

Kelverion

Integration Pack for BMC Helix ITSM

Automation for BMC Helix ITSM

The Kelverion Integration Pack for BMC Helix ITSM is a compliant integration for Microsoft System Center Orchestrator.

It supports Helix ITSM Versions 22.1 and 21.3 and Remedy ARS Versions 20.02 and 20.08.

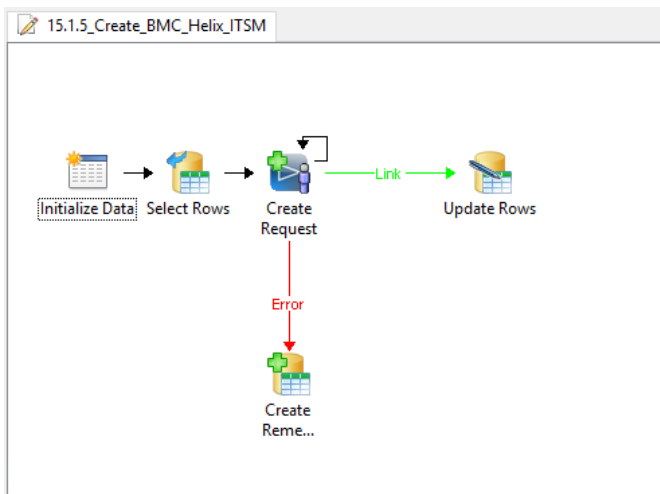
The Integration Pack enables users to create, update, get and monitor records in BMC Helix ITSM. It delivers a range of re-usable objects to automate IT-Functions such as:

Service Desk

Create service records from a wide range of enterprise management tools or custom sources.

Monitor Service Records

Monitor for new or changed service records to automate the diagnostic/remediation process.

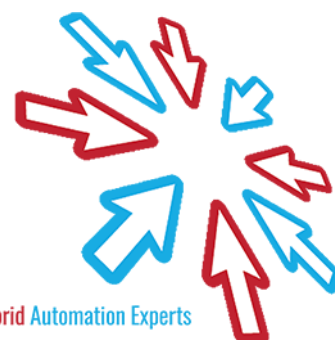


Kelverion are a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.

Find out more at <http://www.kelverion.com>

IP FOR BMC HELIX ITSM ACTIVITIES

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|----------------------------|--|
| Advanced Search | Search a Helix ITSM form for requests using Helix ITSM advance search criteria |
| Create Request | Create a new request in a Helix ITSM form |
| Delete Request | Delete a request from a Helix ITSM form |
| Download Attachment | Download an attachment on an existing request Helix ITSM form |
| Get Request | Retrieve requests from a Helix ITSM form using definable filter criteria |
| Monitor Request | Monitor a Helix ITSM form for new and/or modified records using definable filter criteria. |
| Update Request | Update one or more fields of an existing request in a Helix ITSM form |
| Upload Attachment | Upload an attachment to an existing request in a Helix ITSM form |



Cloud & Hybrid Automation Experts