



IBM.

IBM BPM

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



Thong Huynh

BPM Consultant at a tech services company with 51-200 employees

WHAT IS MOST VALUABLE?

I would say that I like its GUI designer the best. Using it, I have created elegant, user-friendly, and performant end-user graphical interfaces that allow end users to complete their tasks in the most enjoyable and easy way.

HOW HAS IT HELPED MY ORGANIZATION?

We implemented it on our own attendance system. Employees have been able to record hours for projects much more easily and HR can view various statistics, reports about it.

WHAT NEEDS IMPROVEMENT?

Installation and configuration could be simplified. Performance on large scale requirements could also be improved.

FOR HOW LONG HAVE I USED THE SOLUTION?

Five years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Not really. Not that I can remember.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No. Scalability is actually a strong point of IBM BPM because it is designed to run on IBM WebSphere which can be scaled up easily if required.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

IBM technical support is great. Customers can receive very good support from business partners too.



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WHICH SOLUTIONS DID WE USE PREVIOUSLY?

We did have experience with other solutions such as Appian, jBPM, Activiti BPM. We switched to IBM BPM primarily because we had customer demand for that product, and it has been that way since.

HOW WAS THE INITIAL SETUP?

Like I said, IBM BPM installation and configuration, migration, and upgrading can be a bit complex because you need to deal with a large set of data that involves databases. And product metadata always needs to be in good shape.

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

Usually, it's best for customers to start out with the Express edition to understand and see what value the product provides. Then they can upgrade to Advanced if their requirements increase and they know how to use the product properly. Starting out with Express can also help reduce the cost for adopting the product.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Yes. Appian, jBPM, Activiti BPM, Camunda, Bonita BPM, Pega BPM.

WHAT OTHER ADVICE DO I HAVE?

This product is fully capable of enabling organisations to achieve business process improvement goals. Although, like any software project, IBM BPM can fail if you're not doing it right. You must have business buy-in before a BPM project can start. A BPM project will be more likely to be successful if executives understand and appreciate the value it can provide. Also, you need a strong partner to help with the technical stuff; building up a satisfactory IBM BPM solution requires skill.

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