

TRACK-IT! 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 [Control-M Reviews](#), [FootPrints Reviews](#) and [Remedy Reviews](#).

[Track-It!](#) is the perfect help desk solution for small to mid-size organizations that includes change management, knowledge management, asset management, and more. Track-It! is the most widely used help desk software in the world.

User reviews, analyst reports, and customer stories are important to consider when evaluating IT solutions. This post is designed to bring together all of that critical information into a single, shareable format.

Try Track-It!: Start your free trial



Full featured, easy to use and cost-effective, Track-It! Help Desk is designed specifically with the needs of the small to mid-sized business in mind.

[Free Trial >](#) [Learn More >](#)

Capterra

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



Capterra has 37 reviews with an overall 4 out of 5 star rating, including 4 out of 5 stars for Ease of Use and Customer Service.

Source: Capterra 5/9/2017

<http://www.capterra.com/help-desk-software/spotlight/67028/Track-It!/BMC Software>

TrustRadius

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

BMC Track-It! Reviews



BMC's Track-It! has 9 reviews with an average 8.4 out of 10 rating.

The TrustRadius Rating Summary breakdown shows a particularly high mark for Likelihood to Recommend.

BMC Track-It! Rating Summary		trScore
Overall Rating (9)	<div style="width: 84%;"></div>	8.4
Likelihood to Recommend (3)	<div style="width: 85%;"></div>	8.5

TrustRadius 5/8/2017

<https://www.trustradius.com/products/numara-track-it/>

Spiceworks Community

Spiceworks has a vibrant community of IT pros, which includes unbiased reviews of popular software.

BMC Track-It



Spiceworks has 5 reviews of Track-It! with a 4 out of 5 star rating.

Source: Spiceworks 5/8/2017

G2 Crowd

G2 Crowd is a business technology review site whose mission is to "provide the insights business professionals need to gain confidence in their buying decisions and become more successful in their jobs."

Track-It!

☆☆☆☆☆ 32 reviews

3.7 out of 5 stars

A fully integrated IT Help Desk and Asset Management solution for small to mid-sized organizations.

On G2Crowd, BMC's Track-It! help desk has 32 reviews with an [average 3.7 out of 5 rating](#).

Source: G2Crowd 5/8/2017

<https://www.g2crowd.com/products/track-it/reviews>

GetApp

[GetApp](#) is a leading "business app discovery platform" focused on software for small and medium-sized businesses.

GetApp has 37 reviews, with a 4.2 out of 5 star overall rating. The reviews are 78% positive, and 94% recommend Track-It! to others.

Track-It! Reviews (37)

Overall rating

4.2/5

[Write a review](#)

Excellent	18
Very good	11
Average	5
Poor	2
Terrible	1

78% positive reviews

94% recommended this to a friend or a colleague

etApp 5/8/2017

<https://www.getapp.com/customer-service-support-software/a/track-it/>