



# Transitioning from BMC to Ivanti Neurons for ITSM

A Smarter, More Efficient Path Forward

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## Executive Summary

You've invested years, perhaps even decades, into BMC Remedy and/or BMC Helix, building a comprehensive and customized IT service management (ITSM) infrastructure. While the extensive workarounds and significant budget allocations needed to maintain the system are a testament to your team's dedication and expertise, the cracks in the system are increasingly evident and impossible to ignore.

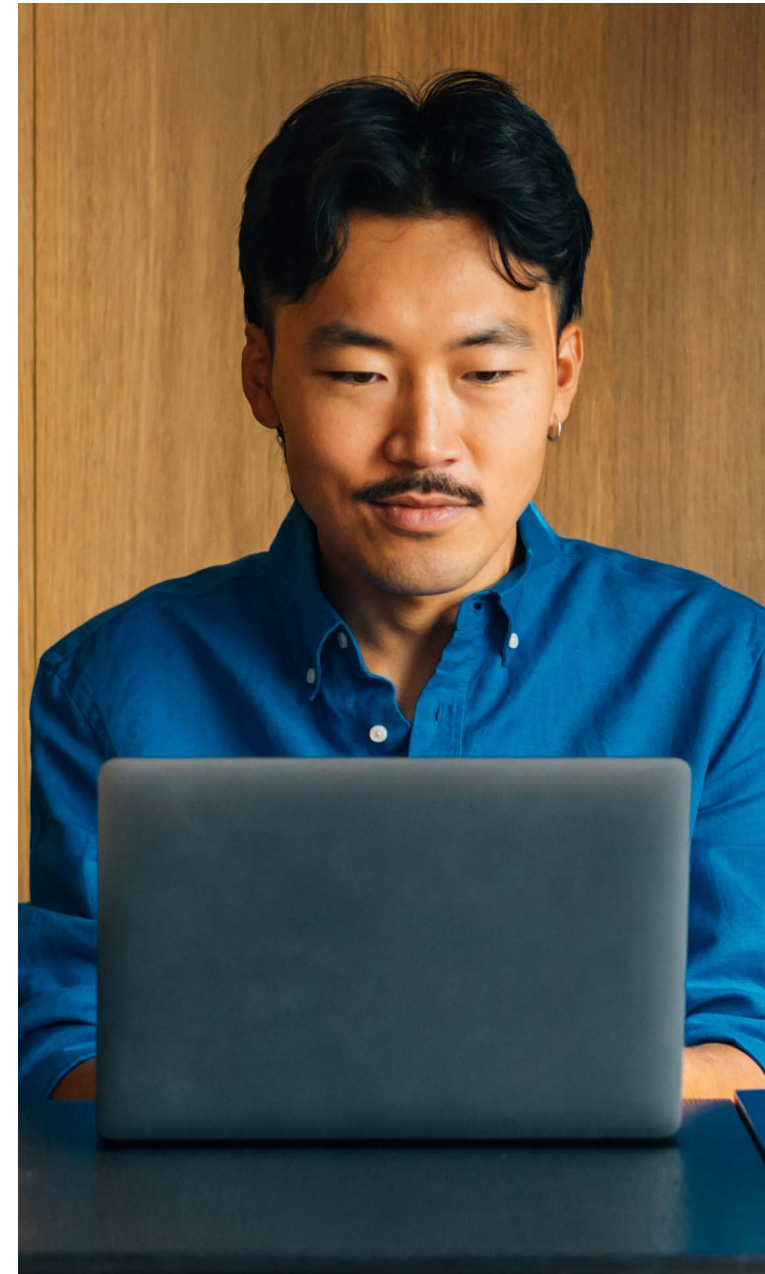
The effort, personnel, and financial investments to sustain a once-cutting-edge system no longer align with your current operational needs. Outdated workflows and partially modernized modules, such as IT asset management, consistently fall short of expectations.

And, basic improvements often require numerous specialists, outdated administrative tools and even more workarounds, leading to rising costs and a lack of meaningful innovation.

You are not alone — other BMC customers face similar struggles attempting to stretch existing capabilities to meet the demands of their modern IT teams.

Legacy ITSM tools come with hidden costs that extend beyond annual licensing fees, including:

- **Productivity** — Low adoption and high barriers to entry decrease cross-team collaboration and stifle output potential across the entire organization.
- **Team morale** — Late nights patching workarounds and addressing upgrade issues can significantly undermine team morale and job satisfaction.
- **Agility** — When changes take weeks (instead of hours) and your team is forced to react rather than be proactive, it hampers your organization's ability to quickly address new challenges.
- **Security** — Older architecture can leave your systems more vulnerable to security threats, exposing your organization to risks.





At Ivanti, we understand the complexity of your situation and the need for a solution that meets you where you are, whether you are using SaaS or On-prem, have heavily customized your system, or are several versions behind. Unlike other vendors that promise simplicity but impose rigid constraints, or BMC that offers flexibility but ties you to outdated technology, Ivanti provides a modern, secure and deeply configurable platform.

Our low-code platform enables your team to build and customize workflows with the same level of detail and control you're accustomed to, but without the cumbersome legacy backend. Our AI isn't a buzzword — it actively drives real, measurable outcomes in a matter of weeks, not years. We will support you through the transition, ensuring a smooth and managed migration at a pace that safeguards your operations.

It's time to move beyond the constraints of legacy systems and embrace a solution that truly meets the demands of modern IT service management.

## Signs It's Time to Leave BMC behind

✓	You're spending too much time and budget just to 'keep the lights on'.
✓	You're forced to rely on outdated Dev Studio tools to tweak basic workflows.
✓	Different modules feel disconnected and clunky together.
✓	Critical pieces, like asset management, haven't evolved in years.
✓	Your admins dread upgrades, patches, or UI 'modernizations' that break old workarounds.
✓	You're frustrated by rising costs but stagnant outcomes.
✓	You feel stuck because there's no clear path forward.
✓	You feel like you're in a race against time to update your BMC system and maintain support coverage.
✓	You're dissatisfied with the technological changes BMC imposes.

## The Hidden Cost of Standing Still with BMC

Your organization has outgrown its current IT Service Management (ITSM) solution, yet BMC continues to hold you back. While the vendor may still tout flexibility, the reality is that its system has evolved in ways that no longer align with your needs. Each day you remain with BMC is another day you pay for a level of complexity that you did not request — one that even hinders your operations.

You're well aware that the cost of maintaining a legacy platform extends far beyond the annual licensing fees. These hidden costs include:

### Technical debt

Despite a modern user interface, critical modules (e.g., ITSM and ITAM) still rely on legacy AR System workflows. Simple changes require a fat client, which is time-consuming and inefficient.

### Poor administrative experience

Modifying a form should not necessitate three different tools and an outdated Dev Studio. Unfortunately, this cumbersome process has become the norm and, with it, increased administrative overhead and frustration.

### Inconsistent technology stack

The marketing copy may claim a unified platform, but in practice, you are dealing with multiple, disjointed systems. From service requests to contract management, the seams are evident and slow down your daily operations.

### Slow innovation

Key areas, such as ITAM, receive minimal updates; enough to get you to renew your license but not enough to drive meaningful progress. The lack of substantial innovation adds friction that keeps you from actually seeing your true ROI potential or just getting simple things done.

### Hidden costs

The cumulative effect of patchwork fixes, user frustration, impaired productivity and frequent calls to support result in a cost of ownership that continues to grow, potentially even exponentially.

These challenges highlight the need for a more modern and efficient ITSM solution that can support your organization's current and future requirements.

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of companies spend more than \$2 million annually to maintain legacy systems.<sup>1</sup>

## Limitations of Other Solutions

Transitioning to a new vendor can be a complex project. Despite thorough evaluation, it's apparent that major ITSM solutions often present similar drawbacks:

### Inflexible architecture

Certain ITSM tools may initially seem like great solutions but ultimately require your organization to adapt its processes to the tool's constraints, rather than allowing for tailored implementation. It is essential to ensure that any new solution does not compromise the flexibility that was a key factor in your initial adoption of BMC. Superficial data management — Alerts and dashboards are of limited value without robust technology or AI that actually streamlines operations and reduces administrative burdens.

### Low-code limitations

The promise of low-code solutions often gives way to unforeseen consultancy costs when attempting to customize the platform to meet your specific needs.

### Inadequate alternatives

Some vendors offer simplistic, cost-effective solutions that lack the depth and maturity required for enterprise-level IT service management.

Some vendors promise streamlined operations but compromise on control, while others tout cost savings that are later offset by additional fees for essential features. Even established ITSM vendors often perpetuate the same administrative complexities that you are seeking to overcome.

The critical consideration is whether you prefer a tool that dictates your operational methodology or a platform that adapts to your organization's unique requirements.

Having invested considerable time and expertise in developing your IT service management capabilities, it's clear that the issue lies with the current platform, not your proficiency. At this juncture, simply replacing one solution with another is not a viable option. You require a platform that offers control, flexibility, and reliability.

Ivanti is positioned to deliver these non-negotiables, underpinned by a commitment to combining modern simplicity with comprehensive control.

## Questions to Ask as You Consider a Switch

✓	Can you build and modify your own workflows without huge consulting fees?
✓	Does their AI deliver real, measurable outcomes right now?
✓	Can you move at your own pace or do you have to change overnight?
✓	Will your users actually adopt it? Or will you be chasing ROI for years?
✓	How many administrators do you need to manage the solution?
✓	Are you behind in terms of version?

## The Ivanti Difference: ITSM That Works for You

Ivanti Neurons for ITSM is designed for mature IT teams with a clear understanding of what constitutes 'good' IT service management for their organization.

### What sets us apart?

#### At Ivanti, you do not need to compromise

Unlike other vendors, we do not add superficial features to an outdated core. Our modern ITSM stack is built from the ground up to be flexible, practical and actionable — it's an ITSM solution that meets you where you are and delivers tangible results.

#### Deep Flexibility, Familiar Feel

Ivanti offers the same level of flexibility you appreciate in BMC Remedy, but without the outdated and cumbersome tools, DevStudios or patchwork modules. Our low-code interface enables you to build and adapt workflows with ease, often in a matter of clicks rather than weeks.

#### AI That Works for You

Ivanti Neurons is not just a passive alert system; it actively takes action on your behalf to automate fixes before tickets even reach your queue, predict and prevent issues, optimize spending and enhance productivity. Our AI leverages real, mature data to deliver actionable insights, moving beyond hype to provide concrete benefits.

### Modern Modules That Actually Deliver

Unlike BMC's partially updated ITAM, our asset management module is fully modern. It includes advanced features, like carbon footprint tracking, sophisticated lifecycle controls and deep endpoint integration, and has high ratings from industry analysts.

### Best-in-class Endpoint and Automation

Where BMC's client management is often an afterthought, Ivanti is a recognized market leader. We provide seamless automation for patching, healing, software deployments, remote control and compliance across thousands of endpoints, all integrated with our ITSM solution. Additionally, we collect software usage data to support your software compliance initiatives.

### Cloud, On-prem or Hybrid: Architecture Your Way

We don't impose a one-size-fits-all approach. Ivanti supports hybrid, on-premises and cloud deployments, allowing you to modernize at your own pace and in the manner that best suits your organization's needs.

### Enterprise Security from Day One

At Ivanti, security is a foundational priority. Our platform is secure by design, ensuring the protection of your data, users, and compliance posture from the very beginning.

## Modular Licenses That Makes Sense

Stop paying for features you don't use. Ivanti's modular licensing approach enables you to invest in the components that are most critical to your operations, helping you manage your budget efficiently and effectively.

	Ivanti Neurons for ITSM	BMC Remedy	BMC Helix
Proactive Service Management	✓	X	X
Digital Employee Experience product	✓	X	X
Easy implementation and maintenance	✓	X	X
Seamless, automatic upgrades	✓	X	X
Flexible platform	✓	X	X
Advanced self-service at no extra cost	✓	X	X
Modern, multi-tenant architecture	✓	X	X
Fully web-based UI	✓	X	X
Built-in-AI	✓	X	✓
Named and concurrent licenses	✓	✓	✓



## ITSM Migration Success Stories



### Unlocks Comprehensive ITSM by Migrating to Ivanti Neurons

- Industry: Transportation
- Company size: 22,000 employees
- Location: Lisle, IL

[Learn more](#)

“For what you get in terms of the ability to customize it how you like it and brand it as your own, in comparison to the cost of other products, I don’t think there’s anything better right now,”

Jake Von Esh,  
IT Infrastructure Manager at National Express

### Challenges

National Express Corporation struggled with manual email queues, lack of a public knowledge base, and a cumbersome patching process with their on-premises HEAT solution.

### Why Ivanti?

National Express chose Ivanti for its flexibility, cost-effectiveness and comprehensive ITSM capabilities.

### Results

The migration was smoother than expected, thanks to Ivanti’s supportive team. National Express Corporation achieved an enhanced self-service portal with a knowledge base, automated ticketing, and responsive support.



## ITSM Migration Success Stories



### Conair Migrates to Ivanti Neurons to Streamline Sales Operations

- Industry: Consumer goods
- Company size: ~2,000 employees
- Location: Stamford, CT

[Learn more](#)

**“Now that our cloud migration is complete, our mobile infrastructure is much more scalable and cost-effective to manage,”**

Eric Zweigbaum, Director of IT

### Challenges

Conair faced the daunting task of migrating to a cloud-based UEM solution with minimal disruption to its global sales team.

### Why Ivanti?

Conair selected Ivanti over Microsoft Intune due to its cost-effectiveness and simplicity, leveraging Ivanti's Professional Services and Low User Impact tool to.

### Results

Conair successfully migrated nearly 700 devices without re-enrollment or manual configuration. The company achieved a more scalable and cost-effective mobile infrastructure, zero-day support for new devices and apps, and enhanced security with Zero Sign-On.



## ITSM Migration Success Stories



### Memorial Health Seamlessly Migrates to Ivanti Neurons for ITSM

- Industry: Healthcare
- Company size: 1,000+ employees
- Location: Marietta, OH

[Learn more](#)

**“Our migration and professional services support has been fantastic... [Ivanti’s professional services support] really understood what we needed to migrate the same functionality,”**

Barbara Munger  
Deputy CIO at Memorial Healthcare Systems.

Memorial Health System’s existing Cherwell Service Management solution couldn’t meet their security requirements, including MFA and SSO integration.

#### Why Ivanti?

After evaluating several options, they chose Ivanti for its comprehensive solution set, affordability and strong healthcare components.

#### Results

Ivanti’s professional services support helped make the migration successful. Memorial Health System is now poised to implement additional Ivanti components, further enhancing its capabilities.



## What Migration Looks Like

Migration is indeed a significant undertaking, but it does not have to be a daunting process. At Ivanti, we approach migration with a proven, low-risk methodology designed to ensure a smooth and successful transition.

### A Proven, Low-Risk Process

Ivanti has successfully assisted hundreds of unique organizations in migrating away from BMC. Our approach minimizes business disruptions by prioritizing:

#### Seamless compatibility

We meet you where you are, whether your current infrastructure is on-premises, hybrid, or cloud-ready. Your existing workflows will continue to function seamlessly while we introduce modern capabilities alongside them, ensuring a gradual and controlled transition.

#### Phased migrations

We break the migration process into manageable phases, avoiding the pitfalls of a 'big-bang' cutover. This step-by-step approach ensures that there are no disruptions to your core services, no data loss and minimal risk to your operations.

#### Modernized flexibility

If you value the ability to customize forms and workflows, you'll find that Ivanti's platform offers the same level of flexibility, but with modern tools that make the process more efficient and user-friendly. You can continue to tailor the system to your specific needs, achieving the customization you your business needs.

#### Dedicated onboarding

Our migration specialists have extensive experience guiding numerous organizations through this process. You will have access to real, dedicated support at every step, ensuring a personalized and complete onboarding experience. This hands-on assistance will help you hit the ground running with your new ITSM solution. *umquis assumus, cus sam reped ea nobis ut aut qui ullenes reptam, nihici ipsuscipsust litempor.*

#### Measurable ROI in Weeks

On average, our customers experience measurable ROI within weeks, rather than waiting through budget cycles or years. This rapid realization of benefits underscores the efficiency and effectiveness of our platform and migration process.

**“We needed a platform that made achieving our goals easier. It was possible before, but it required enormous effort. Now, with Ivanti, everything is easier, and new opportunities are opening up for our business.”**

Luca Lonardi, Program Manager, Deda Tech

## It's Time to Expect More

You do not have to settle for a clunky, expensive, or merely 'good enough' ITSM platform. You deserve a solution that operates seamlessly and aligns with your specific requirements, without compromise, wasted expenditure or the constant concern that a single misstep could disrupt your entire system.

You shouldn't have to choose between modern simplicity and comprehensive control. Nor should you be forced to completely overhaul your existing infrastructure to advance. Additionally, you shouldn't have to tolerate hidden costs, outdated modules or unresolved support tickets.

Ivanti Neurons ITSM is the platform that meets these expectations. It is modern where it matters most and familiar where you need it to be. Our solution is informed by decades of ITSM implementation experience, offering greater flexibility than BMC and easier management than other alternatives. Furthermore, it's supported by a team with extensive expertise in transitioning organizations over and setting them up for success.

## Let's Discuss the Possibilities

Other BMC customers have already transitioned to Ivanti, and they are now realizing significant cost savings, enhanced efficiency and genuine innovation — all while retaining the flexibility and customization they valued.

Whether you're prepared to begin planning your transition from BMC today or simply wish to explore how seamless this process can be, our team is ready to assist you in taking the next step.



**Book a Demo**



**Talk to an ITSM Specialist**



## About Ivanti

Ivanti is an enterprise software company that provides a comprehensive IT and security cloud-based platform. Ivanti provides software solutions that scale with our customers' needs to help enable IT and Security to improve operational efficiency while reducing costs and proactively reducing security risk. The Ivanti Neurons platform is cloud-native and is designed as a foundation of unified and reusable services and tools for consistent visibility, scalability and secure solution delivery. Over 34,000 customers, including 85 of the Fortune 100, have chosen Ivanti to meet challenges head-on with its end-to-end solutions. At Ivanti, we strive to create an environment where all perspectives are heard, respected and valued and we are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit [ivanti.com](https://www.ivanti.com) and follow @Golvanti.



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or to contact Ivanti,  
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