

The IBM logo, consisting of the letters "IBM" in a bold, sans-serif font, is positioned in the upper left quadrant of the page. The background features a decorative pattern of overlapping, semi-transparent blue hexagons of varying shades, creating a geometric, crystalline effect.

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



BI (Cognos) Developer at a pharma/biotech company with 501-1,000 employees

it_user191655

VALUABLE FEATURES

Jobs Schedules Auditing Report Studio

IMPROVEMENTS TO MY ORGANIZATION

Cognos gives a consistent single source answer for many users to retrieve easily. It allows for prompted value, so many questions can be answered.

ROOM FOR IMPROVEMENT

Auditing the SQL to determine if there are any particularly slow points. Also allowing jobs to send email notification when complete with links to all the reports within the email.

USE OF SOLUTION

Seven years.

DEPLOYMENT ISSUES

There are always some errors, but typically user errors.

STABILITY ISSUES

It is pretty stable, but bad queries can cause problems.

SCALABILITY ISSUES

No issues encountered.



[Read 11 reviews of IBM Cognos](#)

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 6/10 as they usually get back quickly but rarely have a solution. Technical Support: 6/10

PREVIOUS SOLUTIONS

I used MicroStrategy before, but I changed jobs because Cognos is a bigger company and would have more job opportunities.

INITIAL SETUP

It is pretty straightforward. It doesn't take an expert to set up, but consultants will try to make it seem more complex than it is.

IMPLEMENTATION TEAM

We used a vendor team. They talked a good game, but I would rate them at a 6/10.

ROI

Don't know, but it's not cheap.

OTHER ADVICE

It's not as good a MicroStrategy for data analysis, but better for static reporting.

[Read 11 reviews of IBM Cognos](#)