

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

- ✔ “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

- ✔ “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

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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“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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“In my experience so far, the best features BMC Helix Enterprise Service Management offers are its ease of implementation and user-friendliness. No past experience is required, and one person new to the platform can start using it from scratch.

What makes BMC Helix Enterprise Service Management user-friendly is its UI and overall design; it is very user-friendly and self-explanatory. That is a key strength of it.

BMC Helix Enterprise Service Management has positively impacted my organization due to our incident management tracking, which has been quite impressive so far. We can analyze our incidents, such as which particular area has more incidents coming in, and we can drive our data analysis from the incidents that arrive day-to-day to manage the area where these incidents are occurring, trying to reduce their counts.

Regarding the data analysis part, we submitted incidents from around the last six months, and from that data we discovered that approximately 50 percent of incidents are related to infrastructure. We managed our infrastructure more effectively by setting up DR and HA in place for production support, and that is how it reduced from 50 percent to 40 percent at the initial stage. We are looking forward to reducing it to 0 percent in a couple of years because infrastructure is key to executing any RPA bots..”

Verified user

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

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“Time is saved because of the workflows defined in BMC Helix Enterprise Service Management, and fewer employees are needed.

Earlier we were using HPSM. The challenge we were facing was that we did not have workflows defined. We could not define any workflows in HPSM. We had to do all tickets manually. We had to perform categorization and assign tickets to the concerned teams manually. Now in BMC Helix Enterprise Service Management, we can define a lot of workflows. We can add approval workflows. Many features are available.

The big improvement in BMC Helix Enterprise Service Management is that in HPSM we did not have the mechanism to configure workflows or add approval flows. All tickets and all processes used to have email approvals attached to tickets. I believe that is the big improvement we obtained.

Since we did not have workflows defined earlier, level two was struggling significantly because all service requests were coming to the queue and they needed to assess and categorize them, which took time. Now that we started using BMC Helix Enterprise Service Management and created many workflows and approvals, everything is automatically getting assigned for service requests. It is very helpful for my team because they do not need to assess all service requests. They just need to check the incidents and reassign tickets if necessary..”

Verified user

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

“The best features BMC Helix Enterprise Service Management offers are ITSM and the dashboards.

What I appreciate about the ITSM and dashboards is that they help the company become more efficient. It is an enterprise ITSM and AIOps platform that combines IT process automation and real-time capabilities. When comparing BMC Helix Enterprise Service Management versus ServiceNow, which is a very common interview question, basically in IT operations, it correlates the events from servers, networking, and applications. Noise reduction and root cause suggestions come from AI. The dashboard detects repeated storage latency alerts across multiple servers; BMC Helix Enterprise Service Management correlates the events and suggests a single root cause. This results in the incident being created automatically, the change request being triggered, and downtime being avoided before users are impacted.

BMC Helix Enterprise Service Management includes core ITIL-aligned service management capabilities such as incident management, problem management, change and release management, service request management, knowledge management, and service catalog. In the Digital Workplace, we can modernize the self-service portal for end users, knowledge base, and FAQs, as well as virtual agents for request tracking and approvals. This reduces service desk workload and improves the user experience. The dashboards and reporting, including real-time dashboards, SLA and KPI tracking, custom widgets, and role-based viewing, are crucial. AIOps and artificial intelligence provide event correlations and noise reduction alongside root cause analysis suggestions. Predicted analysis and automatic incident creation help IT teams move from reactivity to proactive operations.

BMC Helix Enterprise Service Management has had a very positive impact on our organization, especially in terms of efficiency, response time, and visibility across IT services. From an operations perspective, automation and AI-driven capabilities significantly reduce manual efforts. For example, automated ticket categorization and assignment help us reduce initial incident handling time by around 25-30%, allowing the service desk to focus on higher-value tasks instead of repetitive work.

Thanks to AIOps and event correlation, we also see a reduction in incident noise, where multiple alerts are consolidated into a single actionable incident, contributing to a faster mean time to resolve (MTTR). In some critical services, MTTR improves by 20% or more. On the service management side, dashboards and real-time reports give us clear visibility into KPIs such as SLA compliance, backlog trends, and recurring issues. As a result, SLA compliance has increased from 90% to 96%. We are able to identify recurring incidents and proactively address root causes through problem management. The self-service portal and the knowledge base also have a measurable impact. After enabling self-service requests and automation for common use cases such as access requests and password-related issues, we observed a 30-40% reduction in low-complexity tickets, which improves user satisfaction scores, particularly due to faster resolution and transparency in request tracking. 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.

We have seen clearly tangible and measurable improvements after implementing BMC Helix Enterprise Service Management. Instant response time has improved significantly, with automated ticket categorization and assignment helping reduce time to first response by around 25-30%, especially for P2 and P3 incidents. The mean time to resolve (MTTR) has decreased by approximately 20%, mainly due to better incident prioritization, AIOps-driven event correlation, and faster escalation paths. SLA compliance has increased from around 90% to 95%, thanks to real-time SLA dashboards and proactive monitoring. Ticket volume has reduced through self-service after enabling the digital workplace portal and knowledge articles, resulting in a 30-40% reduction in low-complexity tickets such as requests and common user issues. User satisfaction is the most important metric for me; post-resolution surveys show an increase of 10-50% in CSAT scores, mainly due to faster resolution times and better communication through the portal. The cost savings and efficiency gains, while not always directly labeled as cost savings, manifest in reduced manual work, faster escalations, and lower incident volume, translating into better resource utilization and reducing the need for additional headcounts. Overall, BMC Helix Enterprise Service Management

delivers strong measurable results in response time, SLA performance, and user satisfaction..”

Eduardo Dasilva

Digital Workplace Platform Engineer at Amaris

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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

“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

“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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“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

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

“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

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Senior Enterprise Cloud Architect at Blue Yonder

Use Case

“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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“My main use case for BMC Helix Enterprise Service Management is service management. We have different OEMs and platforms to manage their services, and we are using BMC Helix Enterprise Service Management for our OEMs.

A specific example of how I use BMC Helix Enterprise Service Management with my OEMs includes incident management and change management in RPA. Whatever incidents are raised on a day-to-day basis involve incident management and change request management for whatever changes are required in the current existing production bot to get them up and running. These two use cases are what we are currently using.

I have another team also building the production bot, and we are looking forward to using BMC Helix Enterprise Service Management for project and process management..”

Verified user

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

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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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“We are using BMC Helix Enterprise Service Management for raising tickets, handling incidents, handling work orders, and we are using problem and change models as well to manage BAU issues or project-related infrastructure tickets. We are managing all of this through both the DWP and Smart IT portal. It is a very good application.

We have multiple teams, such as level one, level two, and level three. Once a user submits a request from DWP or raises an incident from DWP, the ticket lands to the level one team. Level one team assesses the ticket and assigns it to the concerned teams, or if it is a first level issue, they call the user, assist them, and close the incidents. We have many service requests with workflows already defined for those service requests, allowing them to go directly to the concerned teams without coming first to the level one team.

We have been using BMC Helix Enterprise Service Management for a long time. Even for changes across the organization, whether required at the network level, database level, or any application layer, we are using BMC Helix Enterprise Service Management. We raise change and release modules and use problem management if there are any recurring issues..”

Verified user

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

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“My main use case for BMC Helix Enterprise Service Management is to align the incidents for the company and create dashboards for the company to easily handle technical issues.

BMC Helix is commonly used in my company to modernize the enterprise with complex hybrid and multi-cloud environments. The core capabilities that I implement include ITSM, so incident, problem, change, request, and asset management, AIOps, event correlation, root cause analysis, and noise reduction. In the Digital Workplace, I created the self-service portal, the knowledge base, and chatbots. I also implemented automatic discovery of the infrastructure and dependencies from the company with the Discovery and CMDB. The dashboards and reports provide real-time visibility for IT operations and management, and I believe the dashboards are one of the strongest features of BMC Helix Enterprise Service Management. They provide real-time and historical visibility into IT performance.

With my experience, a company with 42,000 users uses BMC Helix Enterprise Service Management to manage IT support and infrastructure operations as part of the daily routine for the service desk. The dashboard shows the open incidents by priority, including P1 and P4, the tickets assigned by technical teams, and SLA counters for incident backlog trends. An example is that the dashboard detects repeated storage latency alerts across multiple servers, and BMC Helix Enterprise Service Management correlates the events and suggests a single root cause..”

Eduardo Dasilva

Digital Workplace Platform Engineer at Amaris

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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

“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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“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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“My advice for others looking into using BMC Helix Enterprise Service Management is to start managing their services, especially if they have multiple services, with the help of BMC Helix Enterprise Service Management since it offers ease of use and requires no training. It is user-friendly and self-explanatory. I rate this product a 7 out of 10..”

Verified user

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

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“My main advice to organizations considering BMC Helix Enterprise Service Management is to treat it as a strategic platform, not just a ticket tool. First, we need to invest time in defining our IT processes clearly before implementation, as BMC Helix Enterprise Service Management is highly configurable and without well-defined incident, change, and request processes, there is a risk of over-customization or inconsistent workflows. Second, I recommend starting with a phased rollout, focusing initially on core ITSM capabilities and then gradually enabling advanced features such as AIOps, automation, and self-services. Third, leverage dashboards and KPIs from day one. We use real-time dashboards to monitor SLA compliance, MTTR, ticket backlog, and recovery issues, as this visibility demonstrates value early and drives continuous improvement. Fourth, prioritize user adoption and training. I am a specialist in adoption, so we provide proper training for service desk agents, administrators, and end users. The digital workplace and self-service portal deliver major efficiency gains but only if users know how to use them. Fifth, plan integrations carefully. BMC Helix Enterprise Service Management delivers the most value when integrated with an identity system, monitoring tools, and asset discovery solutions, so make sure integration requirements are understood early in the process. Lastly, assign strong ownership and governance. Having clear platform owners, change control, and documentation ensures the solution remains maintainable and scalable over time. I would rate this solution highly based on the measurable improvements and

strategic value it has delivered to our organization..”

Eduardo Dasilva

Digital Workplace Platform Engineer at Amaris

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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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“For those considering BMC Helix Enterprise Service Management, I would offer the following advice: [Understand](#) and map your processes first. Mapping out your incident, change, and requirement workflows before implementation ensures the platform is configured efficiently and matches your organization's needs. Leverage AI and automation by taking full advantage of the AI-driven ticket routing, predictive insights, and automated workflows to reduce manual effort and improve resolution time.

Invest in training and adoption to ensure teams, including non-IT departments, are trained on the platform to maximize adoption and consistent usage. Start small and scale gradually, beginning with critical IT processes first and then expanding to other business units like HR or facilities, helping in a smooth deployment and avoiding overwhelming users. Finally, monitor and optimize continuously by using the dashboards and reporting to track SLAs, compliance, recurring issues, and team performance, refining workflows regularly for better efficiency.

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. While there are areas that could be further improved, such as simplifying the user interface, enhancing mobile performance, and making AI suggestions more context-aware, the platform's automation, dashboards, and cross-team visibility make it a valuable tool for both IT and non-IT teams. I would recommend it to organizations looking for a scalable, flexible, and efficient enterprise service management solution. I would rate this product a 9 out of 10..”

Abhishek Maske

Production Support Engineer at tcs

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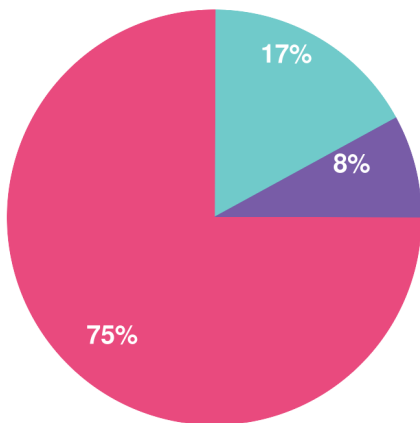
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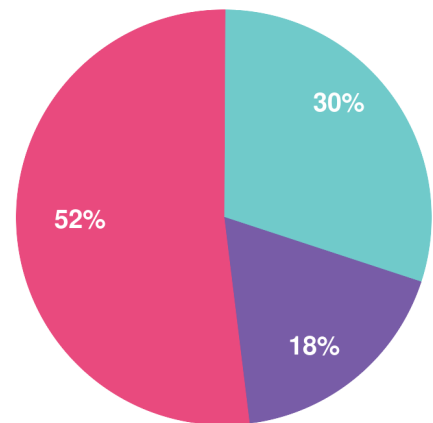


Company Size

by reviewers



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Large Enterprise Midsized Enterprise Small Business

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