

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

IBM Cognos

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



Solution Architect with 51-200 employees

it_user185781

VALUABLE FEATURES

Good mix of abilities for reporting for both technical and non-technical users.

IMPROVEMENTS TO MY ORGANIZATION

Dashboarding presentations of key metrics.

ROOM FOR IMPROVEMENT

Ability to easily manage source code and environment deployment Pricing model is frequently changing and hard to manage
Maintenance fees were based on a percentage of the base cost, not the discounted price we paid which was a surprise the first year

USE OF SOLUTION

Five years - Cognos BI 8 and 10

DEPLOYMENT ISSUES

Because the configuration options are wide, there are typically minor issues with an installation.

STABILITY ISSUES

Not once it is configured correctly.

SCALABILITY ISSUES

No issues encountered.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 6 out of 10. Technical Support: 6 out of 10.

PREVIOUS SOLUTIONS

Previous solution was built on an old technology and updates continue to be built over the same engine rather than an updated technology. Caused issues with programming.

INITIAL SETUP

Complex, many options and variations available which is both good and bad.

IMPLEMENTATION TEAM

Through a vendor. Very good expertise.

OTHER SOLUTIONS CONSIDERED

Brief evaluation of other products, selection was based on discounted pricing at year end and high rating from Gartner.

OTHER ADVICE

If you don't have staff with previous experience in this product, it's worth engaging a partner you help you with installation and configuration options, training and early implementation.

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