



# Control-M

## 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



IT Manager at a Consumer Goods with 201-500 employees

**ITManageeb44**

### **WHAT IS OUR PRIMARY USE CASE?**

Our primary use case of this solution is to keep track of our help desk tickets.

### **HOW HAS IT HELPED MY ORGANIZATION?**

The solution helps us to make sure that help desk tickets don't go unnoticed.

### **WHAT IS MOST VALUABLE?**

I find it very helpful to be able to keep track of all our help desk tickets.

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

We don't use the program that much, so it is stable enough for us.

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

I don't think the solution is very scalable. The version we're currently using is discontinued and I haven't upgraded yet. We don't plan to upgrade soon, because we're working on our other back-office software that's more for our business.

### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

The technical support is okay, because it's an end of life product.

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

The biggest reason for upgrading what we currently have, is the workforce becoming more mobile and we need to give users easier access to submit help desk tickets. That is why we are looking for a solution that can offer this feature.

**HOW WAS THE INITIAL SETUP?**

We used a consultant for the deployment and the initial setup was pretty straightforward and easy.

**WHAT WAS OUR ROI?**

We haven't seen a ROI yet.

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

Licensing costs are around \$3000 a year.

**WHAT OTHER ADVICE DO I HAVE?**

My rating for this solution is five out of ten. It's not bad, but it's not good either. There's a lot of room for improvement and I think it can be more user-friendly. In the next version I would like to see something with integrated mobile device management so that I can keep track of software and devices, having it all in one software for our help desk. I think it would be very useful.

Learn more: [Read 20 reviews of Control-M](#)