



IBM.

IBM FileNet

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



Solutions Architect at a financial services firm with 5,001-10,000 employees

Solution4311

WHAT IS OUR PRIMARY USE CASE?

Document storage and workflow.

HOW HAS IT HELPED MY ORGANIZATION?

It improves the usability throughout the enterprise. We are able to find the proper documents which are needed for business processes.

WHAT IS MOST VALUABLE?

The scanning automation piece. Being able to capture documents for retrieval.

WHAT NEEDS IMPROVEMENT?

There is always room for improvement. The pieces that I have been looking for are becoming available. I am learning they are either on the roadmap or already been released. I am just not in a version of software that is capable of using it yet.

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 and reliable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

I was a consultant for 15 years and had several customers, who I thought were large at the time, until my current employment which by far dwarfs it. So, the capability and the size are definitely scalable. I have seen from tiny installations to my current library, which is 1.5 billion documents and petabytes of data.



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HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

The technical support at IBM is knowledgeable and responsive.

HOW WAS THE INITIAL SETUP?

The initial setup is complex. Though, it is straightforward for me since I have done it for so many years. It is complex because there are several pieces of software that have to be installed in the right order to make it work alright.

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