IBM.

IBM BPM

Review From A Customer

IBM. **IBM BPM**

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

Review by a Real User

Verified by IT Central Station

Managing Director at a tech services
company with 51-200 employees

Md8140

WHAT IS OUR PRIMARY USE CASE?

It allows for model-driven development, easy to use drag and drop type configuration, integrations, reporting, etc.

HOW HAS IT HELPED MY ORGANIZATION?

The main business benefits, at the highest level, are to improve the customer experience and operational efficiency. Sometimes, you can't do one without the other. I am trying to improve how customers interact with organizations. These days, everybody has many channels through which they arrive. For example, even in this day and age, a lot of very large companies have siloed operations across channels, which leads to a disjointed customer experience. We use it as a client workflow platform, because it is designed for improving client-facing and internal processes. There are other uses for the platform: rapid application development, low code development, and high performance application.

WHAT IS MOST VALUABLE?

As soon as you go live, you have a bunch of changes right on the back of it. Those changes will go live in two to four weeks. It will continue to keep up with the changing needs of the business. That is the strong value proposition of BPM. It's not a one-time automation.

WHAT NEEDS IMPROVEMENT?

The user experience, while it has improved, should continue to improve. It should stay on that trajectory. These days, we are all spoiled by applications, like Amazon and Facebook, and stuff we are using in our day-to-day lives. We expect the same experience from enterprise applications as we do from consumer applications. Some of the companies which are leading the charge have minimized the gap of customer experience from consumer to enterprise. IBM and its BPM platform is moving in this direction. It still need to improve, but it's getting there.

FOR HOW LONG HAVE I USED THE SOLUTION?

More than five years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

It is very stable right now. We have seen nothing but amazing results over the last six years.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

I have yet to come across a use case where scalability was an issue.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

We don't use their support. We have our own IBM experts who are certified and have years of experience.

HOW WAS THE INITIAL SETUP?

The initial setup is very quick.

WHAT ABOUT THE IMPLEMENTATION TEAM?

Most of our projects take about three people and are done in three months.

WHAT WAS OUR ROI?

BPM is good when used for the right use cases. I will not use BPM for a trading desk that's making split-second decisions because that is not the right use case for it. When you use it for the right use cases (e.g., a loan origination process for a bank, claims processing for an insurance company, or a healthcare provider accepting a claim and settling it), processes which typically range from hours to weeks, then when you apply BPM, you bring the processes down by an order of magnitude to minutes to hours, respectively. Those are the right use cases for BPM. There's no performance issue if you use it the right way. Our customer continue to use the product over time, which is the best indicator that they are seeing ROI from the product. It has a low cost to implement. You'll get your money back in the same year that you complete the project.

WHICH OTHER SOLUTIONS DID I EVALUATE?

One of its competitors is Appium.

WHAT OTHER ADVICE DO I HAVE?

If you're not leveraging these types of technologies, you're missing out.

Learn more: [Read 35 reviews of IBM BPM](#)