



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

Merrill Higginson

WHAT IS OUR PRIMARY USE CASE?

As a bank, any business processes which run on it: A treasury application A lost and stolen credit card application New accounts, etc. There are many use cases that are now administrated through one BPM processor. It has performed pretty well. One of the concerns, which is a question of our processes more than the product, we like to do a monthly release cycle and that is not fast enough for some people. Therefore, we have created a separate BPM that we call our DevOps box, which allows them to update it anytime they want. This is in production. We use it as a combination of machine processes and human processes. There is a workflow, then somebody kicks it off and enters the data. Some decisions are made automatically, and other decisions are made by human beings. Just the mix of these two makes it a good combination. We are incorporating ODM to some degree.

HOW HAS IT HELPED MY ORGANIZATION?

We are creating a new box because we have all these forms. They have to be signed, therefore we have not been able to take advantage of the ease of deployment. However, we now have separate boxes, which do not need all the same approvals in order to get something into production. You can just put it in whenever you need to.

WHAT IS MOST VALUABLE?

I like the Process Center. I can go to one place and view what all the environments are doing, the ease of deployment, etc.

FOR HOW LONG HAVE I USED THE SOLUTION?

One to three years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Stability is good. We have had a few problems, but IBM has helped us to resolve them. We had a weird problem that whenever the database would go down, even for a few seconds, it broke the connection. It would not come back up as it was supposed to. However, working with IBM, we were able to figure out a fix, then it came back up, even after an interruption of the database.



[Read 36 reviews of IBM BPM](#)

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Scalability is good. In the time that I have been there, we have added more JVMs to help with the increased workload, so it does scale.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is good. They are very responsive. It is usually me who takes more time to get back to them than they take to get back to me, which is good.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

We did use Oracle for a little while, but we did not like the Oracle BPM product. IBM BPM allow us to streamline manually processes.

HOW WAS THE INITIAL SETUP?

I have been involved in the setup of this new box (DevOps). I installed and configured it, but I did not do the original install. I did the new install, which was complex. However, the documentation is good, and we did it pretty much without incident.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We did the implementation directly with IBM.

WHAT OTHER ADVICE DO I HAVE?

Try it out on a small scale. Do one project which is relatively simple, then work out the bugs this way. Do not try to put too much in it at one time. Most important criteria when selecting a vendor: We are a bank, so security is extremely important. We are looking for someone who is going to be here a year from now, and someone who will support us. The number one thing is support. If we are down, we want somebody helping us now, because we can't be down.

[Read 36 reviews of IBM BPM](#)