



## BMC a Leader in Gartner Magic Quadrant for ITSM for 4th Consecutive Year

On Thursday, August 10, Gartner released its 2017 “Magic Quadrant for IT Service Management Tools” report which positioned BMC as a Leader for the fourth consecutive year.

THE FULL REPORT IS AVAILABLE HERE:

[http://www.bmc.com/forms/gartner-magic-quadrant-2017.html?cid=pr-DSM\\_SGC\\_All\\_FC\\_PR\\_Gartner\\_Magic\\_Quadrant\\_2017\\_Analyst\\_Report-KE-03-f-08142017&cc=pr&elqcid=3889&sfcid=7011O0000027uK3](http://www.bmc.com/forms/gartner-magic-quadrant-2017.html?cid=pr-DSM_SGC_All_FC_PR_Gartner_Magic_Quadrant_2017_Analyst_Report-KE-03-f-08142017&cc=pr&elqcid=3889&sfcid=7011O0000027uK3)

Gartner also released its 2017 “Critical Capabilities for IT Service Management Tools” report. BMC’s Remedy Service Management Suite v9.1.02 received the highest product scores in 8 of the 11 Critical Capabilities and 4 of the 5 use cases for ITSM Tools, including:

### CRITICAL CAPABILITIES:

- Incident and Problem Management (4.5 out of 5.0)
- User Experience and Flexibility (4.3 out of 5.0)
- Data Source/ITOM Tool Integration (4.2 out of 5.0)
- IT Knowledge Management (4.1 out of 5.0)
- Configuration Management (3.7 out of 5.0)
- Collaboration (3.7 out of 5.0)
- Self-Service Request Fulfillment (3.7 out of 5.0)
- Reporting and SLA Management (3.4 out of 5.0)

### USE CASES:

- Advanced Digital Workplace ITSM (3.95 out of 5.0)
- Basic Digital Workplace ITSM (3.85 out of 5.0)
- High Maturity I&O (3.83 out of 5.0)
- Intermediate-Maturity I&O (3.5 out of 5.0)

“Once again we are proud to have our vision for IT Service Management recognised by Gartner in the Leaders quadrant for the fourth consecutive year,” said Nayaki Nayyar, President, Digital Service Management at BMC. “As IT turns its focus to emerging trends such as multi-cloud management, cognitive automation and digital workplace, our current and future vision for service management will enable our customers to support the digital enterprise with mature and evolving capabilities available both on-premises and as a service.”

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