



BMC Track-It!

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



Help Desk Manager at a Consumer Goods
with 501-1,000 employees

reviewer790929

WHAT IS OUR PRIMARY USE CASE?

Incident management Service requests Asset management Change management Problem management

HOW HAS IT HELPED MY ORGANIZATION?

Using their problem management process, we can use parent/child tickets and set up public views for our problem work orders.

WHAT IS MOST VALUABLE?

Parent/Child tickets: Our employment actions can be lumped together under one parent ticket. Also, the audit trail and survey feature are good.

WHAT NEEDS IMPROVEMENT?

Their self-service is not user friendly. Track-It! works great for a mid-size company, but anything over 700 employees, and trying to use Track-It! for any other areas of the business is difficult.

FOR HOW LONG HAVE I USED THE SOLUTION?

More than five years.

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