



# CA Clarity PPM

## Review From A Customer



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

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## Review by a Real User

Verified by IT Central Station



Senior Manager at a financial services firm with 10,001+ employees

SeniorMa549e

### WHAT IS OUR PRIMARY USE CASE?

The primary usage is for coastal location and project management. The performance is really good.

### HOW HAS IT HELPED MY ORGANIZATION?

I think with the solution that we have enough functionality out-of-the-box. We also try to use all of that functionality because it is aligned to our methodology and the way we use it for financial purposes. However, now we are turning to my next project with a giant framework, and maybe we need some agile functionality related to that.

### WHAT IS MOST VALUABLE?

For us, in Latin America, we use bookkeeping record because we have enough out-of-the-box functionality.

### WHAT NEEDS IMPROVEMENT?

Maybe we need to bring some financial executive reports to our directors and executives. Maybe we can improve the use of Jaspersoft.

### FOR HOW LONG HAVE I USED THE SOLUTION?

Three to five years.

### WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We did have some trouble a couple months ago, but I do not know why because normally it is very stable. We did do an upgrade in the past couple of months to 15.1.



**WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

Yes, it scales well. In Latin America, we use just it alone. However, in Canada, we have another instance and they use it integrated with other solutions.

**HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

The Latin American support could be better due to the language barrier. It is also a little bureaucratic. I know we have to put in a ticket, but we need immediate support sometimes; not in two weeks time, immediate support.

**HOW WAS THE INITIAL SETUP?**

Not install, but I was involved in configuration of the limitations. It is a little complicated. A lot of fills.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

We were support by the CA team in Toronto, Canada.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

We started evaluated some tools related to PPM. CA PPM accomplished our necessities, especially for Latin America. We looked at HPE PPM. I can't remember why we did not chose them though.

**WHAT OTHER ADVICE DO I HAVE?**

Try the solution according to your necessities. Most important criteria when selecting a vendor: Big name brand Proven solutions Theories Implementations Especially the functionality in their solutions.