



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



Integration Architect at a financial services firm with 1,001-5,000 employees

Integrat9027

WHAT IS OUR PRIMARY USE CASE?

We've been using BPM for most of the enrollment process, for banking, infrastructure, the financial side. So we've been using BPM to improve our business management process. Performance so far has been pretty good. We've been using for almost five years now. A lot of auditing is in there, so we're pretty good with it. We will be using the automation product, that's a new version, I think. These are new things we just learned about it. So we'll be discussing that more now.

HOW HAS IT HELPED MY ORGANIZATION?

The audit functionality. IBM BPM has had an impact on our ability to change or update our processes in a good way. We have improved our process with it.

WHAT IS MOST VALUABLE?

The business process management, where we can avoid lot of paperwork.

WHAT NEEDS IMPROVEMENT?

I'm more on the infrastructure side, not on the development side of it. So I'm not sure I can answer this. It's scalable right now from the infrastructure perspective. But I'm not sure of the development side of it. I'm not a developer.

FOR HOW LONG HAVE I USED THE SOLUTION?

Three to five years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

The latest versions have been more stable. Initially, we were using older versions. With the latest version it is more stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

It's pretty good. I would rate it eight or nine out of 10. I'm not sure if we've seen ROI as a result of implementing BPM.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

It's pretty good. We've been on calls with IBM. We have a technical account manager, so it's pretty good. I can almost rate it 10 out of 10. Good relationship.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

Mainly for auditing purposes, and security concerns. That's why we started using the BPM tool. When looking at vendors, we do a PoC with them to find out their support structure, etc.

HOW WAS THE INITIAL SETUP?

I was not involved in the initial setup. It was done in-house.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Right now we're looking at BP3.

WHAT OTHER ADVICE DO I HAVE?

On the infrastructure side, I'd rate this a 10 out of 10. I would recommend this solution, it's a pretty stable, good environment and platform for business process management.