A January 2019 commissioned study conducted by Forrester Consulting found that organizations that deploy the BMC Helix ITSM can realize many powerful benefits, resulting in a 354% ROI over three years and initial investment payback in under six months.

**TICKET DEFLECTION**

The study results showed organizations are able to deflect up to 25% of tickets through self-service and another 10% with a chatbot, allowing customers to solve issues without waiting for an agent and lowering ticket volume to the service desk.

**AGENTLESS TICKET RESOLUTION**

Through cognitive automation and multi-cloud service management, up to 18% of Tier 1 tickets are resolved without agent involvement, which gives end-users the services they need quickly and easily so they have everything they need that their work demands.

**AGENT PRODUCTIVITY**

Improving service desk efficiency helps to streamline agent productivity, reducing labor per ticket by 15 to 20% and producing faster resolutions as well as freeing up agent’s time to work on other critical work.

“We've piloted automating the provisioning of specific end-user devices to our wireless network. Those few flat days were changed to just-in-time provisioning.”

---

The associate director of IT service delivery.

**END-USER PRODUCTIVITY**

The easy-to-use, centralized, catalog service request portal and virtual chatbot interactions improve the experience for end users, solving them 15 minutes per ticket (vs. the time used to interact with older, outdated systems). This helps agents too because each ticket now comes with valuable, concise and comprehensive information to help remediate faster and more accurately.

“IT’s easier for us to request something from us. Before using the BMC Helix Digital Workplace, we would have to go through many steps. Now it’s easier to use the application and much easier to reduce the total request time.”

---

The director of service management for an insurance company.

**QUALIFIED BENEFITS**

In addition to the cost-saving benefits of BMC Helix, organizations also report improved end-user experience, more efficient scalability, faster ticket resolution, and more.

**FLEXIBILITY**

The choice of deployment and ability to easily implement future functionality along with the multi-cloud and enterprise service management capabilities of BMC Helix allow organizations to extend, enhance, customize and scale for current and future needs.

Implement future functionality with ease. BMC’s regular updates require minimal to no labor to deploy, ensuring today’s buyers get tomorrow’s features and remain competitive.

“We are very excited with the new functionalities. BMC Helix provides with each upgrade, we look forward to these updates to each new part of BMC Helix because it helps us transform our business and continually improve.”

---

The professional services VP of IT.