



IBM.

IBM API Connect

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



Senior IT Operations Engineer at a retailer
with 1,001-5,000 employees

SenITops67

WHAT IS OUR PRIMARY USE CASE?

We primarily use the solution for distribution.

WHAT IS MOST VALUABLE?

The technical support and the user interface are good.

WHAT NEEDS IMPROVEMENT?

IBM is also a bit pricey. On top of that, they have bugs that need to be fixed.

FOR HOW LONG HAVE I USED THE SOLUTION?

I've been using the solution for over one year.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

The solution is very stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

The solution is not scalable.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is okay. I had to call once for billing. We also had a connection issue. They didn't answer very quickly unfortunately.

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IF YOU PREVIOUSLY USED A DIFFERENT SOLUTION, WHICH ONE DID YOU USE AND WHY DID YOU SWITCH?

We didn't previously use a different solution.

HOW WAS THE INITIAL SETUP?

The initial setup isn't too hard, but it's not easy either. We didn't deploy anything. We just added a gateway.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We used a local broker to assist in the implementation.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Right now, we are evaluating other options, including Axway, Apigee, and Tyke.

WHAT OTHER ADVICE DO I HAVE?

In the 2018 version, the setup is less complicated, but it takes longer. I would rate this solution eight out of ten.

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