



# Adobe Experience Manager Review From A Customer



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## Review by a Real User

Verified by IT Central Station



Senior Developer at a tech vendor with 51-200 employees

**reviewer708105**

### **WHAT IS MOST VALUABLE?**

I think DAM (Digital Asset Management) is most valuable to me. The data is increasing, and in order to manage millions of assets which a large enterprise has, it provides lots of capabilities (searching, reporting, managing, workflows for automation, etc.). The other thing, which I liked about the product, is its extension point -- name the solution and it can be integrated. Some of the prominent ones being Salesforce, translation services, and analytics products. It has OOTB Omniture integration.

### **HOW HAS IT HELPED MY ORGANIZATION?**

We are basically a service provider. It has helped a lot of clients. The areas where it is helpful were creating and managing multiple sites, and managing assets. An organization has different divisions, business, etc. and this product helps in managing all those under one roof.

### **WHAT NEEDS IMPROVEMENT?**

I love DAM, but still think there are improvement areas.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

I have been using this product for the past six years.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

Yes, we faced issues in one of the projects where we had 50 million users and each user had a lot of personalized pages. (This issue was found when I was working in the CQ Version 5.5, after that, I didn't have any such requirements.)

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

No.



## Adobe Experience Manager

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### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Adobe provides good support. If a client faces any issue, through the care account (access once a license is purchased), they can raise the issue and set the priority. Adobe has dedicated people per client to look into those issues and provides solutions/recommendations.

### **WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

No.

### **HOW WAS THE INITIAL SETUP?**

It is straightforward. Installation is straightforward, even if somebody is new and he has to create a website -- he is provided with tutorials/sample site, which are great references.

### **WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?**

There are different levels of licenses: Evaluate your needs and take the license based on that. In the future, upgrade it per need.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

No.

### **WHAT OTHER ADVICE DO I HAVE?**

The way it's stored is different from the legacy system, where we used an RDBMS-based solution. Here, we have a file-based system and all information is saved on nodes. Also, keep in mind David's principle.

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