



Atlassian Confluence

Review From A Customer



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

Review by a Real User

Verified by IT Central Station



Head of Central Applications at a tech services company with 1,001-5,000 employees

it_user211962

VALUABLE FEATURES

Configurability, modern web application, and the large community.

IMPROVEMENTS TO MY ORGANIZATION

Thorough tracking and logging of actions (Nothing gets lost), far fewer office files sent around by collaborating online, instant availability of information.

ROOM FOR IMPROVEMENT

A lot of bugs already reported to Atlassian are not addressed. Avatars must be square. Status lozenges must offer more than three colors.

USE OF SOLUTION

5 years.

DEPLOYMENT ISSUES

No issues with deployment.

STABILITY ISSUES

Yes. Both applications do not recover from loss of database server connection. Even if DB server is back online, applications need a restart.

SCALABILITY ISSUES

Up to now it performs ok. We are at 300,000 issues. Getting the impression that it will get tight now.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: As an Enterprise Customer the service is not sufficient. Our concerns are not being addressed. Active visits at our site would be appreciated to explain our issues. Technical Support: Did not need it yet.

PREVIOUS SOLUTIONS

We switched because it was the better product for a lesser price.

INITIAL SETUP

Initial setup was straightforward.

IMPLEMENTATION TEAM

In-house team.

PRICING, SETUP COST AND LICENSING

At the time it was \$8000 one off and \$4000 yearly maintenance. Atlassian forced to switch to Enterprise licenses which doubled the cost.

OTHER SOLUTIONS CONSIDERED

Mantis.

OTHER ADVICE

Be prepared that functionality of today might be changed or removed or charged separately without being asked. Bugs can be reported but are often not addressed for years. Atlassian may make major design decisions not considering their customers needs and requirements.

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