Based Licensing**

Related AESMP Solution Webpages:
BMC Helix ITSM: https://www.bmc.com/it-solutions/bmc-helix-itsm.html
BMC Helix Digital Workplace: https://www.bmc.com/it-solutions/bmc-helix-digital-workplace.html
BMC Discovery: https://www.bmc.com/it-solutions/bmc-helix-discovery.html