



# HipChat [EOL]

## 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



Search CX Support Engineer at a tech company with 501-1,000 employees

it\_user530142

### WHAT IS MOST VALUABLE?

We use a robot integrated with JIRA and BitBucket, a customized robot, and hubot.

### HOW HAS IT HELPED MY ORGANIZATION?

We receive instant alerts from HipChat on iPhone. As a system engineer, we need to get the notification immediately to update tickets from JIRA and update the code from BitBucket on mobile. We could check this from email, but there are a lot of emails that we would just ignore. For HipChat, we can create a specific channel for the update. We communicate with teammates instantly within the channel, which helps us to be productive.

### WHAT NEEDS IMPROVEMENT?

What I had dealt with hipchat was integrating hipchat with our operational server (hubot + jenkins) at the backend. Thus, we could run some non-critical operation on top of the mobile, such as resource check, availability check, owner check. Due to the security reason, we should not allow to run some crucial cmd like reboot. There are some build-in feature for JIRA and bitbucket helping us to send out notification to hipchat room. Therefore, we can directly give a instant response via the room instead of sending out massive emails.

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

I have been using HipChat for two years.

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

There was some problem with the company firewall. It was not stable in some versions.



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

I did not have any scalability issues.

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

The technical support was slightly above average.

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

Before HipChat, we used Lync without a built-in robot.

**HOW WAS THE INITIAL SETUP?**

The initial setup was straightforward. The installation was simple. I did it without reading the manual.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

We evaluated Slack because it is free for basic usage.

**WHAT OTHER ADVICE DO I HAVE?**

Study customized robots for further automation.

Learn more: [Read 0 reviews of HipChat \[EOL\]](#)