



Bizagi

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



Vice Presidente at a tech services company
with 51-200 employees

it_user248349

WHAT IS MOST VALUABLE?

Easy and quick to automate processes Short learning curve

HOW HAS IT HELPED MY ORGANIZATION?

We managed, in less than one year, to automate all administrative, financial and operational processes of our company, which operates in the technology consulting business, with a team of two professionals.

WHAT NEEDS IMPROVEMENT?

The preparation of reports within the business intelligence facilities.

FOR HOW LONG HAVE I USED THE SOLUTION?

I've used it for four years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

There were only a few.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: It needs improvement to the speed with which they respond. Technical Support: It needs improvement to the speed with which they respond.

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

We did, and we switched due to the ease of implementation and technical learning.



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HOW WAS THE INITIAL SETUP?

It was both straightforward and complex.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We implemented with in-house staff who became experts in the solution. We are now offering design services to our clients, using Bizagi BPM Suite, coupled with our consulting BPM.

WHAT WAS OUR ROI?

On the sale of licenses: 20% On consulting services generated from product use: 100%

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

The initial cost was zero. For maintenance, approximately \$3,000/year.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Intalio Oracle AuraPortal Bonita IBM

WHAT OTHER ADVICE DO I HAVE?

It is a beautifully finished product and provides an excellent cost-benefit. It solves almost all process automation needs. We are delighted with Bizagi BPM Suite and chose to act exclusively with this solution in our consulting business and BPM projects. We have achieved a great receptivity of the product our customers, and became business partners after our implementation experience and training of a in-house technical team. Pentago CRM solution Integrated with cloud systems and SAP ERP

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