

Drive Innovation and Business Growth



Welcome!

BMC recently commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study to gain a better understanding of the value that businesses achieve after transitioning to BMC Helix. Over the course of three years, Forrester interviewed 11 BMC Helix customers to see what challenges they needed to address and how BMC Helix helped overcome them. The resulting 48-page study is methodically rigorous and provides comprehensive results, analysis, and conclusions.

We've created this interactive companion guide to help you fully understand the benefits realized by organizations that adopted BMC Helix including:

Why interviewees sought to change their approach to enterprise service delivery

You will certainly recognize aspects of your own organization among the 11 interviewed customers: the challenges they faced and the solutions they sought. The goal of this guide is to help answer this essential question: "What can BMC Helix do for me?"

CALCULATE YOUR TEI >

Explore the business, productivity and KPI results of 11 customers featured in Forrester's study.

The recent Forrester study, The Total Economic Impact of BMC Helix, revealed that BMC Helix customers saw 361% positive ROI over three years, gained millions of dollars in improved end-user productivity, deflected 33.5% of their service desk tickets, and fully automated 25% of help desk requests, and much more.

Compiled over a three-year study, explore the 11 customer stories Forrester analyzed and compiled. **Read the companion guide to the report to hear those customers' experiences in their own words, including:**

- Why interviewees changed their approach to enterprise service delivery
- Why they ultimately chose BMC Helix
- How they used it
- What value they derived from BMC Helix

Start with the Forrester study, then read the companion guide for a comprehensive view into the impact of BMC Helix.