



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



Documentation Department Manager with 10,001+ employees

DocDepManager11

WHAT IS MOST VALUABLE?

Editing is convenient. We often have to edit manuals for different projects of the same software. These projects have only small differences in features.

HOW HAS IT HELPED MY ORGANIZATION?

In the past, only documentation engineers could edit the software manuals. Now, both developers and documentation engineers can edit manuals and share opinions.

WHAT NEEDS IMPROVEMENT?

It is not as professional as FrameMaker. Confluence is light and very convenient, but it is difficult to reuse the same content and its format is not as flexible as FrameMaker.

FOR HOW LONG HAVE I USED THE SOLUTION?

We have been using the solution for three years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We did not encounter any issues with stability but we have not been using it as often as FrameMaker.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We did not encounter any issues with scalability.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

We seldom used the technical support.



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HOW WAS THE INITIAL SETUP?

The setup is more complex and the developers helped to set up the environment.

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

Confluence is convenient and cheaper but not so professional. FrameMaker is for documentation departments in a large company and Confluence is for small teams or companies.

WHAT OTHER ADVICE DO I HAVE?

Ask the vendor to set up your environment if you buy Confluence.

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