The Ultimate JSM Comparison Guide

Discover how Jira Service Management stacks up against three leading ITSM tools.

Welcome

Your ITSM software is the beating heart of your service provision: Your service desk, knowledge base, incident resolution processes, change management pipeline, asset management and more.

As such, you need a high-performing, configurable and secure platform that can handle multiple integrations and evolve in line with your service management needs.

The question is, which ITSM platforms can deliver this?

As an Atlassian Platinum Solution Partner, and Atlassian Service Management Specialized Partner, we're ideally placed to guide you through Jira Service Management (JSM) capabilities.

Alongside our expertise in JSM, our consultants have years of wider ITSM tooling and best practice experience, so we can provide a fair and balanced comparison of other leading ITSM platforms. This knowledge can help you make an informed decision on what will deliver the most value to your business.

In this guide, we'll carefully explore how JSM performs against:

- BMC Helix ITSM
- ServiceNow
- Ivanti Neurons for ITSM

So, join us as we conduct an in-depth analysis of four powerful ITSM platforms. You'll discover how each performs in the following areas:

- Request management
- Incident management
- Knowledge management
- Reporting and analytics
- Integrations and ecosystem
- Security, compliance and accreditations
- Pricing

Let's meet the individual platforms.

An introduction to ITSM platforms

In the 2022 Gartner® Magic Quadrant™ for IT Service Management platforms, the analyst defined the four below tools as 'Leaders' in their field. Let's familiarise ourselves with each one before we start exploring their performance in greater detail.

⚡ Jira Service Management

Jira Service Management

Jira Service Management (JSM) is part of the Atlassian System of Work and was released in 2020.

It began life as Jira Service Desk back in 2013, before evolving into the JSM we know today, complete with a richer breadth of ITSM capabilities.

Jira Service Management is available as a Cloud or Data Center solution,* with its impact already being recognised: Atlassian appeared as a Leader in the 2022 Gartner® Magic Quadrant™ for IT Service Management Platforms.

bmc helix

BMC Helix ITSM

BMC Software is a fellow Magic Quadrant™ Leader, providing several ITSM solutions.

In this guide we're going to be focusing on BMC Helix ITSM, which is primarily targeted towards large and mid-sized organisations. BMC Helix Remedyforce, meanwhile, is pitched at smaller clients, whilst BMC Remedy is a legacy on-premises solution.

servicenow

ServiceNow

ServiceNow, originally named GlideSoft, was founded in 2003.

Since then, it's grown to be a global name, regularly appearing as a Gartner® Magic Quadrant™ for ITSM Tools Leader, and with around 85% of Fortune 500 organisations using its platform.

ivanti

Ivanti Neurons for ITSM

Ivanti Neurons for ITSM was formerly known as Cherwell Service Management and was first released in 2007.

Acquired by Ivanti in 2021, the Cherwell product portfolio is now part of the Ivanti suite of end-to-end service and asset management solutions. Ivanti IT is an established vendor on Gartner® Magic Quadrant™ for ITSM tools.

*Please note, some of the features and functionality explored in this guide may only be available in JSM Cloud.

How this guide works

We'll now go through each of the core elements of an ITSM system, from incident management to essential integrations.

For every section, we'll assess how Jira Service Management performs, and then compare it with its fellow three platforms. The strongest platform(s) will be awarded points in each section, before we tally up the scores at the end.*

We've got a lot to get through – and we're pleased you're here joining us on this journey!

Please note: The content within this guide is based on publicly available product information for each ITSM solution and is correct at the time of writing.

Let's begin...

*Scoring is for illustrative purposes only

Comparison

Request management

All leading ITSM solutions should provide essential service desk (or 'portal') capabilities.

End users should be encouraged to self-serve, with smart searching, dynamic forms and knowledge base content. And, of course, you should be able to monitor your SLAs and use automated notifications and escalations where required.

All of this is available in Jira Service Management, and you should expect it in any other tools.

What we're really interested in is how JSM and these other platforms go beyond this standard service desk functionality.

⚡ Jira Service Management

Automatic workflows

Where JSM really excels is behind the scenes. Associated workflows can automatically send requests through to the relevant team, assign an SLA level depending on the category of case, or trigger an updated asset status. Atlassian refers to this as JSM's 'powerful automation engine'.

Cross-team collaboration

JSM integrates with Jira, which is one of its strongest USPs. You can link JSM tickets to Jira issues to prioritise requests, enabling your development team to view comments and provide feedback when issues require escalation. All this results in faster resolution times, enhanced collaboration and greater cohesion across teams.

Atlassian Intelligence Virtual Agent

With some Atlassian customers reporting impressive stats around efficiency – like cutting tickets requiring human intervention by 85% – IT Service Management is an area in which we expect to see AI flourish.

Atlassian's JSM virtual agent already integrates with Slack and Microsoft Teams. The virtual agent is also in open beta in the JSM Help Center.

Customer and employee expectations are continuing to increase, so organisations are going to have to keep finding ways to exceed them by delivering faster, better and more personalised service at every opportunity.

One of the notable things about Atlassian Intelligence, is that it draws upon your organisation's own unique context (in the form of a 'teamwork graph'), to provide more relevant and valuable information. It's continually learning, so over time you should see your Virtual Agent's answers becoming increasingly useful.

BMC Helix ITSM

Employee portal and self-service

For managing staff requests and encouraging self-service, the BMC Helix Digital Workplace platform looks like the solution you'd need.

From what we can tell, however, this is an additional tool in the BMC Software product suite and is not included within BMC Helix ITSM as standard.

AI and virtual agent capabilities

BMC also provides virtual agent capabilities, which can be used alongside the BMC Digital Workplace platform for employee queries.

The BMC Virtual Agent can operate across multiple channels, from Slack and Teams to Skype.

ServiceNow

Automatic workflows

ServiceNow has a user-friendly approach to workflows, using a drag-and-drop interface.

AI and virtual agent capabilities

ServiceNow enables you to link your virtual agent chatbot to your portal. It uses keyword search and natural language understanding to give both end users and service providers time to focus on their most valuable work.

Ivanti Neurons for ITSM

Service desk

An out-of-the-box (OOTB) design is provided when your service desk is first shipped and there's a high degree of low or no-code customisation if you wish to extend your branding further.

AI and digital assistant

Ivanti provides a conversational AI-powered service desk agent. As you'd expect, the digital assistant provides 24x7 front-line support and can assist with simple or repetitive queries. layout and format of reports.

Who comes out on top?

The functionality provided by BMC Helix is impressive. However, it appears that users will have to purchase additional licences or products for the BMC Helix Digital Workplace and Virtual Agent solutions, which will be a downside for many.

ServiceNow, meanwhile, have developed a user-friendly drag and drop interface for their workflows and automations, which is something we particularly like.

Ivanti Neurons for ITSM on the other hand, leads the pack on service desk theme configurability when compared to JSM's slightly limited integrated branding options.

For true service desk cohesion and efficiency, though, we can't top the integration between JSM and Jira, which enables essential visibility, connection and collaboration between teams. We're also excited by the continued advancements in Atlassian Intelligence, and JSM's Virtual Agent.

ASSESSMENT CRITERIA	Jira Service Management	BMC Helix ITSM	ServiceNow	Ivanti Neurons for ITSM
Request management	●	○	○	○

Comparison

Incident management

ITIL® best practice states that the goal of incident management should be to restore services as quickly as possible following an interruption or incident.

So, can Jira Service Management and its fellow ITSM platforms deliver this?

⚡ Jira Service Management

Incident response and resolution

When your monitoring system picks up an alert, Jira Service Management will automatically notify your on-call team. If there are multiple issues, these can be linked together. You can customise on-call schedules, routing rules, and escalation policies to handle alerts differently based on their source and urgency.

Incident escalation

When you escalate major incidents in Jira Service Management, it triggers the relevant Dev and Ops teams to instantly begin collaborating. Again, the JSM-Jira integration here, connecting IT, Development and Ops, often proves invaluable.

Status updates and ongoing communications

You can provide notifications to end-users across email or SMS. JSM can also be connected seamlessly to Statuspage, Atlassian's incident communication tool, so that an active incident will trigger a Statuspage update.

Incident analytics

JSM enables you to track and analyse all incident response activities. You can export post-mortem reports and timelines to Confluence so you can collaborate (yes, there's that word again!) across teams to manage follow-up actions and, crucially, prevent similar future incidents.

BMC Helix ITSM

Incident response and resolution

Once an incident request is raised and registered, you can assign the ticket, collaborate with other agents using BMC Helix ITSM's chat feature, and escalate the issue if need be.

A note on ITSM and Jira integrations

It's not unusual for most ITSM tools offer an integration with Jira, as it is used by so many development teams. In our experience, however, nothing can quite measure up to the integration piece between JSM and Jira. As one of our Senior Consultants described it, 'JSM *is* Jira, so nothing is ever going to be as seamless.'

ServiceNow

Incident response and resolution

ServiceNow uses machine learning and data models to automatically categorise and assign incidents. You can provide brief user input to route issues to the right resolution team, and use 'impact' and 'urgency' to manage both high and low-priority incidents.

Incident escalation

You can direct critical incidents automatically to specialist teams, so they're handled quickly and effectively. Meanwhile, ServiceNow's 'proven practice' workflows identify, track, and resolve high-impact incidents, as defined by service level agreements (SLAs).

Omni-channel requests

Users submit incidents through their preferred method of support. You can capture incidents through a self-service portal, virtual agent chatbot, email, phone, or mobile.

Ivanti Neurons for ITSM

Incident escalation

You can configure automated escalation rules and notifications for swift investigation and resolution.

Incident analytics

Ivanti Neurons provides numerous OOTB incident reports, including 'Incidents by Owner', 'Incidents by Priority' and 'Overdue Incidents'.

Who comes out on top?

JSM's strongest selling point in our eyes is that, once again, it brings multiple teams together to respond to and resolve incidents with its Jira integration. This collaboration and visibility for all stakeholders is crucial when handling incidents.

We were impressed by ServiceNow's particularly strong focus on the end-user and how you can communicate with them.

Ultimately, all tools deliver a rich range of incident management capabilities, with strengths in different areas, but that Jira integration gives JSM the edge when it comes to incident escalation and resolution.

ASSESSMENT CRITERIA	Jira Service Management	BMC Helix ITSM	ServiceNow	Ivanti Neurons for ITSM
Incident management	●	○	●	○

Comparison

Knowledge management

When you maintain an interactive and dynamic knowledge base, it can encourage self-service among your users – ultimately lessening the burden on your service desk.

⚡ Jira Service Management

Knowledge base

JSM's knowledge base is powered by Confluence, which provides an intuitive rich content editor. Each team can create and contribute to their own knowledge base articles.

Search

The search functionality enables customers and employees to search for help and knowledge articles to deflect support tickets.

Knowledge suggestions

Whilst agents are responding to a request, JSM will automatically suggest relevant articles for them to share and resolve requests more quickly.

Analytics

JSM includes built-in analytics to identify how helpful knowledge base articles are, how many requests were resolved and so on.

A note on Knowledge-Centred Services (KCS) verification

The KCS® framework provides a five-step process to ensure teams follow a continuous loop of 'capturing, structuring and reusing knowledge'. The Consortium for Service Innovation provides a recognised certification to identify vendors and tools which can support KCS.

Both BMC Helix Knowledge Management and ServiceNow are KCS v6 verified.

Confluence, which powers JSM's knowledge base, is not yet v6 certified. It does, however, still support the functionality you would need to follow the KCS framework.

KCS® is a service mark of the Consortium for Service Innovation™.

BMC Helix ITSM

Knowledge base
BMC Software appears to provide a separate platform within which you can manage your knowledge base: BMC Helix Knowledge Management. Of note is its real-time translation capabilities and AI-powered search.

Pre-populated articles
The tool comes with a library of ready-to-use knowledge articles which can support users with standard applications from day one. This would free up your team's time to create more original and specific knowledge base content – perhaps even in front of the camera!

Video content
BMC Helix Knowledge Management includes a video content tool, enabling you to capture your screen and record yourself to create engaging and informative video tutorials or troubleshooting tips.

ServiceNow

Writing and editing
With ServiceNow, you'll experience a familiar writing process as the tool integrates with Microsoft Word Online.

Knowledge insights
You can track knowledge base use, publishing timelines, article ageing, user feedback and knowledge gaps.

Ivanti Neurons for ITSM

Knowledge sources
One valuable area upon which Ivanti seems focused is knowledge source management – ensuring that consistency and accuracy is maintained.

Knowledge controls
Another key focus are the security controls available – who can write, publish, approve and access knowledge articles.

Analytics
Employees or customers can add feedback to knowledge articles and a like/dislike rating. This data can then act as content success metrics and reported on to demonstrate the effectiveness of the knowledge base in deflecting or resolving issues.

Who comes out on top?

In terms of UI, you can't beat Confluence for a clean and intuitive writing experience, coupled with a collaborative editing process, which is a plus for JSM.

But for those of you seeking compliance with KCS®, BMC Helix Knowledge Base clearly has the edge. And we do like the built-in video content too. We're unsure, however, whether this is a separate tool for which you'd need to pay an additional licence fee.

Much like BMC Helix, ServiceNow's KCS v6 verification will be a significant tick in the box many. In terms of native functionality, Ivanti Neurons for ITSM seems to have a robust set of knowledge management tools, particularly around knowledge sources, security and access.

Points to BMC Helix and ServiceNow for the KCS v6 verification.

ASSESSMENT CRITERIA	Jira Service Management	BMC Helix ITSM	ServiceNow	Ivanti Neurons for ITSM
Knowledge management	○	●	●	○

Transforming ITSM in a Pioneering IP Firm

The Challenge

Our client, a leading European intellectual property firm, needed to consolidate their ITSM tools and processes.

They had Jira Software in place for project management, but used a different helpdesk tool, alongside a separate knowledge base. Information and processes were often siloed, leading to inefficiencies and potential inaccuracies.

To address this, we introduced Jira Service Management (JSM) as our client's primary ITSM tool. With a built-in knowledge base and integration with Jira, JSM would centralise our client's IT Service Management processes and data.

We led our client through the adoption and roll-out of JSM.

The Solution

With disconnected ITSM tools and processes, we focused on JSM configuration and training:

- Transferred and enhanced configuration from existing tools to JSM, including request forms, knowledge bases, and workflows.

- Matched JSM change requests and incident management features to client's internal policies to ensure all processes were compliant.

- Used automation rules to improve incident handling efficiency and accuracy.

- Delivered comprehensive documentation and training sessions to Admins and users.

- JSM is now used across multiple business areas, including IT, Building Facilities, HR, and Change Management.

The Results

Increased efficiency

Reduced context-switching, centralised information, and integrated processes delivered time efficiencies for agents and users.

Enhanced productivity

Automations have reduced manual processing and repetitive tasks, freeing up teams' time to focus on higher value work.

Client satisfaction

Continued support through our Managed Services provision ensures our client can maintain effective, efficient, and compliant processes using JSM.

Read more of our case studies

Comparison

Reporting and analytics

We all know that knowledge is power – so you need lots of data (accurate data!) to effectively respond to challenges and make improvements to your service offering.

⚡ Jira Service Management

Standard reports

JSM's default reports provide an overview of team performance, ranging from 'Workload' to 'Requests Resolved/Deflected'.

Custom reports

There are a number to choose from, including 'Created vs. resolved' and 'SLA success rate'. You can also create your own.

To extend JSM's reporting capabilities, you could use Atlassian Marketplace apps (more on these later) such as 'Custom Charts for Jira' or 'EazyBI'.

These do come at an additional cost, but as Jira Service Management is priced competitively, it may be worth it.

BMC Helix ITSM

Standard reports
BMC Helix ITSM boasts an impressive array of standard reports, with over 90 out of the box. Custom reporting is also available.

Storyboarding
One of the tools we find fairly exciting is the 'storyboard' feature, which allows you to put together slideshows using your report data. This can make sharing insights more visual and engaging, which is always valuable.

ServiceNow

Standard reports
As you'd expect, you can choose from a list of standard reports.

Custom reports
You can also create and customise reports easily using a guided flow to configure, edit and share.

Visually, it appears as though ServiceNow has significant native functionality, enabling you to create a wide range of reports from multi-level pivot tables and heat maps, to line graphs and semi-donut reports.

Ivanti Neurons for ITSM

Standard reports
There are several 'out-of-the-box' reports. You can also create custom reports using a 'Report Wizard' tool.

Custom reports
After you've created your custom reports, you can use the 'Report Designer' tool to configure the appearance, layout and format of reports.

Who comes out on top?

Whilst all tools provide a decent level of standard reporting, JSM's custom options don't quite stack up against some of its fellow ITSM platforms.

We particularly like BMC Helix ITSM's storyboard feature, whilst the range of data visualisations available within ServiceNow is also impressive.

ASSESSMENT CRITERIA	Jira Service Management	BMC Helix ITSM	ServiceNow	Ivanti Neurons for ITSM
Reporting and analytics	○	●	●	○

Integrations and ecosystem

No ITSM tool is an island. To truly maximise the value of your tooling, look for products which sit in a wider ecosystem with powerful native integrations. It's also worth exploring whether there's an active community in which you can seek support and trade ideas or trouble-shooting tips.

⚡ Jira Service Management

Ecosystem

Jira Service Management is part of the Atlassian System of Work. This reminds us again of one of the platform's key strengths – its ability to integrate Development, Services, IT and more into one cohesive and collaborative lifecycle. In particular, the integration between JSM and Jira means that all teams have access to the same tickets – and you can therefore maintain a seamless experience across customers, employees, agents, and developers.

Community

For JSM users, the Atlassian community provides access to an active pool of likeminded advocates (and, of course, some critics!), who are continually contributing knowledge, pushing for enhancements and sharing best practice. It's worth noting that the Atlassian team actively engage with this community, seeking their input and providing frequent updates.

Atlassian Marketplace

If there is a use case or function that an Atlassian product cannot natively fulfil, it's almost certain that someone has built an app to solve it. The Atlassian Marketplace is home to thousands of apps (over 5,000 at the last count).

Simply searching for JSM apps within the Marketplace brings up over 700 listings for extensions which can be tailored to your specific needs to enhance functionality.

Managed Services

In terms of ongoing support, Atlassian's range of Solutions Partners (like us, hello!) can provide an array of services. From monitoring and managing upgrades, to longer term consultancy projects, a dedicated and experienced partner can help you to maximise the long term value of your ITSM tool.

BMC Helix ITSM

BMC Software has an intricate ecosystem with a real wealth of tools available – some of which we've touched on today (BMC Helix Knowledge Management, Asset Management, Digital Workplace and more).

BMC Software users can also benefit from a community of engaged users. Theirs is centred on 'Groups', so you would be able to browse to find user groups with similar challenges, contexts and interests as you.

Like Atlassian, BMC Software also provides a marketplace of third-party apps, which users can browse to find extensions and enhancements to the core tool.

ServiceNow

ServiceNow has a thriving partner programme and marketplace. It provides a native 'no-code' integration hub using ready-to-run connectors known as 'integration hub spokes'.

Your IT team can also create custom spokes. You can view available spokes within the ServiceNow Store, which operates in a similar way to the Atlassian Marketplace.

Users of ServiceNow can also benefit from an active community forum, which houses over 500,000 members and over 2.3m (yes, million!) discussion topics.

Ivanti Neurons for ITSM

Ivanti ecosystem

Ivanti also has its own marketplace full of apps to extend and support its products. There were just shy of 150 listed for Cherwell (although these may not all be for Cherwell Service Management/ Ivanti Neurons for ITSM).

We understand that there are a core group of passionate Cherwell Service Management users who are real advocates for its flexibility and configurability. This appears to be a significantly smaller pool of users than the Atlassian community (although who said small couldn't be mighty!).

Who comes out on top?

All the tools have their own ecosystem of third-party apps which users can integrate into their workflows, and user communities where further tips and ideas can be found. JSM leads the way here with thousands of apps in the Atlassian Marketplace, and the Atlassian team members proactively engaging with community discussions.

ASSESSMENT CRITERIA	Jira Service Management	BMC Helix ITSM	ServiceNow	Ivanti Neurons for ITSM
Integrations and ecosystem	●	○	○	○

Comparison

Security, compliance and accreditations

Features, functionality and ease of use are obviously important considerations when choosing an ITSM solution, but we know security credentials will also be top of many of your lists.

⚡ Jira Service Management

Atlassian provides a comprehensive range of security, data protection and compliance resources in its 'Trust Center' which we'd encourage you to explore for a deeper understanding of its approach.

For now, we'll touch on a few key points. Among other frameworks, Atlassian is a corporate member of the Cloud Security Alliance (CSA) and is listed as a CSA Trusted Cloud Provider. Security protocols align with the ISO/IEC 27001 and SOC 2 certification.

Atlassian's approach to data protection and compliance meets the requirements of lawsand regulations like GDPR, APRA 234, the California Consumer Privacy Act and more.

There are over 100 team members in Atlassian's Security Team, spread across the globe. The organisation also runs three key programmes: Security Champions, Security Detection and Bug Bounty – the latter considered as one of 'the best in the industry'.

Atlassian practises a layered approach to security for its networks and adheres to the 'Zero Trust' framework. And when it comes to ITSM tool assessments, JSM is PinkVERIFY-certified for seven ITIL 4 practices.

With regards to hosting, Atlassian Cloud is hosted on AWS, which allows its solutions to benefit from AWS' resilience, high availability and reliability.

BMC Helix ITSM

BMC Software has an impressive Trust Center, where you can view its accreditations, understand its approach to security, data protection and compliance, and locate information around service availability and reliability. Of note is the lengthy list of protocols and regulations to which BMC Software adheres, including the GDPR, HIPAA, ISO 27001 and SOC 2 – amongst many others. BMC Helix ITSM is PinkVERIFY-certified for five ITIL 4 practices.

BMC Software provides an appropriate level of disclosure about their security processes (you'd never want a vendor to expose all their processes and tools). From an outline of their security framework levels, to some details on testing and coding approaches, BMC Software covers the key points effectively.

ServiceNow

ServiceNow similarly provides a significant range of security and compliance resources online, reinforcing its position as a proactive and diligent vendor, much like Atlassian.

It's also ISO/IEC 27001 certified, alongside SOC 1 and SOC 2. ServiceNow has been awarded the UK Cyber Essentials Plus certification, and meets standards such as BSI Cloud Computing Compliance Controls Catalogue (C5), amongst numerous others.

In addition, ServiceNow is one of only a few SaaS providers to meet the rigorous requirements of Department of Defense IL5 for the National Security Cloud.

As with Atlassian, ServiceNow works towards a Zero Trust architecture and applies multiple layers of physical and logical security. And, finally, ServiceNow has received a Pink Verify Certificate for 19 ITIL practices.

Ivanti Neurons for ITSM

Ivanti uses the Whistic Vendor Security Network to proactively share its corporate policies, certifications, white papers and questionnaires. For Ivanti Neurons for ITSM, this includes Pen Test summaries, ISO 27001 and SOC 2 certifications and its HIPAA security report.

Ivanti's security solutions play a key role in its product range, from Zero Trust access and patch management to data protection and mobile threat defence. This demonstrates Ivanti's clear history and experience in the information security and compliance sector.

Ivanti Neurons for ITSM is PinkVERIFY-certified for 11 ITIL processes, while Ivanti's Marketplace operates a 'One Partner' Programme, requiring app vendors and partners to undergo an assessment before they are awarded Ivanti One Partner status.

Who comes out on top?

It's good news here, as every vendor is taking a robust approach to information security and data protection (as all solution providers should).

ASSESSMENT CRITERIA	Jira Service Management	BMC Helix ITSM	ServiceNow	Ivanti Neurons for ITSM
Security, compliance and accreditations	●	●	●	●

Comparison

Pricing

Did you know that eight out of 10 IT organisations* overspend on IT service management (ITSM) platform subscriptions by half of the contract value?

This is largely down to the fact they purchase functions that they never use. So, it's important to make sure your investment aligns with your needs.

⚡ Jira Service Management

Jira Service Management is generally regarded as a competitively priced tool – and certainly in our experience, it is priced lower than many rival ITSM solutions.

It is one of only a few tools to provide a free plan for smaller organisations (up to three agents), whilst also being able to meet the needs of larger firms with its premium and enterprise plans.

*Source: Gartner®

bmc helix

BMC Helix ITSM

As we mentioned at the top of this piece, some of BMC Helix ITSM's advanced features, extensions and products require additional licences and subscriptions. When analysing all vendors within the Magic Quadrant™ for ITSM 2022, Gartner® itself stated:

"With those additions, BMC Helix ITSM has one of the highest combined list licence costs of all the offerings from vendors evaluated in this Magic Quadrant™."

servicenow

ServiceNow

ServiceNow is a highly feature-rich tool, with a well-established brand reputation among Fortune 500 companies and robust functionality. However, the cost of ServiceNow can be prohibitive, and for some use cases the functionality may be too extensive or complex.

ivanti

Ivanti Neurons for ITSM

We were unable to locate sufficient evidence – whether anecdotal or quantitative – as to how Ivanti Neurons for ITSM's pricing compares.

Who comes out on top?

Jira Service Management is typically a less expensive tool and faster to implement than BMC Helix ITSM and ServiceNow.

ASSESSMENT CRITERIA	Jira Service Management	BMC Helix ITSM	ServiceNow	Ivanti Neurons for ITSM
Pricing	●	○	○	○

ITSM platforms at a glance:
Which comes out on top?

We've tallied up which ITSM tool we believe was strongest in each area. Now, it's worth saying that we haven't covered every element of IT Service Management within this guide, and the ratings we've given are based on our own professional experience and understanding of the market.

Please also note that the following ranking table is for illustrative purposes and should be used as a guide only. We'd always recommend that organisations conduct their own due diligence and research.

Despite this, we hope this guide has provided an informative, fair and balanced review of four leading ITSM platforms and how they compare.

ASSESSMENT CRITERIA	Jira Service Management	BMC Helix ITSM	ServiceNow	Ivanti Neurons for ITSM
Request management	●	○	○	○
Incident management	●	○	●	○
Knowledge management	○	●	●	○
Reporting and analytics	○	●	●	○
Integrations and ecosystem	●	○	○	○
Security, compliance and accreditations	●	●	●	●
Pricing	●	○	○	○
OVERALL	●●●●●	●●●	●●●●	●

After comparing the relative strengths of the four ITSM solutions in seven key areas, our experienced consultants have scored Jira Service Management the highest.

That's not to say that BMC Helix, ServiceNow, and Ivanti Neurons are poor solutions – far from it.

But when it comes down to balancing the breadth of functionality, usability, and price, JSM leads the pack in terms of the return on investment it's likely to deliver for most organisations.

Of course, your individual needs will be different to those of the next business. That's where the value of an experienced team of dedicated ITSM consultants comes in.

Your ITSM partner

Our extensive expertise across a range of products and services can help your business optimise your IT operations, automate workflows, and achieve seamless software development lifecycles.

Whatever the size or complexity of your IT operations, our team of highly skilled and experienced consultants are here to help you understand more about:

Atlassian Products

Jira Service Management

From migration and implementation to process optimisation and training, we'll support you through every step of your JSM journey to help you better manage your IT Service Management. And, as Atlassian Service Management Partners, we're ideally placed to unlock long-term success for you and your teams.

Jira

As part of the Atlassian System of Work, JSM supports a powerful integration with Jira, allowing for enhanced collaboration between your IT, Development, and Operations teams. Launched in 2002, Jira is Atlassian's flagship product, and over the past two decades we've witnessed it evolve from a bug-tracking tool to an Agile project management platform for all teams. No matter your pain points or complexities, we have the skill and expertise to support your Jira needs.

Confluence

Our expertise in configuring and managing Confluence as a knowledge base will support better documentation, collaboration, and knowledge-sharing among your teams.

Strategy and Consulting

Align ITSM strategies with business goals to streamline processes and maximise value for customers and employees.

Tooling and Integrations

Implement and integrate ITSM tools to unify IT services and operations, enhancing system coherence and reducing manual overhead.

Migrations

Manage smooth transitions for ITSM systems upgrades or consolidations, ensuring continuous service delivery.

Enterprise Service Management (ESM)

Apply ITSM principles organisation-wide to streamline services and bring best practice to business-centric services.

The AC approach

Automation Consultants (AC) is an Agile and DevOps Consultancy, dedicated to helping you maximise the value and power of Atlassian tools.

Often, organisations turn to us because they're seeking a different approach to their project or programme delivery. With core values founded on care and collaboration, our customers discover the AC difference is key to unlocking long-term success and unleashing their potential.

As an Atlassian Platinum Solution Partner, coupled with our Atlassian Service Management and Cloud specializations, and award-winning service delivery, we bring over two decades of sought-after expertise, skill and knowledge to all aspects of the Atlassian ecosystem.

Over
600
customers
worldwide

100%
would work
with us again

98%
average client
satisfaction
rating for
service quality

95%
of clients agreed
consultancy work
was fairly priced
and competitive

Discover the difference with Automation Consultants. Realise your potential. Unleash the extraordinary.

"The AC team demonstrated strong subject matter expertise and were incredibly diligent, often going above and beyond our agreed statement of work to support and make our project a success."

HEAD OF AGILE DELIVERY
UK BROADCAST TELEVISION NETWORK

"AC exceeded my hopes of what I expected during the consultancy from them. They were very professional and knowledgeable around Atlassian products, best practices, and were able to advise and assist in the tidying of various instances. They also [made] recommendations that have made clear improvements to our working practices. I look forward to working with them in the future!"

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