



**IBM.**

**IBM BPM**

**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



Consultant at a consultancy with 501-1,000 employees

**it\_user105078**

### VALUABLE FEATURES

The simulator of process execution Toolkits and workspace for sharing resources Adapters for different technological environments SOA infrastructure, embedded ESB Backup (export) and restore (import) system (Snapshot) Speed and ease of deployment + governance / version management

### IMPROVEMENTS TO MY ORGANIZATION

The scenario was a process of renewal of customer contracts, the improvements were : Faster: industrialization of the renewal process with the automation of certain tasks and a clarified organization can handle a case 3 times faster. More efficient: the renewal part by weight of non-renegotiated contracts processed instantly and adjustments made possible by monitoring the real-time tasks significantly increase the capacity of quantitative and qualitative processing contracts. Less expensive: the time saved as well as automated controls in place to avoid human errors and double entry treatments are examples of significant gains.

### ROOM FOR IMPROVEMENT

The tool needs to offer more configuration options than coding options. Develop the intuitive side to reach some functionalities (help).

### USE OF SOLUTION

I used the solution for about 6 months to develop an application based on health services process.

### DEPLOYMENT ISSUES

Yes, especially integration and browser's version compatibility problems. We also had some performance issues due to the lack of technical architecture knowledge.



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**STABILITY ISSUES**

None

**SCALABILITY ISSUES**

None

**CUSTOMER SERVICE AND TECHNICAL SUPPORT**

Customer Service: Good Technical Support: Intermediate

**PREVIOUS SOLUTIONS**

Did not use any other solution

**INITIAL SETUP**

It was complex for some of us (IT but non technical profiles)

**IMPLEMENTATION TEAM**

We were the vendor team and worked with IBM

**PRICING, SETUP COST AND LICENSING**

N/A (Confidential)

**OTHER SOLUTIONS CONSIDERED**

No

**OTHER ADVICE**

Be careful about the technical architecture and migration planning/resources

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