FOOTPRINTS REVIEWS AND RATINGS: THE ULTIMATE ROUNDUP



This post is part of a series on BMC product reviews. Be sure to check out the other posts on BMC Helix ITSM Reviews and Control-M Reviews.

BMC FootPrints is an IT service desk solution for mid-size organizations and is verified for six ITIL® processes. It includes incident and problem management, knowledge management, analytics and reporting, mobile access, and much more.

Authentic user reviews are an important source to consider when evaluating IT solutions. To help you make the most of your research time on FootPrints service desk software, this post provides a compilation from top review sites, listed from most reviews to fewest, into a single, shareable format.

Try FootPrints: Start your free trial



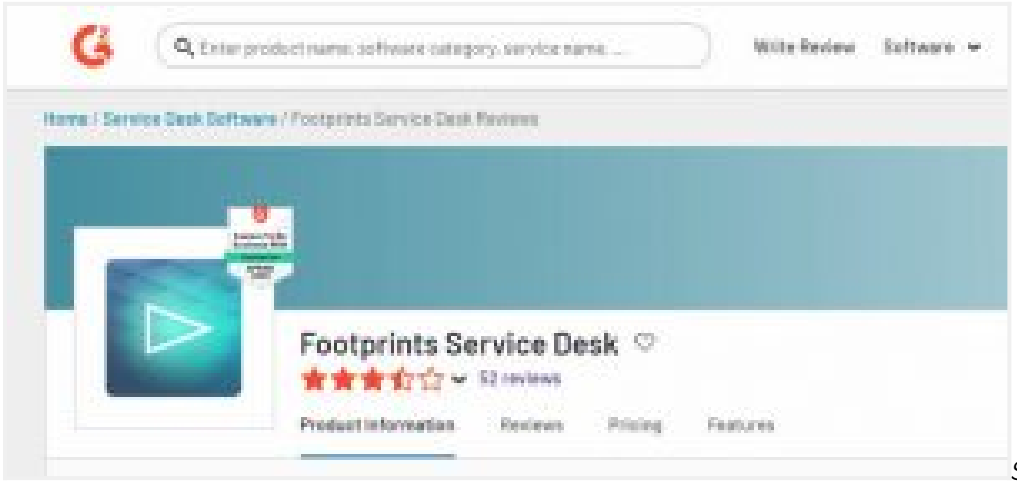
FootPrints provides a powerful suite of on-premises tools that help mid-size organizations manage the entire lifecycle of their IT services.

Free Trial › Learn More ›

G2 Crowd

G2 aims to be a trusted source of reviews of software products and services for business professionals.

On G2, BMC FootPrints has 52 reviews with an average 3.6 out of 5 rating. The reviews can be filtered by company size, user role, and more to align to your own situation. Highest rated features include ticketing prioritization and notifications.



Source: G2 4/17/2020

https://www.g2.com/products/footprints-service-desk/reviews

TrustRadius

TrustRadius is a leading website for business software users to share real-world insights through in-depth reviews and networking.

The site includes 46 vetted reviews and ratings of BMC FootPrints with an average rating of 7.4 out of 10 and high marks for *Likelihood to Recommend, Likelihood to Renew, Usability and Support*.



Source: TrustRadius 4/17/2020

https://www.trustradius.com/products/bmc-footprints/reviews

Capterra

Capterra is one of the largest, comprehensive business software review sites on the web.

Capterra's audience rates FootPrints an average of 3.5 out of 5 stars in 25 reviews.



Source: Capterra 4/17/2020
https://www.capterra.com/p/100291/FootPrints/

Finances Online

Finances Online is a fast-growing European review platform for B2B, SaaS, and financial solutions. One of their unique offerings is a "smart score" system based on their own custom satisfaction algorithm.

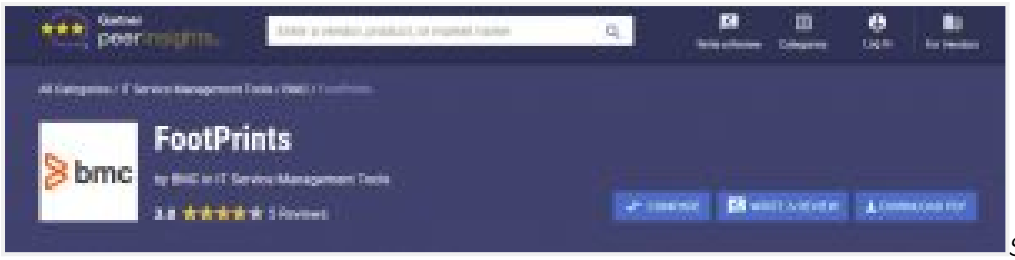
In 8 user reviews, FootPrints scored an average of 4.6 out of 5 plus a site score of 8.3 and 97% user satisfaction.



Source: Finances Online, 4/17/2020
https://reviews.financesonline.com/p/bmc-footprints/

Gartner Peer Insights

Gartner Peer Insights provides rigorously verified user reviews of enterprise technology. In the past 12 months, FootPrints was rated an average of 3.8 out of 5 stars in 5 reviews.



Source: Gartner Peer Insights, 4/29/2020
https://www.gartner.com/reviews/market/it-service-management-tools/vendor/bmc/product/bmc-footprints

IT Central Station

IT Central Station has been called "The Yelp for Enterprise Technology" by The Wall Street Journal for crowdsourcing enterprise tech reviews. The site has a dynamic community and offers objective feedback on all things IT.

IT Central Station has 5 reviews for FootPrints with an average of 4.3 out of 5-star rating.



Source: IT Central Station 4/17/2020

https://www.itcentralstation.com/products/bmc-footprints-service-core-reviews