

The IBM logo, consisting of the letters "IBM" in a bold, sans-serif font.

IBM Business Automation Workflow

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



General Manager at a tech services company with 1,001-5,000 employees

Graham Wallis

WHAT IS OUR PRIMARY USE CASE?

The use case is a wide range of things. We have implemented it from standard claims automation to getting your video from the studio to air, removing it from Netflix and things of that nature. Anytime there are business processes, business rules, and you need distinguishing workflows between users, that's where the DBA platform accelerates.

HOW HAS IT HELPED MY ORGANIZATION?

As a partner, we do a lot of finance and healthcare industry. We support the entire back office operations for a \$111 billion brokerage. Anything from IRA contributions to distributions to money transfers to wires. Anything like that is all done by DBA.

WHAT IS MOST VALUABLE?

IBM has spent a lot of time on the connections between the rules engine and its other product, the core BPM platform. They've really centralized the suite as one offering now. That's something that should have been done a while ago but is something that's a real big game-changer for them. It is the only product that includes capture content management and a process suite, as well as rules in RPA.

WHAT NEEDS IMPROVEMENT?

The main areas which need improvement are specifically around reporting and analytics. The analytics suite is limited in this regard. I know they're working on something, but it's still a ways away. I'm waiting to see what they come out with on that.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

The product is extremely stable. Obviously, there is always performance tuning and things that happen over time. Usually, if there is any major issue, it's usually the database's fault, but the impact of it is that your product goes down. You have to monitor the database and that is the area which people often forget to do.

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WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

It's scalable. Right now we're running 10 million transactions a day.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

I work closely with the support team. There are varying levels of quality of support between Level 1 and Level 2. Once you've worked with support and know how to build a package of what they're looking for, it's very quick and easy. It's more about making sure that you have the package ready: All the logs and the other things which are important. If you don't have the package, you're going to spin your wheels for a bit.

HOW WAS THE INITIAL SETUP?

Over the years, the setup has become straightforward. Back in the day, it was complex. With the move to containerization, it will become a lot more straightforward. You're just going to be spinning up containers.

WHAT OTHER ADVICE DO I HAVE?

I rate it at nine out of ten. There's always room for improvement. I've used the product for many years now so I appreciate the power of the tool.

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