



BMC Helix ITSM

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



BMC Remedy Technical Specialist at a tech services company with 201-500 employees

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HOW HAS IT HELPED MY ORGANIZATION?

A lot more alignment with ITIL Better customer experience Better reporting abilities Less failed changes

WHAT IS MOST VALUABLE?

Change management and impact analysis Central management of Prod Cats and Op Cats

WHAT NEEDS IMPROVEMENT?

Easier upgrade path Easy to customize Avoid all browser cache issues Less infrastructure requirements

FOR HOW LONG HAVE I USED THE SOLUTION?

More than five years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Yes.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Yes.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

They are quick to respond, but could be a bit more helpful.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

BMC Remedy ITSM suite solution was chosen to replace the existing ITSM tool. The existing tool was lagging in functionality and not addressing our business requirements. The Remedy tool was very much aligned to ITIL and had the industry experience for significant number of years. BMC also has very other products which help in achieving better service management.



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HOW WAS THE INITIAL SETUP?

It takes a long-time to plan and deploy the on-premise solution.

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