BMC HELIX ITSM REVIEWS AND RATINGS

When it comes to ITSM solutions, you have plenty of options. But we believe BMC Helix ITSM should be your go-to solution. Formerly known as BMC Remedy and Remedy 9, BMC Helix ITSM is transforming service management with cutting-edge digital and cognitive automation technologies and its people-centric user experiences help you work even smarter.

Here are key benefits of BMC Helix ITSM:

- Delivery in the cloud or on-premises gives you unprecedented choice.
- Intuitive user experience is built around roles, not modules, so you can be more productive with less effort.
- Modern mobile interfaces, built-in templates and guides, and instant actionable insights make you work smarter and faster.

We've put together this definitive, up-to-date list of analyst reports, user ratings and reviews, and customer stories to help you evaluate BMC Helix ITSM as your go-to solution for IT service management.

Gartner Magic Quadrant for ITSM

A culmination of industry knowledge and research, the Gartner Magic Quadrant for IT Service Management Tools provides a broad view of the ITSM market, the relative positions of its competitors, and use cases for organizations based on their maturity of infrastructure and operations

(I&O).

We're proud that the most recent Gartner Magic Quadrant for ITSM, published in August 2019, names BMC as a leader for the 6th straight year.

In the Magic Quadrant report, Gartner describes BMC strengths, including:

- BMC has a broad ITOM portfolio, making it a viable partner for mature I&O organizations that need to extend their ITSM tools.
- The containerized BMC Helix ITSM product offers a broad set of deployment and licensing options, including SaaS, co-sell partnerships with public cloud providers (AWS and Azure), and on-premises, giving customers flexibility in how and where their instance is deployed.
- BMC scored the highest for the advanced I&O maturity use case, indicating that it is strongly suited to meet the requirements of high-maturity I&O organization.

BMC Helix ITSM receives the highest scores in four out of five use cases—learn why when you get the report here.

Figure 1. Magic Quadrant for IT Service Management Tools

Source: Gartner (August 2019)

TrustRadius

TrustRadius is one of the most dependable review sites for business technology users to share real world insights through in-depth reviews.

BMC Helix ITSM scores an average of 8.1 stars out of 10, based on 138 user ratings and reviews on TrustRadius.

BMC Helix ITSM Reviews

Score 8.1 out of 10

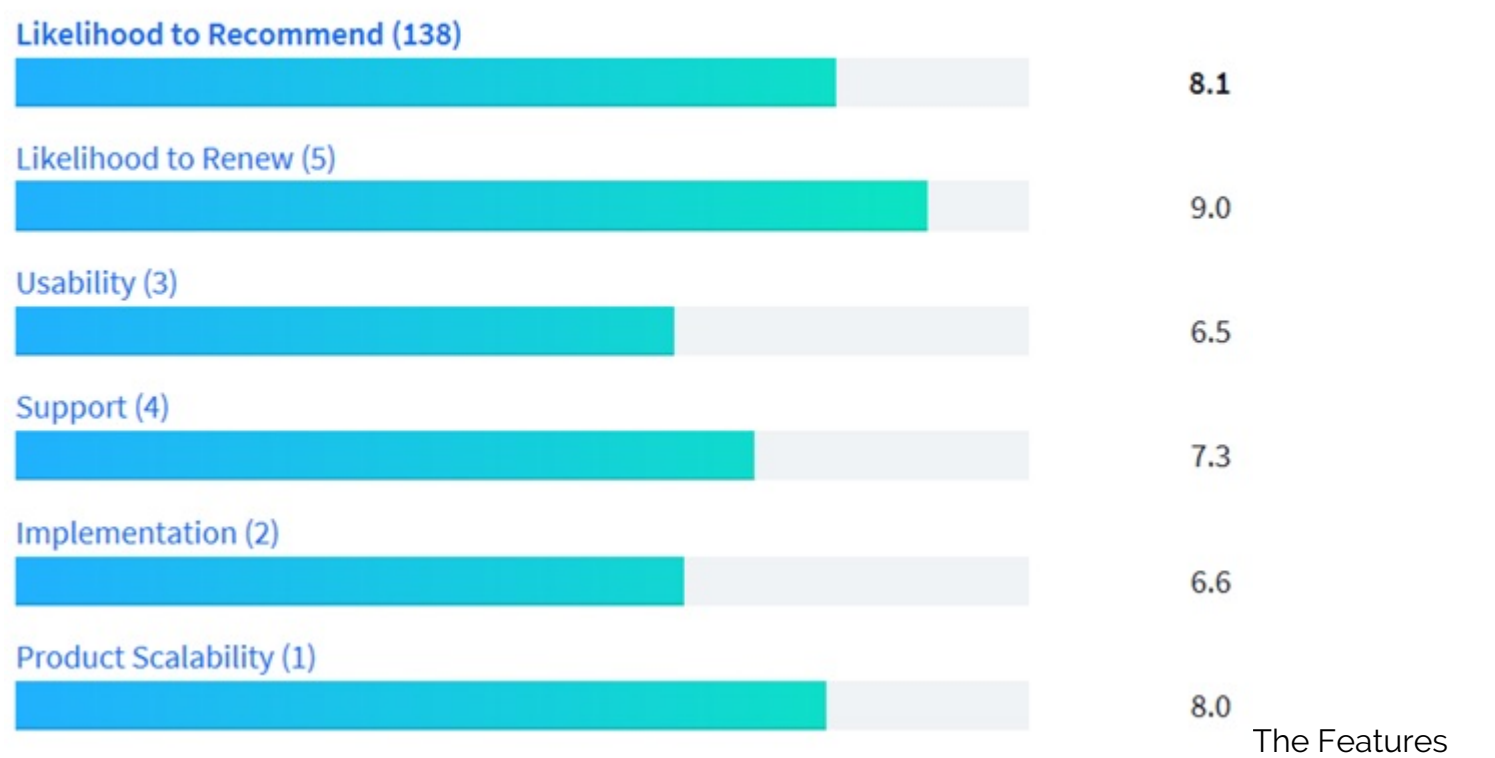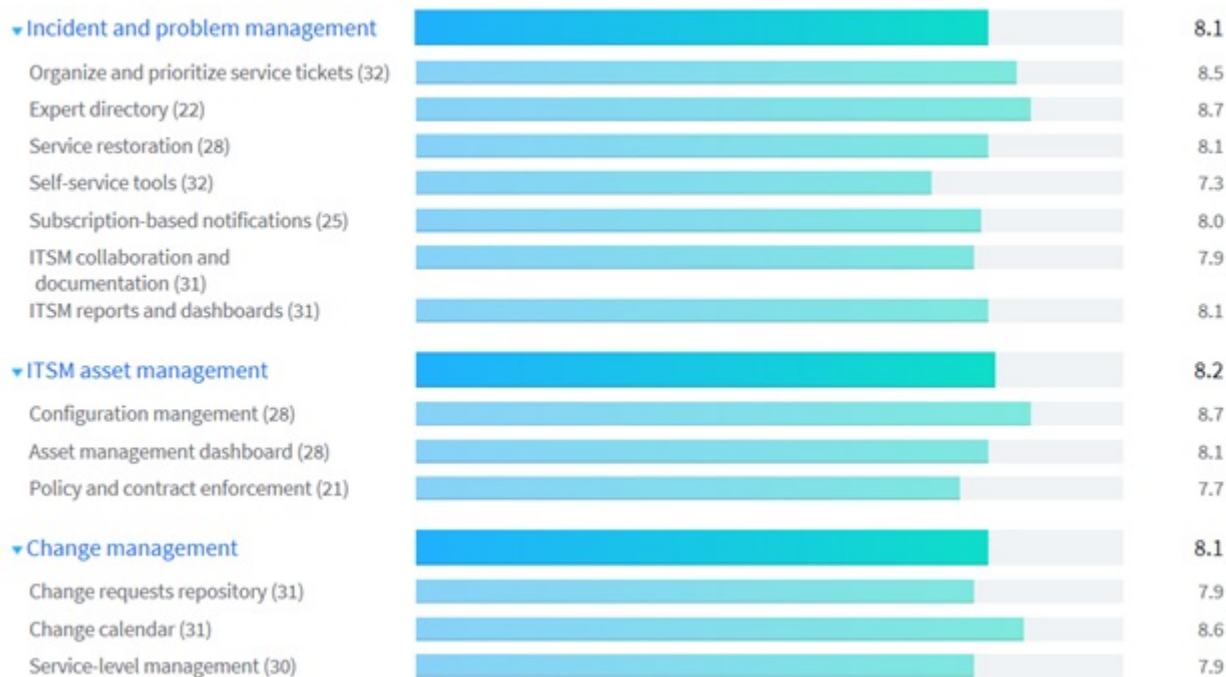**Ratings and Reviews (138)**   Scorecard   Product Details   Alternatives

Based on the Scorecard Summary, users are very likely to recommend BMC Helix ITSM to others.

BMC Helix ITSM Scorecard Summary

Metric	Score
Likelihood to Recommend (138)	8.1
Likelihood to Renew (5)	9.0
Usability (3)	6.5
Support (4)	7.3
Implementation (2)	6.6
Product Scalability (1)	8.0

The Features Scorecard Summary, an aggregate of the user reviews, indicates that BMC Helix ITSM scored the highest for its expert directory, configuration management, and change calendar.

Feature Scorecard Summary

Feature	Score
▾ Incident and problem management	8.1
Organize and prioritize service tickets (32)	8.5
Expert directory (22)	8.7
Service restoration (28)	8.1
Self-service tools (32)	7.3
Subscription-based notifications (25)	8.0
ITSM collaboration and documentation (31)	7.9
ITSM reports and dashboards (31)	8.1
▾ ITSM asset management	8.2
Configuration mangement (28)	8.7
Asset management dashboard (28)	8.1
Policy and contract enforcement (21)	7.7
▾ Change management	8.1
Change requests repository (31)	7.9
Change calendar (31)	8.6
Service-level management (30)	7.9

Source: TrustRadius

8/13/2019 https://www.trustradius.com/products/bmc-remedy-it-service-management-suite/reviews#2

IT Central Station

IT Central Station Is a trusted website for crowdsourcing reviews of enterprise technology, and it is known for its engaged community and objective feedback on everything IT.

On IT Central Station, BMC Helix Remedy scores an average of 4.3 stars out of five, based on 14 reviews.
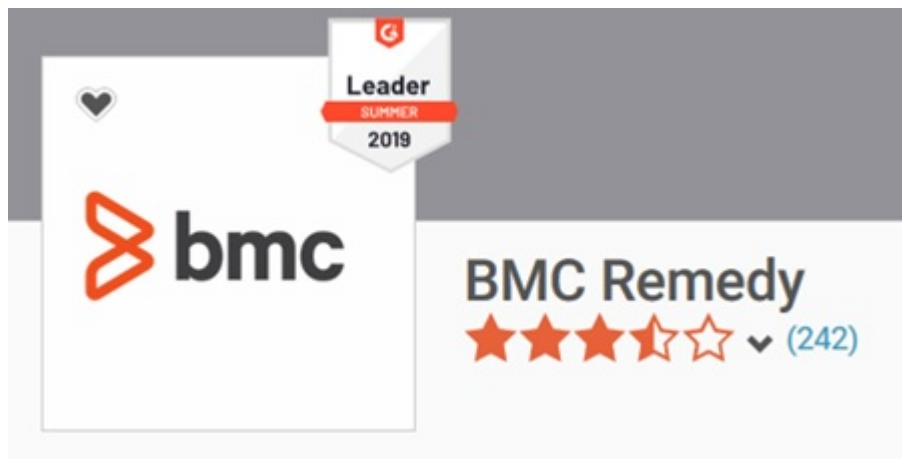
⟩ bmc | **BMC Helix Remedy**
★★★★⯪ **4.3 out of 5** (14)
[IT Service Management (ITSM)] [Help Desk Software]
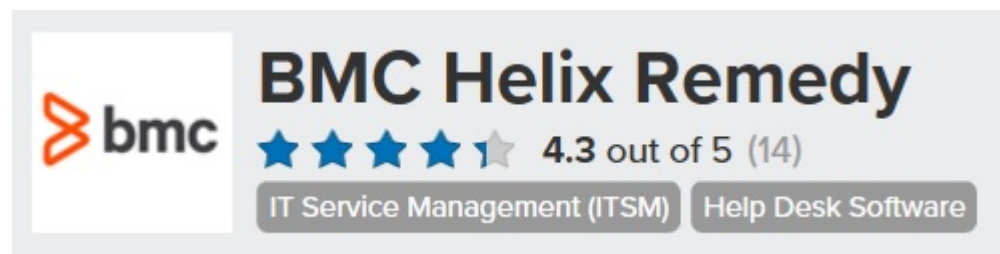
Source: IT Central Station 8/13/2019

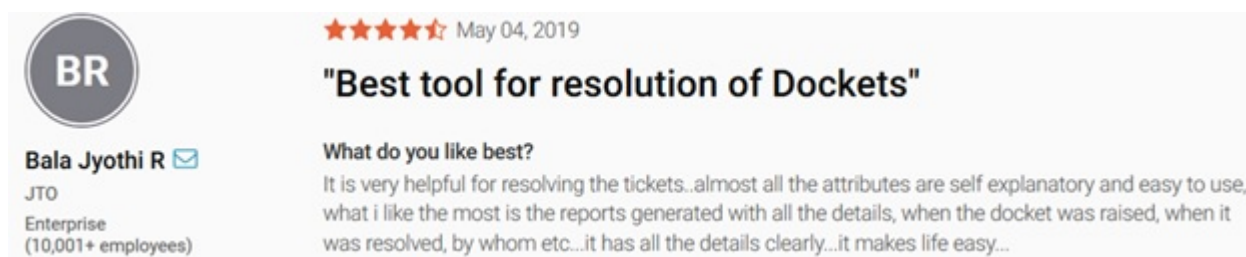*https://www.itcentralstation.com/products/bmc-remedy*

G2 Crowd

G2 Crowd offers real-time, unbiased user reviews. Users on G2 Crowd score BMC Helix ITSM at an average 3.6 stars out of five, based on 242 reviews.

Here is a recent review of BMC Helix ITSM from a G2 Crowd user:

8/19/2019 *https://www.g2.com/products/bmc-remedy/reviews*

BMC Customer Stories

BMC customer stories offer a glimpse into cost savings and productivity improvements with BMC Helix ITSM. Explore these BMC Helix ITSM customer stories:

- **Aegon-Transamerica**: Strategic automation streamlines IT compliance and service delivery
- **Eaton**: Optimal automation and ITSM power energy management business
- **Mercator**: International retailer gains efficiency and revenue with best-in-class ITSM
- **China Pacific**: Service incidents and mean-time-to-repair (MTTR) slashed by 50%
- **Anne Arundel County Public Schools**: 20% reduction in help desk staffing with 550% increase in supported devices

View all customer stories ›

This post is part of a series on BMC product reviews. Be sure to check out our other posts covering BMC Helix Remedyforce Reviews, Control-M Reviews and FootPrints Reviews.