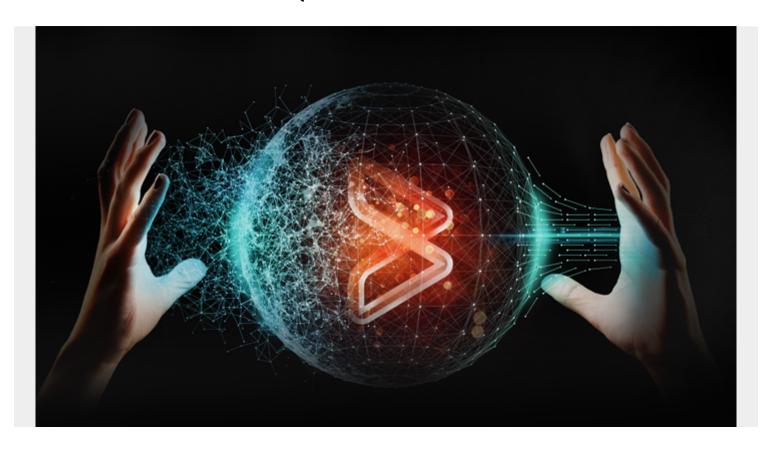# GARTNER 2020 MAGIC QUADRANT FOR ITSM TOOLS

Download Now: Gartner Magic Quadrant for ITSM ›

The 2020 Gartner Magic Quadrant for IT Service Management (ITSM) Tools is now available. We believe that due to our vision and our proven ability to execute, BMC was named a Leader for the seventh year in a row!

IT service support management tools are vital for infrastructure and operations organizations to manage support and delivery of IT services. New this year was the addition of the Agile and DevOps support as a Use Case category "in response to digital disruption." Along with the recently introduced AITSM critical capability category last year, we believe, this year's report truly measures, analyzes and scores the various modern ITSM solutions.

In the 2020 Magic Quadrant report, Gartner provides detailed evaluations of 11 vendors. BMC Software is named as a Leader for the seventh year in a row. Our position is based on the ability to execute and completeness of vision.

Here's a snapshot of the quadrant.

Figure 1. Magic Quadrant for IT Service Management Tools

Source: Gartner (October 2020)

[Download the full report](#) to:

- Learn why BMC was recognized as a Leader in 2020 Magic Quadrant for ITSM Tools
- Understand analyst strengths and cautions for all 11 participating vendors

Gartner also includes a complimentary study for more in-depth analysis and detailed use cases, and measures each solution against 13 of Critical Capabilities, 3 maturity I&O maturity Use Cases and (as mentioned above) the new agile and DevOps support case to determine ITSM excellence.

BMC Helix ITSM received the highest score in both the Advanced-Maturity I&O Use Case (3.82/5)

and the inaugural new Agile and DevOps Support Use Case (3.66/5). Gartner defines Advanced ITSM tools as having "a full range of ITSM capabilities, provide advanced workflow support, and, increasingly, ITSM and collaboration capabilities. They also provide broad ITOM functionality natively or integrate with advanced third-party ITOM solutions."

For a more in-depth analysis and detailed use cases, check out the Gartner Critical Capabilites for ITSM 2020 report.

Gartner Magic Quadrant for IT Service Support Management Tools, Rich Doheny, Keith Andes, Mark Cleary, 6 October 2020

Gartner Critical Capabilities for IT Service Management Tools, Rich Roheny, Keith Andes, Mark Cleary, 7 October 2020

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From 2016 – 2020, we were recognized as BMC
2014 and 2015, it was recognized as BMC Software