


BMC HELIX RECEIVES TRUSTRADIUS TOP RATED AWARD

We're proud to be
Top Rated

ON  TrustRadius



As the adage goes, customers are the lifeblood of every business, and at BMC Helix, everything we do is with the customer in mind. We're enormously gratified to be recognized with the 2025 Top Rated Award by TrustRadius, the buyer intelligence platform for business technology. With a TrustRadius ["trScore"](#) of 8.9 out of 10 and 264 verified reviews, BMC Helix ITSM has been deemed a top player in the IT Service Management (ITSM) Tools software category.

We were previously recognized in 2024 with the Buyer's Choice designation. And among our 264 reviewers, we beat the industry average customer ratings in the areas of incident and problem management, ITSM asset management, and change management.

Here's what Allyson Havener, Chief Marketing Officer at TrustRadius, had to say about the recognition. "BMC Helix ITSM earning a TrustRadius Top Rated award celebrates its strong reputation for modernizing IT service management with intelligence and agility," she says. "Customer reviews highlight its configurability, AI-driven capabilities, and enterprise-grade reliability—demonstrating how BMC Helix empowers organizations to elevate service delivery in today's complex digital ecosystems."

For almost a decade, the TrustRadius Top Rated Awards have been the B2B industry standard for unbiased recognition of excellent technology products. Based entirely on customer feedback, they are never influenced by analyst opinion or the status of a TrustRadius customer.

To learn more about the TrustRadius Top Rated 2025 winners, check out the announcement [here](#).