



IBM.

IBM BPM

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

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BharathiRaja

Application Development Team Lead at a tech services company with 10,001+ employees

WHAT IS MOST VALUABLE?

The process creation Task creation User management Task allocation Rich UI and third party integration The above features have helped me to build a successful application.

HOW HAS IT HELPED MY ORGANIZATION?

It has reduced the time a human spends in completing the jobs using spreadsheets and other traditional methods.

WHAT NEEDS IMPROVEMENT?

There are a few areas, like triggering mechanisms, externally exposed variables, and changing its values, which need to be revisited, as they do not sometimes function properly. However, this is a rare scenario.

FOR HOW LONG HAVE I USED THE SOLUTION?

Seven years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

No, it is highly stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

I would give their technical support an eight and a half out of 10 as a rating.



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WHICH SOLUTIONS DID WE USE PREVIOUSLY?

No, I did not previously use a different solution.

HOW WAS THE INITIAL SETUP?

The initial setup is quite simple and user-friendly to perform.

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

I am unclear about the pricing and licensing as I do not deal with such matters. I only develop things from the tool.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Not applicable to me.

WHAT OTHER ADVICE DO I HAVE?

If you are looking for a product which should be capable of handling SOA principles, third-party integration, and effective user management, I highly recommend this product for you.

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