



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



Development Manager at a financial services firm with 10,001+ employees

Developm478d

WHAT IS OUR PRIMARY USE CASE?

Implementing and automating business workflows. We use it for automating certain processes which previously took a lot of time for agents to set up different products for customers. They would have to enter a lot of different systems. This has now mostly been automated. It is running okay, though we have experienced a little instability lately.

FOR HOW LONG HAVE I USED THE SOLUTION?

One to three years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We have been experiencing bad performance and instability.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We can scale by increasing the infrastructure which is currently running.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

We are receiving good assistance from the technical support.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

We previously used the very early workflow engine from IBM. IBM BPM is a more modern tool than what we used before.

HOW WAS THE INITIAL SETUP?

The initial setup was a combination of straightforward and complex.



[Read 36 reviews of IBM BPM](#)

WHAT ABOUT THE IMPLEMENTATION TEAM?

We implemented with IBM's help.

WHAT OTHER ADVICE DO I HAVE?

Contact IBM and let them help with the process.

[Read 36 reviews of IBM BPM](#)