

DISCOVER WHY BMC HELIX ITSM IS A GLOBAL LEADER



In the ever-evolving landscape of IT service management, organizations are constantly seeking innovative solutions that can streamline operations, enhance productivity, and improve the overall employee experience. [BMC Helix ITSM](#) has been acknowledged as an ITSM category Leader in the recently published *2023 GigaOm Radar Report for IT Service Management (ITSM)* for its advanced features, artificial intelligence (AI) capabilities, and ability to mitigate service delivery risks. If you are a current customer of Remedy, BMC's legacy ITSM solution, now is the time to consider migrating to BMC Helix ITSM.

The report evaluated the latest ITSM solutions available based on their comprehensive capabilities, recognizing 13 demonstrating sophisticated and comprehensive capabilities resulting from market maturity in the service management space. With its depth and breadth of functionality, BMC Helix ITSM met key criteria and received high scores in self-service, knowledge management, and asset discovery.

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Driving business value through automation and AI

According to the report, "BMC Helix ITSM is a well-built ITSM platform with excellent use of AI, NLP, and intelligent heuristics. AI has been put to good use at all levels, and dashboards can be dynamic. Additionally, buyers that require customization are able to rely on a data model that enables user customization and an upgrade pathway for its on-premises ITSM solution."

Margaret Lee, Senior Vice President and General Manager of Digital Service and Operations Management at BMC, emphasizes the business value that modern ITSM can deliver, pointing out, "BMC believes that modern ITSM can deliver immense business value by helping organizations through automation and AI."

BMC Helix ITSM stands at the forefront of IT service and operations management, delivering unparalleled innovation and transformative capabilities. We continue to redefine the possibilities of ITSM with AI-powered features, extensive digital employee experience personalization options, an integrated [BMC Helix for ServiceOps](#) platform, and a commitment to customer success.

The recognition of BMC Helix ITSM as a Leader by GigaOm reaffirms BMC's commitment to empowering customers to harness the full potential of ITSM technology. Our solution enables them to deliver outstanding experiences, foster innovation, ensure operational excellence, and promote sustainability throughout the enterprise, with BMC as a trusted partner on their digital transformation journey.

To learn more, read the complete [press release](#) and download a complimentary copy of the *2023 GigaOm Radar Report for IT Service Management (ITSM)* to see why BMC Helix ITSM is an industry-recognized SaaS solution for service management transformation.