

aws marketplace

**BMC Helix Enterprise Service Management**

**Reviews, tips, and  
advice from real users**



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# Product Recap



BMC Helix Enterprise Service Management

# BMC Helix Enterprise Service Management Recap

BMC Helix Enterprise Service Management offers intelligent automation, customizable workflows, and improved SLA management with seamless communication in IT service management, enhancing ticket classification and routing efficiency.

BMC Helix Enterprise Service Management integrates AI-driven automation and supports multi-cloud infrastructure discovery, improving operational efficiency and reducing manual errors. It enhances collaboration and decision-making with robust change and incident management. While beneficial, it needs improvements in language support, navigation usability, and integration capabilities to better serve large-scale environments.

## What are the key features of BMC Helix Enterprise Service Management?

- **Automation:** Leverages AI to enhance ticket routing and classification.
- **Customizable Workflows:** Tailors processes to meet specific organizational needs.
- **Reporting Capabilities:** Offers comprehensive insights through detailed reports.
- **Multi-Cloud Support:** Facilitates efficient management across cloud platforms.
- **Incident Management:** Streamlines processes to improve response times.

## What benefits should organizations consider in reviews?

- **Improved Visibility:** Enhances teams' ability to track workflow and resource allocation.
- **Operational Efficiency:** Reduces manual errors and enhances process management.
- **Resource Allocation:** Optimizes resource distribution for better task management.
- **Seamless Integration:** Works with tools like ServiceNow for enhanced service delivery.

BMC Helix Enterprise Service Management is implemented across industries such as IT, healthcare, and finance where automation and workflow customization are priority. It supports service requests, change management, and compliance, boosting operational efficiency and service delivery.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Overall, BMC Helix Enterprise Service Management helps us move from a reactive support model to a more proactive and data-driven IT operation, delivering faster resolution times, better user experience, and measurable efficiency gains.”



**Eduardo Dasilva**

Digital Workplace Platform Engineer at Amaris

- ✓ “In my experience so far, the best features BMC Helix Enterprise Service Management offers are its ease of implementation and user-friendliness.”



**Verified user**

AVP at a financial services firm with 5,001-10,000 employees

- ✓ “Overall, I find BMC Helix Enterprise Service Management to be a powerful and comprehensive platform that has significantly improved incident resolution, team coordination, and service delivery in our organization.”



**Abhishek Maske**

Production Support Engineer at tcs

- ✔ “BMC Helix Enterprise Service Management is truly an enterprise-class product that assists global enterprises in day-to-day incident, change, and problem management, improving workforce productivity while being scalable and resilient, supporting all multi-cloud infrastructure platforms.”



**Ravi Shankar Sundarasan**

Senior Enterprise Cloud Architect at Blue Yonder

- ✔ “BMC Helix Enterprise Service Management is a very good tool and it will be very helpful for your organization.”



**Verified user**

Senior Technical Specialist at a financial services firm with 10,001+ employees

- ✔ “We had fewer breaches, ninety-nine percent service uptime, and all these features were very good.”



**Verified user**

Manager, Information Technology Support & Service Delivery at a university with 1,001-5,000 employees

- ✔ “I have seen changes in response time, efficiency, and user satisfaction since I started using BMC Helix Enterprise Service Management.”



**Kevin Abdi**

ITSM Manager at a retailer with 10,001+ employees

## What users had to say about valuable features:

“The best features BMC Helix Enterprise Service Management offers are making comments visible to users and multiple fields that can be customized. I find myself relying on the public comment feature for all users the most, as it is very effective.

BMC Helix Enterprise Service Management has positively impacted my organization by helping us maintain a good relationship with end users. Communication has become easier to conduct and maintain, which has improved our relationships..”

### Verified user

IT Engineer at a tech vendor with 5,001-10,000 employees

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While I cannot provide very particular details about the most helpful features, I also use other tools like ServiceNow and Jira that have similar features. Some of the changes required are at the framework level, which may not be feasible to change immediately. Incorporating features available in ServiceNow would greatly enhance BMC Helix Enterprise Service Management.

### Krishna Varchagall

Service Management Consultant at Tiberone

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“BMC Helix Enterprise Service Management has positively impacted my organization so far, especially for ticketing. In fact, for ticketing, I am still using it as a point of benchmark on how I service the user, whether in the stores or in the headquarters. For assets, I am still populating the data and ensuring that the asset is being properly logged and monitored.

“I have seen changes in response time, efficiency, and user satisfaction since I started using BMC Helix Enterprise Service Management. I can monitor my tickets and services, and I am currently trying to minimize breaches in my SLA. I get a lot of benefits from the platform.

“Almost more than ninety percent of the tickets are properly within my SLA. That is not good, as I expect ninety-nine percent of SLA, but I am slowly improving..”

**Kevin Abdi**

ITSM Manager at a retailer with 10,001+ employees

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“Recently, it is good. It is promising. It is still not totally amazing. Even for BMC, for OpenText, for ServiceNow, for all the vendors, it is a booming technology. And all vendors are trying to integrate it inside their ITSM tools. Still, there are some limitations, especially related to the Arabic language, especially for the Middle East. The LLM language model and LLM models are not supporting Arabic for most of the tools. So this is a weakness. However, I can see some vendors are still working on this point right now because there are LLM models in the market supporting Arabic.

For automation, you have multiple tools depending on the vendor. For example, for OpenText, we have an OO integration, Operation Orchestration with SMAX. For BMC, we have Control-M as well, and can automate some items. All vendors as well inside their portfolio are considering the automation. It is not a native function inside the tool, but actually within the portfolio with seamless integration. It fits for purpose. .”

**Mourad Ali**

IT Sm & Consultancy Practice Manager at fingerprint consultancy

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“The ticketing system in BMC Helix Enterprise Service Management has a user interface. Once the user submits a ticket, the ticket is created and automatically routed based on the category that the user has selected. Since we were the on-site IT team, if the issue is related to on-site IT, it directly falls into our bucket. Once it is in our bucket, we acknowledge that ticket and assist the user. Similarly, every day, I used to export the whole open tickets and on-hold tickets, and I used to give a quick review of why the ticket is pending and how long the SLA is.

BMC Helix Enterprise Service Management provides a good and user-oriented interface. From the data perspective, it is also very useful to easily create and export the reports whatever you want. Overall, the interface, as well as the reporting and the operation inside, front end and back end is very good.

In a company, the non-tech people always want a very user-friendly portal where they can create a ticket regarding their issue. BMC Helix Enterprise Service Management has provided that user-friendly interface for the non-tech people. Similarly, for us as tech people, whatever we use, minor or major information, we are getting properly..”

**Mohit Mishra**

IT Systems Analyst at Mahle International GmbH

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“The best features of BMC Helix Enterprise Service Management depend on what your environment needs, as different companies might only require the dashboard or just Discovery without BHOM, ITSM, or workflow.

Personally, the most valuable features for my environment include BHOM, service monitoring, and the dashboard. The Discovery tool is necessary but works best in tandem with BHOM and service monitoring to establish reliable monitoring and insights into my environment.

BMC Helix Enterprise Service Management has positively impacted my organization by sending event alerts. For instance, if I monitor a server with disk thresholds, an email alert notifies the end user when storage is reaching its maximum capacity, which is extremely helpful.

By receiving alerts and emails ahead of time, I have noticed reductions in downtime. For example, monitoring a Hyper-V environment allows me to keep an eye on the Cluster Shared Volume (CSV). When the CSV nears capacity, I can take action before an outage occurs, which has been crucial for system stability..”

**Verified user**

IT Systems & Support Engineer at a comms service provider with 501-1,000 employees

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# Other Solutions Considered

“Previously, we were using Snow Service Now, and we switched to BMC Helix Enterprise Service Management because it was difficult to manage all four OEMs in that platform, which was not user-friendly and easy to use..”

**Verified user**

AVP at a financial services firm with 5,001-10,000 employees

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“I did not use any solution before BMC Helix Enterprise Service Management, but I worked with a company that used ManageEngine, which is also good. I am familiar with other tools such as SolarWinds and Zabbix, but my primary experience is with ManageEngine..”

**Verified user**

IT Systems & Support Engineer at a comms service provider with 501-1,000 employees

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“I joined the organization when BMC Helix Enterprise Service Management was already in place, and it remained the same throughout my tenure; there was no system transition during that time. However, I have personally been exposed to and worked with other ITSM solutions..”

**Verified user**

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Manager, Information Technology Support & Service Delivery at a university with 1,001-5,000 employees

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“All vendors can compete with their pricing. All vendors for the same class, for example, if you are talking about the world-class such as BMC, ServiceNow, OpenText, all of them can compete in front of each other. I am not talking about the same price for medium-scale such as ManageEngine or smaller tools. But for the same scale of the vendors, almost all of them are near to each other..”

**Mourad Ali**

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IT Sm & Consultancy Practice Manager at fingerprint consultancy

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“I believe the only other option was ServiceNow before choosing BMC Helix Enterprise Service Management.

To be honest, I have seen and used ServiceNow earlier, and I have learned a lot about that. I believe that has more features than BMC Helix Enterprise Service Management. It would have been easier for the end users as well..”

**Verified user**

Senior Technical Specialist at a financial services firm with 10,001+ employees

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# ROI

Real user quotes about their ROI:

“I have seen a return on investment, especially in terms of time saved. For instance, developing metrics to monitor disk capacity prevents potential disasters..”

**Verified user**

IT Systems & Support Engineer at a comms service provider with 501-1,000 employees

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“I have not seen a return on investment yet because I am still in development, so I do not see any return on investment. However, I do see some monitoring capabilities. I can monitor my performance, which is quite important for me..”

**Kevin Abdi**

ITSM Manager at a retailer with 10,001+ employees

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“I have seen a return on investment with BMC Helix Enterprise Service Management by reducing the MTTR by up to 30%, and while I cannot comment on money saved, the solution reduces the number of support staff required to manage a larger infrastructure for a SaaS organization such as Blue Yonder..”

**Ravi ShankarSundarasan**

Senior Enterprise Cloud Architect at Blue Yonder

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“In terms of return on investment, managing production bots allowed us to reduce our 20 to 30 L1 team members managing the production bot down to 10 resources, focusing on RCA, the root cause of the incident, and how we can reduce incidents while also reducing the FTE count in managing production bots..”

**Verified user**

AVP at a financial services firm with 5,001-10,000 employees

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# Use Case

I use BMC Helix Enterprise Service Management primarily for IT service management. It supports modules like incident management, change management, problem management, release management, and configuration management.

**Krishna Varchagall**

Service Management Consultant at Tiberone

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“Over three jobs, I have used BMC Helix Enterprise Service Management for seven years. My main use case for BMC Helix Enterprise Service Management is incident management. I work on tickets created by users, create tickets for users, keep the users up to date, conduct investigations, log information, and perform similar tasks in my day-to-day work..”

**Verified user**

IT Engineer at a tech vendor with 5,001-10,000 employees

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“My main use case for BMC Helix Enterprise Service Management is for ticketing and asset management, as well as for change management requests. I have also been optimizing other features on BMC Helix Enterprise Service Management.

“For example, I use BMC Helix Enterprise Service Management when there is an issue from the user's point of view, whether on the user's side, the store, or the headquarters. Users will create a ticket and log it, and then I follow up on the issue using BMC Helix Enterprise Service Management to track it. For assets, I use it to track asset movement and to correlate any tickets if they are regarding the asset..”

**Kevin Abdi**

ITSM Manager at a retailer with 10,001+ employees

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“In my last company, during a tenure of around one year, I used BMC Helix Enterprise Service Management where I explored this functionality and went through many improvements.

As I was in the infrastructure management team, my team and I utilized BMC Helix Enterprise Service Management for ticketing purposes. Similarly, I was the system analyst, so I used to explore some reports and export import functionality.

At the starting of my career, I utilized ServiceNow. Then I moved to Mahle, where I got to know about BMC Helix Enterprise Service Management. Based on our regular operations, ticketing handling and asset management, we used this tool. This was a very fantastic experience for me in my last company with this tool..”

**Mohit Mishra**

IT Systems Analyst at Mahle International GmbH

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“We are a partner for OpenText and BMC, and this is our main professional service delivery. We are the professional service delivery arm for both of them.

I am responsible for the ITSM products, such as OpenText SMAX, Helix ITSM, and others.

It is not only ITSM, it is an ESM as well.

It is mainly the DWP. And the ITSM modules, IAM, incident, request, change, and others. Mainly for the ESM, the most beneficial layer is the interfacing layer of the DWP, the Digital Workplace. And actually the advanced service catalog.

The underlying work orders and workflows of the service catalog are a mainly critical point for the ESM and even the interface for the ITSM tool as well. .”

**Mourad Ali**

IT Sm & Consultancy Practice Manager at fingerprint consultancy

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“My main use case for BMC Helix Enterprise Service Management is related to the environment; once I provide feedback, it's helpful if your environment needs this service to serve it. BMC Helix Enterprise Service Management portal is divided into multiple services, including Discovery, workflow, ITSM, BHOM, dashboard, and service monitoring, all powered by AI. I have worked on all of these features, which has helped me. We use ITSM in our company to solve the ticketing system for support tickets, and there are workflows opened from divisions like financial and sales that are very helpful. The Discovery tool helps discover all your assets in your company, making it necessary for collaboration between your servers and services.

Out of all those services, I mainly interact with the BHOM part day-to-day, where I work on the events that trigger the services and servers based on the threshold monitored by the monitor policy and the alarm policy. I also follow up with service monitoring. If there is any event opened or an incident occurred, it gets flagged based on these policies. The AI features help predict future issues with the server or service, such as potential thresholds being reached after a few hours. Therefore, I am mainly dedicated to BHOM.

One unique aspect of my workflow with BMC Helix Enterprise Service Management is that the dashboard reflects results from the BHOM, as well as from Discovery and service monitoring. Before using BHOM, it's important to have a good Discovery to know all your assets, as this assists in monitoring your services effectively..”

**Verified user**

IT Systems & Support Engineer at a comms service provider with 501-1,000 employees

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

I migrated from an older Remedy to Helix Remedy, which took around six to nine months. It wasn't extremely complex, but there were some issues during the migration.

**Krishna Varchagall**

Service Management Consultant at Tiberone

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“I am really not sure how BMC Helix Enterprise Service Management was deployed in my organization as this was before I joined. I joined as an admin, and these deployments were mostly handled with the infrastructure team..”

**Verified user**

Manager, Information Technology Support & Service Delivery at a university with 1,001-5,000 employees

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“I think the experience with pricing, setup cost, and licensing is quite easy. The pricing is quite fair, but perhaps because I actually buy the whole module, I think for the starter, it is quite expensive. I think the company needs to separate the modules as I need them. Setup cost is acceptable, and licensing is quite easy..”

**Kevin Abdi**

ITSM Manager at a retailer with 10,001+ employees

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# Customer Service and Support

The support of BMC is generally good and better compared to some competitors. However, there is room for improvement in new products like the dashboard tool.

**Krishna Varchagall**

Service Management Consultant at Tiberone

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“I have had positive experiences with customer support, having worked with both third-party teams and the BMC support team, including escalating cases to the R&D team which have been resolved successfully..”

**Verified user**

IT Systems & Support Engineer at a comms service provider with 501-1,000 employees

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“We had our local partner in the UAE, Magnoos Services. If we had any issues or new requests, we would reach out to them. I think they were very good partners, and we generally did not reach out to BMC Helix Enterprise Service Management directly..”

**Verified user**

Manager, Information Technology Support & Service Delivery at a university with 1,001-5,000 employees

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“All vendors have several plans for support, for supporting models. From premium to standard, advanced. It depends on the supporting package you purchased. For example, if you are talking about premier support in OpenText or BMC or whatever, and you have a dedicated resource, the response time will be much better. The initial phases of investigation will be very short because you have a dedicated, assigned resource who is understanding your environment, already knows your environment, already knows your understanding and your needs, so it will be much better.

Also, for the support of BMC, especially for BMC Helix on cloud as a software-as-a-service, the support will be faster than the response in investigating an on-prem solution. This is crucial for the troubleshooting of the infrastructure or a bug. For example, if a system is down totally, I am not talking about software enhancements or an issue inside the tool itself, but talking about if a system is down or if you have a critical ticket, BMC Helix SaaS is very good for support, more than support for on-prem. This is the same for ServiceNow, same for OpenText, same for everything. It is about the SaaS supporting model because the resource is already understanding or well-understanding the infrastructure deployment that happened on the cloud, on their cloud. .”

**Mourad Ali**

IT Sm & Consultancy Practice Manager at fingerprint consultancy

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# Other Advice

The decision to use BMC Helix Enterprise Service Management depends on the specific use case and requirements. Overall, I would recommend considering other tools if their features align better with organizational needs. I would rate the overall solution a 7 out of 10.

**Krishna Varchagall**

Service Management Consultant at Tiberone

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“My advice to others looking into using BMC Helix Enterprise Service Management is to trust the application because it will serve you well. I would rate this product ten out of ten..”

**Verified user**

IT Engineer at a tech vendor with 5,001-10,000 employees

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“I do not have any advice for others looking into using BMC Helix Enterprise Service Management, as I have provided all the information I have. I do not have any additional thoughts about BMC Helix Enterprise Service Management before we wrap up. I rate this product an 8 out of 10..”

**Verified user**

IT Systems & Support Engineer at a comms service provider with 501-1,000 employees

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“My advice to others looking into using BMC Helix Enterprise Service Management is to first know what you need from BMC Helix Enterprise Service Management, and then it is better to learn about the features so that you can optimize it. I would rate this product an eight out of ten..”

**Kevin Abdi**

ITSM Manager at a retailer with 10,001+ employees

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“Being a technical person and a non-technical person as well, what I actually used to get from a portal related to [ITSM](#) made me give BMC Helix Enterprise Service Management a perfect score. I rate BMC Helix Enterprise Service Management with a score of 10 out of 10..”

**Mohit Mishra**

IT Systems Analyst at Mahle International GmbH

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“Recently we enabled proactive problem management and incident correlation in BMC Helix Enterprise Service Management. We are still learning, and I believe it will be a very useful tool. I believe HelixGPT is still in the implementing phase. Those things we are testing are currently in the testing phase. Once it is set, I believe it will be great to use.

Proactive problem management in BMC Helix Enterprise Service Management will help not only my team. We have multiple teams with around 1000 users in IT and multiple workgroups. It will help for all the workgroups. I believe it will help to identify recurring issues in real time. Incident correlation will also help us to identify if there is any major incident. HelixGPT depends on the agents as well. Some agents we came across have knowledge creator and navigation features. I believe BMC Navigator will be helpful for both IT users and end users. It will be easier for end users once they get the Navigator option. They will be able to locate and track issue tickets easily. Using HelixGPT, I believe it will be easier for them to understand where the ticket is exactly or what could be the issues. Maybe after HelixGPT, if there are any operational queries and knowledge articles are already created, they might refer to those instead of raising tickets. I believe it will be helpful.

BMC Helix Enterprise Service Management is a very good tool and it will be very helpful for your organization. We have many options in this tool. BMC Helix Enterprise Service Management has many features and is not a limited feature set. They are adding many features, and I believe every update they provide has very good features. I would rate this product a 7 out of 10..”

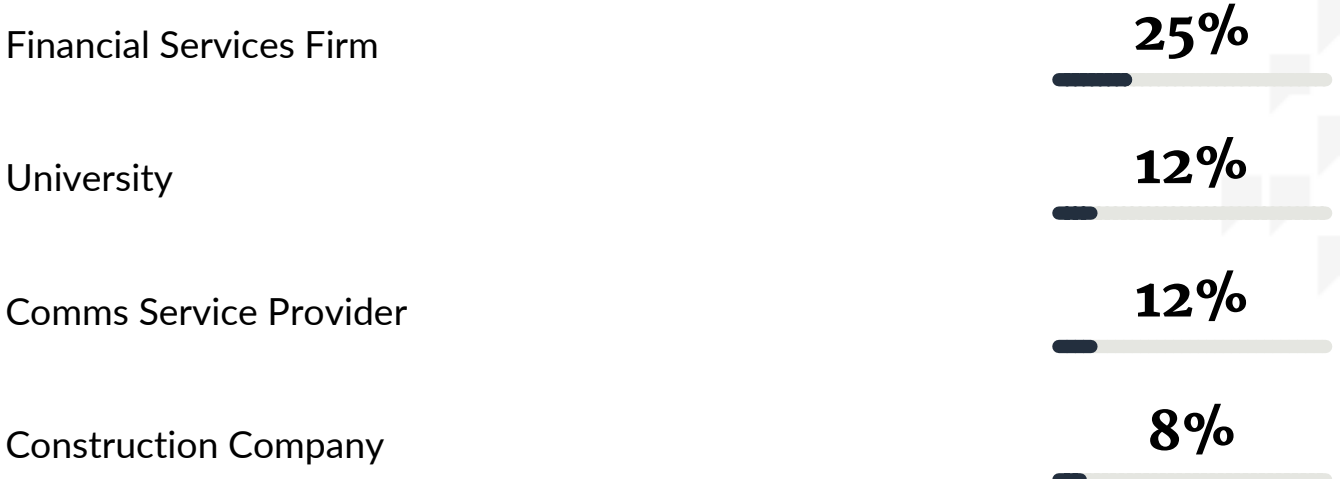
**Verified user**

Senior Technical Specialist at a financial services firm with 10,001+ employees

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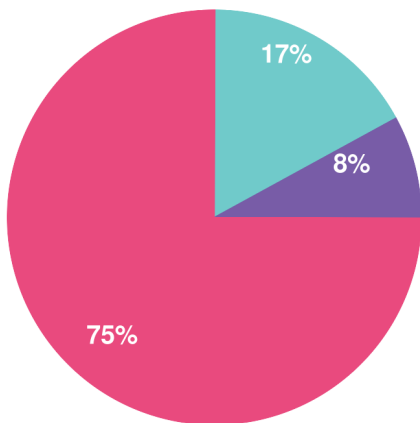
# Top Industries

by visitors reading reviews

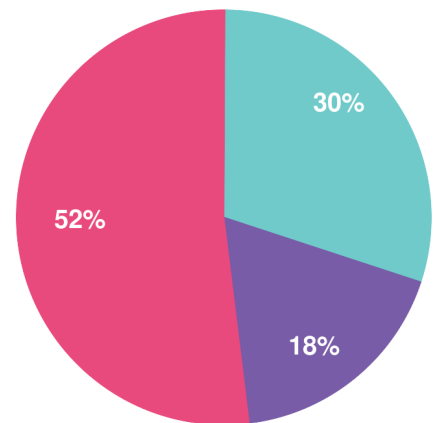


# Company Size

by reviewers



by visitors reading reviews



Large Enterprise      Midsized Enterprise      Small Business

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