



**IBM.**

**IBM BPM**

**Review From A Customer**

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

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## Review by a Real User

Verified by IT Central Station



Associate Director at a tech services company with 11-50 employees

**Associat8021**

### **WHAT IS OUR PRIMARY USE CASE?**

We use it for human resources and insurance companies, who use it for their recruitment processes. It has been performing well. Our clients use it for recruitment. There is a big recruitment process for each department. When they recruit somebody, the IBM BPM solution has a work process: If he is commercial, rent him a car or a phone. If he is only technical, there is a process to have a desk or a laptop. We use BPM in conjunction with IIB, IBM Integration Process.

### **WHAT IS MOST VALUABLE?**

It provides value. Reduces time. Simplifies processes. Names are correct during the recruitment process.

### **WHAT NEEDS IMPROVEMENT?**

We need process monitoring. It is somewhat complex to monitor all the processes which work.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

Stability is perfect.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

Scalability is perfect.

### **HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

We have not used IBM technical support.

### **WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

Our clients were previously using Excel sheets for processes. It has changed their whole life as now the processes are all automated.



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### **HOW WAS THE INITIAL SETUP?**

It is easier than WPS, which used to be the BPM product. IBM BPM is easier to implement, easier to deploy, and easier for the business people in the company to use the processes.

### **WHAT ABOUT THE IMPLEMENTATION TEAM?**

We implement the solution on behalf of our clients.

### **WHAT WAS OUR ROI?**

Previously, there were human errors when they entered names. Sometimes, when they ordered a laptop for somebody, they ordered it two times because the first time the system did not acknowledge the order under the incorrect name. Then, they did not know it when through and received two laptops. They ended up having to return one of them, and this had a cost. This is why the product's ROI is so quick.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We help our clients select three products, then afterwards we work with them to select a solution. Other than IBM, our clients often choose Bonitasoft, which is an open source product, and TIBCO BPM.

### **WHAT OTHER ADVICE DO I HAVE?**

Most important criteria when selecting a vendor: A proof of concept Our certification of IBM products Our added value on these solutions Other customers' recommendations.

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