Atlassian Confluence

Review From A Customer

Atlassian Confluence

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station

SVP Information Services at a tech company with 10,001+ employees

it_user201597

VALUABLE FEATURES

We are able to add 3rd party plugins and overall collaborative abilities. Keep in mind that DocOps moves the technical content industry from heavy duty doc apps to a crowdsourced approach which requires extensive collaboration. The plugins enabled basic doc properties such as version control from K15t.

IMPROVEMENTS TO MY ORGANIZATION

DocOps is a leading edge approach to technical content. We could not have done this without Confluence. Other companies are looking to duplicate.

ROOM FOR IMPROVEMENT

The search ability (using Lucene) is less than optimal and has known bugs that are slow in getting addressed. Search is key on any content platform.

USE OF SOLUTION

We have had Confluence used casually inside R&D for several years, but then built DocOps using confluence at its core about 18 months ago. This rating is based on that instance (which is hosted at Contegix). We use the latest release of Confluence.

DEPLOYMENT ISSUES

No issues with deployment.

STABILITY ISSUES

Yes, but because we stressed it with an integration to Lingotek which enables real-time cloud translation and a few plugins.

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SCALABILITY ISSUES

We are constantly watching scalability and are a bit worried but believe the costs of the new Data Center version cost prohibitive.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: They seem to struggle a bit. We were having some concerns with CPU usage and heap memory. Support seemed to struggle with solving. I also felt like I really had to purchase support for $35k to get the level I really needed. Technical Support: They seem to struggle a bit. We were having some concerns with CPU usage and heap memory. Support seemed to struggle with solving. I also felt like I really had to purchase support for $35k to get the level I really needed.

PREVIOUS SOLUTIONS

No. This was a different direction from a documentation systems to confluence. Not a switch of wiki products.

INITIAL SETUP

We had help from hired services help such as K16T and others. I also think our installation was much more complex than most from what I am told.

ROI

This is a complex answer given we created an industry leading platform and way of using confluence unlike any other user.

OTHER SOLUTIONS CONSIDERED

Due to our experience using it internally and based on a review of a few free wiki's, we decided to go with Confluence so as to have only 1 product at CA.

OTHER ADVICE

Spend time figuring out the best way to maintain. Hosted vs On Premise. Also, you may need to develop new skills to install and manage the plugins.