BMC HELIX REMEDYFORCE REVIEWS AND RATINGS

Businesses depend on technology solutions to gain a competitive advantage and deliver better services to their customers. IT service organizations—those whose product is IT services—are under even more pressure to keep pace in an ever-changing business landscape. Many IT organizations, however, are struggling to meet these new demands because their technology, solutions, and processes are inflexible and outdated.

What do IT service organizations really need? Modern, flexible, and automated service and support technologies that facilitate the flow of data among people, teams, and departments. The solution must be fast to deploy, easy to maintain, and painless to adapt and integrate.

Built on the Salesforce platform with speed and flexibility in mind, BMC Helix Remedyforce is modern IT service management that enables your users and advances your business, with minimal capital investment.

We've put together this definitive, up-to-date list of reviews, user ratings, and customer stories to help you evaluate BMC Helix Remedyforce (formerly known as Remedyforce) as your go-to solution for IT service management on Salesforce.

AppExchange

AppExchange from Salesforce is the world's leading business app marketplace with millions of installs and thousands of customer reviews. On AppExchange, Salesforce users purchase and review apps within the Salesforce ecosystem, making it one of the most reliable sources of

information.
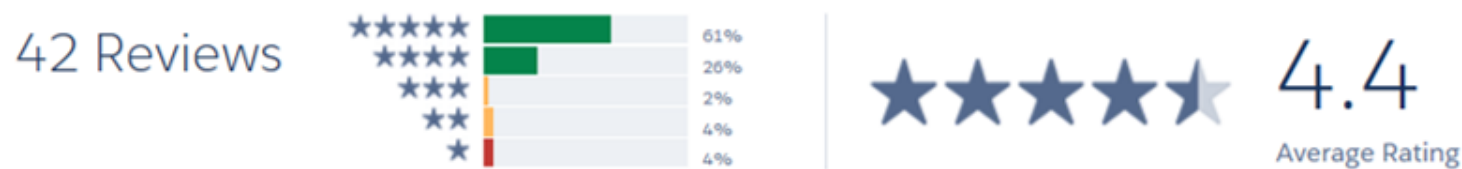
Trust Radius

TrustRadius is a trusted website for business software users to share real-world insights through in-depth reviews. BMC Helix Remedyforce has 45 user reviews on Trust Radius, with an average rating of 7.1 out of 10.
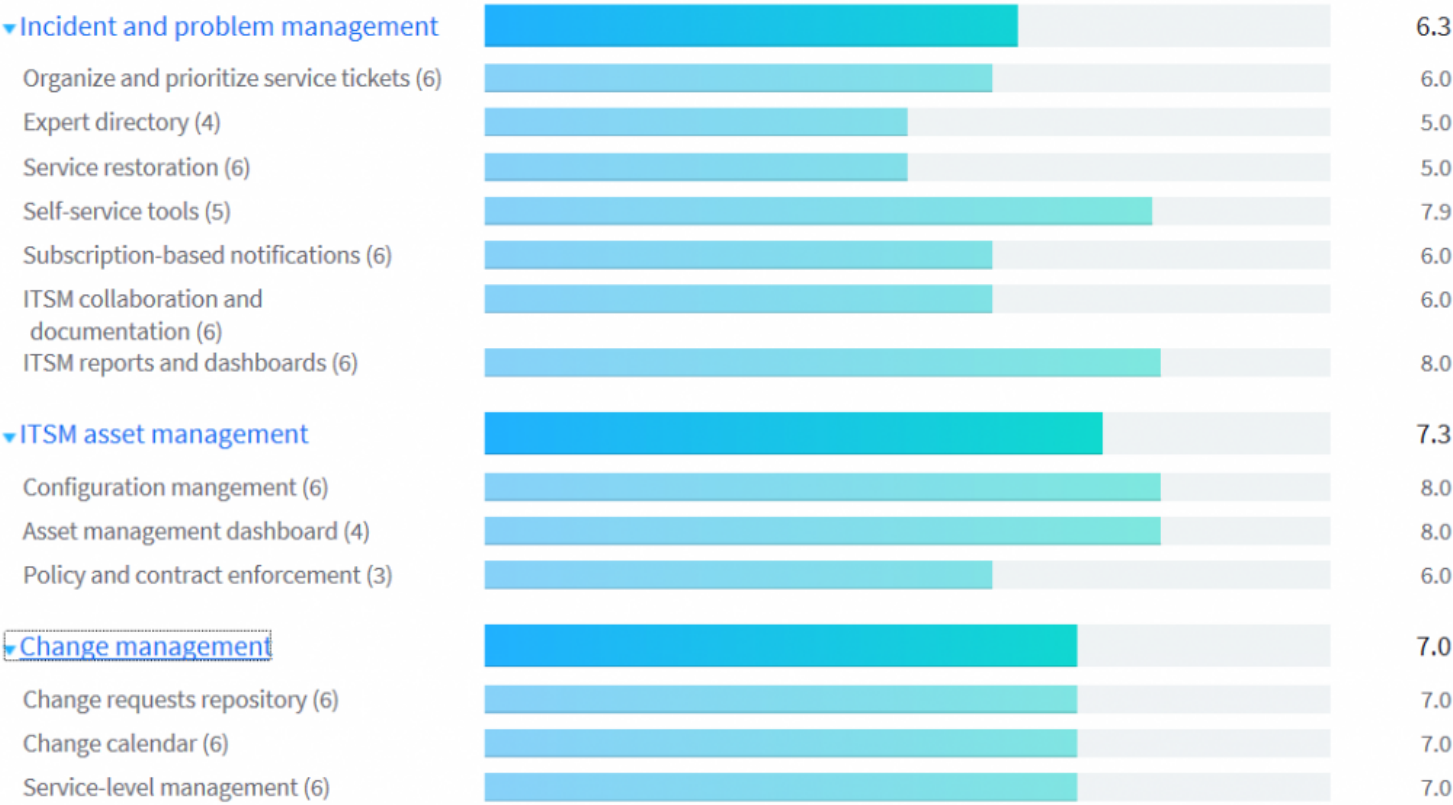

The Scorecard Summary for BMC Helix Remedyforce shows good marks across the board, with many users likely to recommend the product to others.

The Features Scorecard Summary breaks down various categories of BMC Helix Remedyforce. Users give the highest marks for ITSM reports and dashboards, configuration management, asset management dashboard, and self-service tools.

Feature Scorecard Summary

Feature	Score
▼ Incident and problem management	6.3
Organize and prioritize service tickets (6)	6.0
Expert directory (4)	5.0
Service restoration (6)	5.0
Self-service tools (5)	7.9
Subscription-based notifications (6)	6.0
ITSM collaboration and documentation (6)	6.0
ITSM reports and dashboards (6)	8.0
▼ ITSM asset management	7.3
Configuration mangement (6)	8.0
Asset management dashboard (4)	8.0
Policy and contract enforcement (3)	6.0
▼ Change management	7.0
Change requests repository (6)	7.0
Change calendar (6)	7.0
Service-level management (6)	7.0

Source: TrustRadius 8/12/2019, https://www.trustradius.com/products/remedyforce/reviews

Gartner Peer Insights

Gartner Peer Insights is a platform that gathers user reviews of software solutions from "enterprise peers" that are verified against Gartner's documented methodology. Users on Peer Insights score BMC Helix Remedyforce, with an average 4.1 stars out of five, based on 74 reviews.

Here's a recent user review of BMC Helix Remedyforce from the site:

"BMC Remedyforce - The Best Ticketing Tool For IT Services Aligned To ITIL"

Submitted: March 29, 2019

★★★★★ **Overall User Rating**

Product(s): BMC Helix Remedyforce

Overall Comment:"BMC Remedyforce is one of the best ticketing tool for IT services aligned to ITIL. It automates the service desk processes and helps to lower the cost of support operations. BMC Remedyforce is a cloud enabled service desk and easy to interface. It helps to categorise Incidents, Service requests, Change requests, Problems and etc.."

◉◉◉◉○ **Evaluation & Contracting**   ◉◉◉◉◉ **Integration & Deployment**

◉◉◉◉◉ **Service & Support**   ◉◉◉◉◉ **Product Capabilities**

Source: Gartner Peer Insights 8/16/19, https://www.gartner.com/reviews/market/it-service-management-tools/vendor/bmc/product/bmc-helix-remedyforce. Gartner Peer Insights reviews constitute the subjective opinions of individual end users based on their own experiences and do not represent the views of Gartner or its affiliates.

Software Advice

Software Advice is a Gartner company that provides trusted, detailed research and reviews on thousands of software applications. BMC Helix Remedyforce has six reviews on Software Advice, with an average of 4.67 stars out of five.

Remedyforce Software

★★★★⯪ **4.67** / 5 (6)

Source: Software Advice 8/13/2019, http://www.softwareadvice.com/crm/bmc-remedyforce-profile/

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.

Users on IT Central Station score BMC Helix Remedyforce at an average 4.5 stars out of five, based on 4 reviews.
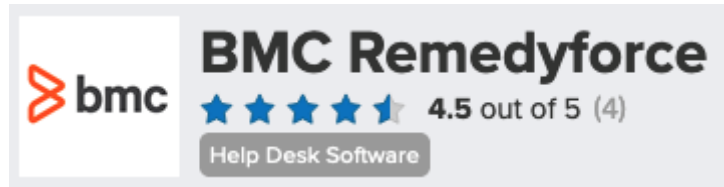
Source: IT Central Station 8/16/2019,
https://www.itcentralstation.com/products/bmc
-remedyforce-reviews

G2 Crowd

G2 Crowd offers real-time, unbiased user reviews. Users on G2 Crowd score BMC Helix Remedyforce at an average 3.4 stars out of five, based on 22 reviews.
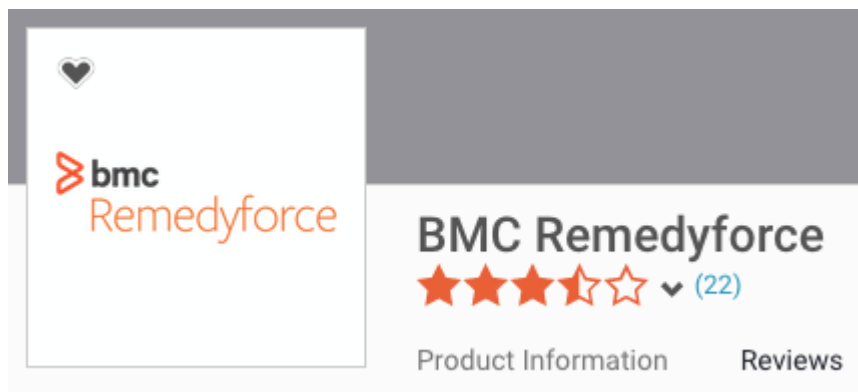
G2 Crowd seems to be gaining in popularity, as there are several recent reviews of BMC Helix Remedyforce, including this one:

★★★★½ Jul 16, 2019   Copy Review URL

"Highly Customizable, Old UI Makes It Hard to Navigate"

What do you like best?
I love how intricate the system is. It's highly customizable to fit your business needs that are specific to your organization. We are able to implement something in our Salesforce instance without disturbing the other users. We have multiple deparments, which mean different sets of needs, but it also means there is a possibility of cross-over of work. I love that we can assign tasks to different queues based on what the service request needs to accomplish. Awesome.

Source: G2 Crowd, 8/16/2019,
https://www.g2.com/products/bmc-remedyforce/reviews

BMC Customer Stories

BMC Helix Remedyforce has delivered high-speed service management for companies around the world. Here are a few you can read about:

- **Barry Callebaut**: $6.8B cocoa manufacturer supports rapid growth with cloud-based IT service management
- **Five9**: Call center software vendor cuts costs and service response times
- **Mitchell**: Move to the cloud saves 37,000 hours on 50 million insurance transactions

View all customer stories ›

What Customers Say About BMC Helix Remedyforce

"Remedyforce captures data and generates meaningful reports that provide managers at all levels with visibility into what's happening in their departments. As a result, they have actionable data that improves decision making."—**Steven Vandamme, Global Chief Information Officer, Barry Callebaut Group**

"With Remedyforce we can get changes approved and implemented in a matter of hours. If marketing wants to make a change to a website so they can launch a new campaign, we can get the change implemented the same day."—**Peter Yates, Operations and Platform Delivery, Spark Ventures**

"With Remedyforce, our service levels have dramatically improved. Customers have one place to go for any kind of help that they need, and we've been able to replace multiple legacy tools with a single, comprehensive solution that simplifies IT workflows across our enterprise."—**Pauline Mulvey, Vice President of Enterprise Business Technology, Mitchell**

Learn more about BMC Helix Remedyforce with a look at the BMC Helix Remedyforce overview.

Interested in trying BMC Helix Remedyforce? Start your free trial of BMC Helix Remedyforce.