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

Principal Consultant at a tech services company

Nick Laughton

WHAT IS OUR PRIMARY USE CASE?

A good portion of our customers are in the financial services industry, so back office processing related to financial services.

HOW HAS IT HELPED MY ORGANIZATION?

The main benefits would be getting previously undocumented processes under control, improving efficiency, eliminating redundant work, and a few of them being able to achieve some sort of compliance requirement. Our customers use the solution as a workflow platform to manage their processes. They typically model processes with human and system activities. Then, they use the workflow engine to coordinate those activities making sure work progresses, providing visibility metrics and tracking. With a regional bank, they used it to update some of their back-end processes for their credit division. It definitely enabled them to change their processes and become more efficient. We have used it in conjunction with operational decision manager, in several cases.

WHAT IS MOST VALUABLE?

Visualizing the process.
Quickly build a solution.

WHAT NEEDS IMPROVEMENT?

Better integration with other products in the automation suite; easier to integrate with IBM's Operational Decision Manager and content management system.

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WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

It is stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Scalability is very good provided you bear it in mind during implementation phase. It's possible to do bad things that will affect you later with scalability.

HOW WAS THE INITIAL SETUP?

The initial setup is fairly complex. Luckily, we have a few people in our company that know how to do it. It is just a question of having the right resources. We implemented the solution at the right time for our company and customers.

WHAT WAS OUR ROI?

Our customers do see ROI. They'll identify some particularly painful or uncoordinated processes to start with, then build out from there, picking off low hanging fruit.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We are purely IBM. However, we do run into Pega BPM when we are evaluating BPM solutions.

WHAT OTHER ADVICE DO I HAVE?

I would recommend IBM BPM. It comes down to the speed of implementation: How fast can we build something which our customers can use in their business and run with.

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