

2022 MAGIC QUADRANT™ FOR ITSM PLATFORMS



The 2022 Gartner® Magic Quadrant™ for IT Service Management (ITSM) Platforms is now available. We believe that due to our enhanced solution capabilities and proven ability to execute, BMC was named a Leader for the ninth year in a row!

IT service support management tools are vital for infrastructure and operations organizations to manage support and delivery of IT services. This research profiles the market for enterprise ITSM tools to help I&O leaders make better selections.

In the Magic Quadrant report, Gartner provides detailed evaluations of 10 vendors. BMC is named as a Leader. Our position is based on the ability to execute and completeness of vision.

Here's a snapshot of the quadrant.

Magic Quadrant

Figure 1: Magic Quadrant for IT Service Management Platforms



Source: Gartner (October 2022)

[Download the full report](#)

to:

- Learn why BMC was recognized as a Leader for ITSM Platforms
- Understand analyst strengths and cautions for all 10 recognized vendors

As a recognized industry expert, BMC prioritizes customer experience with a commitment to helping organizations maximize the value of our solutions.

Helping companies leverage data and automation on the road to ServiceOps

In a complementary study, the 2022 Gartner Critical Capabilities for ITSM report, Gartner offers more in-depth analysis and detailed use cases to explore how well vendors address specific customer needs.

To us, the Gartner positioning of BMC as a Leader in ITSM is particularly relevant in light of the firm's views on ServiceOps. Noting the need to provide always-on products and services, Gartner defines "Service operations is the convergence of the infrastructure and application monitoring environments with the ITSM incident management practice to create a quicker and more effective mechanism for diagnosing and resolving incidents. The advent of AI and automation removes the

silos, creating the concept of service operations to ensure that incidents can be more readily identified and resolved as soon as possible.”

Gartner, Magic Quadrant for IT Service Management Platforms, By [Rich Doheny](#), [Chris Matchett](#), [Siddharth Shetty](#), 31 October 2022

Gartner, Critical Capabilities for IT Service Management Platforms, By [Chris Matchett](#), [Siddharth Shetty](#), [Rich Doheny](#), 1 November 2022

Gartner, Hype Cycle™ for ITSM, 2022, By Siddharth Shetty, 13 July 2022

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