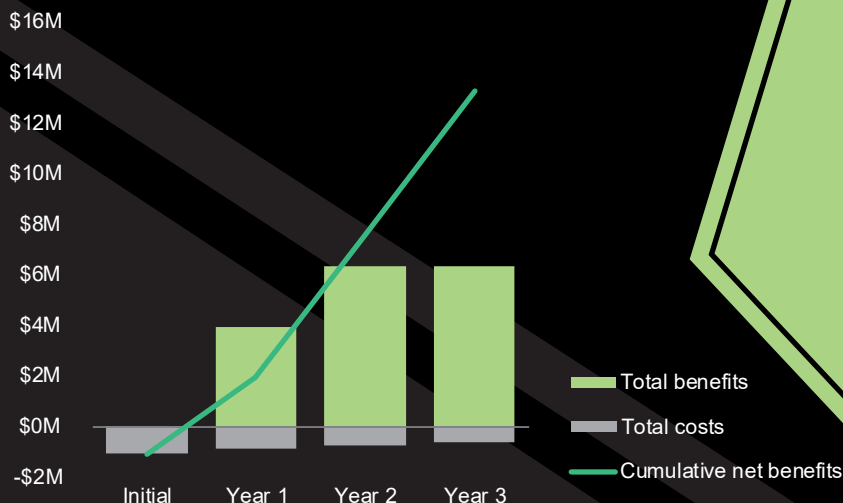


The Total Economic Impact™ Of BMC Helix

Forrester's analysis of data from 11 customer interviews found that BMC Helix has the following three-year financial impact for IT and enterprise service desks, with further value driven by IT operations and DevOps use cases.

FINANCIAL SUMMARY

Three-year risk-adjusted cash flow for a composite organization that is representative of the interviewed customers

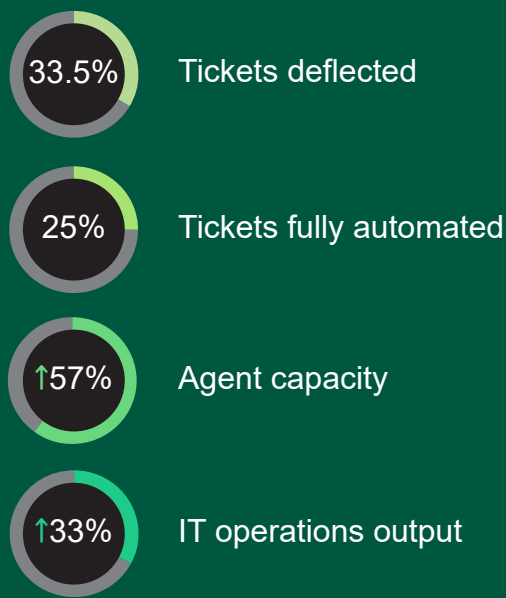


ROI
361%

NPV
\$10.6M

PAYBACK
<1 year

BY INVESTING IN THE FULL BMC HELIX SOLUTION SET, CUSTOMERS ACHIEVE GREATER OUTCOMES:



VOICE OF THE CUSTOMER

“BMC Helix is so important because it’s in the middle of everything: ticketing, service requests, orchestration, automation, self-service, portals, integrations, and even self-healing that we deployed during the pandemic. **The costs of BMC Helix are easily offset by the savings.**”



Sr. director of IT infrastructure and operations, telco

“**We would have needed many more IT administrators** to do manual tasks, track assets, fix issues, and manage environments. But with orchestration and automation, we can do it with far fewer people and with far better precision of work.”



Strategic project manager, telco



Read the full study

This document is an abridged version of a case study commissioned by BMC titled: “The Total Economic Impact Of BMC Helix,” January 2021.

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