



CA Service Desk Manager 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



Software Engineer at a tech services company with 501-1,000 employees

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WHAT IS MOST VALUABLE?

The process automation component is incredibly valuable. It cuts down on the workload of teams, organizational and clerical work, and allows employees to be more efficient.

WHAT NEEDS IMPROVEMENT?

I would like to see not having such strict compatibility requirements when working with other applications. This is just limited to certain parts of the application, though, such as email and how it interacts with certain servers. This solution doesn't always work in the real world with company and security requirements. To clarify further, there are some parts of the application that have some inflexible settings, i.e., for the Maileater feature, you can only specify certain ports, encryptions and 1 certificate. This doesn't always play nice with the email servers. For example, what happens if the settings that CA SDM send, are not the recommended settings that the email server is expecting? Maileater is the biggest issue we've had recently, and I'd provide another example, if I could. It is an issue to keep Java up to the latest security level, as it makes working with CA SDM also a little slow, but that seems to be a universal issue with many applications.

FOR HOW LONG HAVE I USED THE SOLUTION?

The company has had the product for a while. I have only been using it for a year.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

They have two setup options. I can only comment about the advanced availability setting, which is stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

There have been no issues with scalability.



CA Service Desk Manager

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HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

The support staff is amazing and if they weren't, I would have given this solution a lower rating.

HOW WAS THE INITIAL SETUP?

I was only involved in performing a reinstall on our development environment. The setup was easy. The documentation could have been better for a couple steps, but support was able to help.

WHAT OTHER ADVICE DO I HAVE?

The product works very well when using all the recommended apps with it. I suggest using the recommended or preferred hardware and OS for the product so your life will be a lot easier.

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