



Avolution ABACUS

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



BPM Expert at a consultancy with 1-10 employees

BPMexp67

WHAT IS OUR PRIMARY USE CASE?

I worked with this solution to access the code that other people had previously worked on. This included accessing the database to assess the methodology that people had used for development. In doing so, we had to evaluate some technical aspects of this solution. We worked with an on-premises deployment.

WHAT IS MOST VALUABLE?

This product is very strong in terms of the meta-model because you can customize a lot according to the business plan. You can customize the models to use, what kinds of objects, and what kinds of attributes, so you can customize almost everything before you start the project, as well as during the project. If you face new challenges or issues then you can dynamically customize according to the business needs.

WHAT NEEDS IMPROVEMENT?

The user interface needs improvement because it is not user-friendly. They need dashboards because I think that it is really important in the market at the moment. Dashboards seem to be the solid bridge between the business and IT departments, and I didn't see anything there. The people that are going to decide to buy the product are the top management, and they are not interested in seeing the everyday operational aspects. Rather, they want to see results, which is why you need dashboards. They have an open door for integration with the model, but that's all. Integration with third-party tools needs to be improved. We did some research on this, and they have open doors with certain tools, but at least in this assessment, it was not clear how to do it. They say that you can do it, but we could not figure out how. So, this is an odd part that I think they can make more clear. I asked whether they have APIs available, or whether we had to create them from scratch, but I didn't get an answer. There is a feature called the versioning of the models, and it is not easy. It is hard because it requires a lot of technical skill to work with a model, process, or another artifact. If they want to expand in the European market then they are going to have to improve their technical support.



FOR HOW LONG HAVE I USED THE SOLUTION?

I was recently using this solution for about six months.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We had some technical problems, so I would say that the product is not stable. Sometimes a restart was required.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

I think that it is possible to scale this solution because this is what they are saying to the customers, but it is not so clear.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support for this solution needs to be improved. I am in Luxembourg, and I think that the issue is more or less in Europe. I think that they have a central office in Europe, in London, and sometimes the customer was complaining about them. Our customer had some technical problems and they did not receive adequate answers. It was taking a lot of time to get the correct answers, so I don't think that they have knowledgeable enough people in London. I think that the issues had to be escalated to the technical team in Australia, and it takes a lot of time to get responses from them.

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

I have worked with similar products in the past, including ARIS. The difference is that the customers are very happy with the support. They are based in Germany, and when the customer asks a question they get an answer very quickly. It is also a more stable product than ABACUS and does not crash as often. They can continue working, whereas with ABACUS the customers are stopping because of the crashes and they do not know what to do. To me, these are the biggest differences between these two solutions.

HOW WAS THE INITIAL SETUP?

The initial setup of this solution is a little bit complex. You can customize everything, so it is powerful, but it is not easy to do. Sometimes the customers prefer a black-box solution, where they know what they can do. In this product, the package is very open and you can do everything. On the other hand, it is not easy because you have to prepare many things first, and customize many things before you start. This is like many products and not a problem with the solution. Rather, it's so powerful that the customization requires more time and more cost to set up. I think that it would take at least a month and a half, or perhaps two months to set up a project. I don't think that it's possible to do it in less time. This is very subjective because I did not do it, but this is based on my feeling after what happened to us.

WHAT OTHER ADVICE DO I HAVE?

My advice to anybody who is researching this solution is to consider both the technical support and stability, as well as the technical aspects of the product. Based on my experience, this is not a product that I recommend at the moment. When the vendor launches a new version they should guarantee the core things are really working so that they do not have problems like this. They need to focus on what is critical and important in order to last in the market. The integration with other tools should be more open and clear, as it seems to be quite closed and proprietary. The market does not like this kind of thing. If the customers are not trusting enough then they are not going to buy the product. This is a very powerful product and it is very customizable, and the concept of the product is good, but they need to improve a lot, including the user interface. We also had some crashes when we were using this solution. This product may be easy for the IT team to use, but it is not designed for them. It is designed for business users. This is why the user interface has to be more user-friendly than it is. In terms of it being a powerful tool, I would rate it a ten out of ten. However, the user interface is very poor, which I would rate a one or two out of ten. Overall, I would rate this solution a five out of ten.