

# The Total Economic Impact™ Of BMC Helix Remedy

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Through four customer interviews and data aggregation, Forrester concluded that Helix Remedy has the following three-year financial impact.

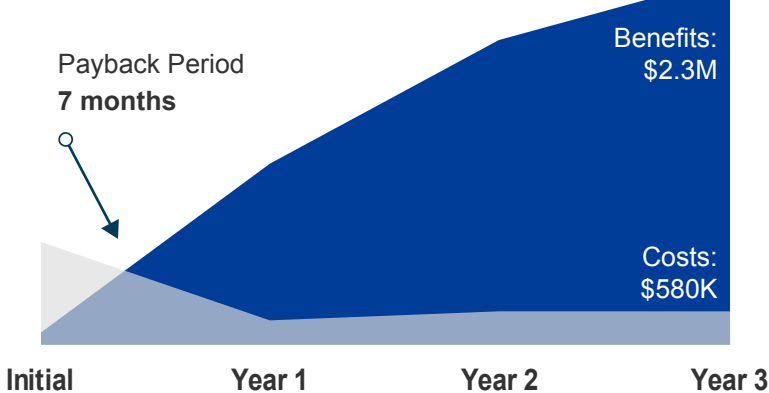
## VOICE OF THE CUSTOMER

“We didn’t have an impact view of what changes were being made in our systems before Remedy. Now that we track every change we make in our applications and hardware, we reduced the number of incidents by 80% and the time to resolve these incidents from six to eight hours down to about two hours.”

*Director of service management,  
insurance*



## THREE-YEAR CASH FLOW

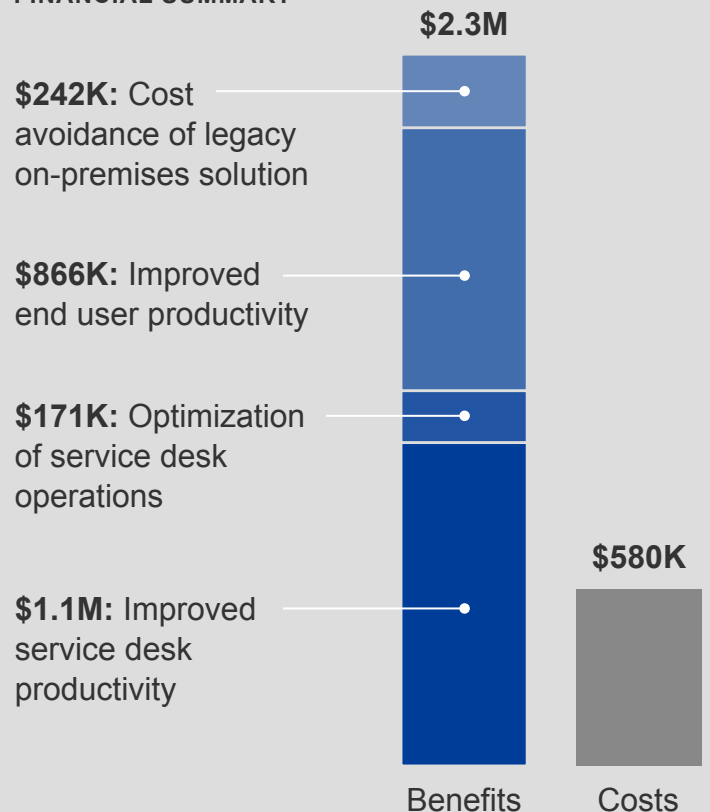


“The biggest benefit that we received was that our techs were able to be mobile. They didn’t have to be tethered to desktops or laptops to get their service tickets. Before, they were always constantly going back to their desk to get their list of what was going on [at their job sites].”

*Systems administrator, education*



## FINANCIAL SUMMARY



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 Remedy, April 2018.

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