



IBM.

IBM FileNet

Review From A Customer

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

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User at a healthcare company with 10,001+ employees

Reviewer8e92

WHAT IS OUR PRIMARY USE CASE?

We use FileNet to store all the medical records and information for a patient. We have business users utilizing it in the whole organization for medical records.

HOW HAS IT HELPED MY ORGANIZATION?

I work in information systems now. However, regarding the emergency medical records, research, and other parts of the organization, FileNet lets us have all these records maintained smartly and securely. Mostly, we can use this information in the future for research, if we ever want into AI solution or if we wanted to look for new ways to look at cancer, then it is all there. The solution provides ease of access. It has affected the decision-making in our organization. FileNet lets us store everything there for compliance. There is something legally about us not being able to delete stuff.

WHAT IS MOST VALUABLE?

The taxonomy is its most valuable feature. Everything is hierarchical and has properties. I am doing practical coding. Therefore, I am very happy that they have extensive Redbooks and demos with the FileNet API. It is really usable. There is a lot of support for it. You have the online components to trawl through the storage. I have a lot of fun with it.

WHAT NEEDS IMPROVEMENT?

I did hear that maybe there are some errors in relationship to another product that they offer, like SmartLock. There is something going on there which is not good.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

It is stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

It is scalale.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

There are a lot of Redbooks, and there is the IBM knowledge that is sent there. There are some more obscure errors that get thrown when I'm coding, because I'm bad. All in all, the tech support is really good. They have a lot of support.

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We were using image services. Now, we are migrating to FileNet. Therefore, we are storing patient records, so they can be used in research.

HOW WAS THE INITIAL SETUP?

I know it took them seven months to convert, so the initial setup was, probably to some degree, complex.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We used enChoice for the deployment. Our experience with them was good.

WHAT WAS OUR ROI?

It has reduced operating costs. We went from paper to image services to FileNet. We did that because it was cheaper and better. The solution has saved us time.

WHAT OTHER ADVICE DO I HAVE?

I would recommend choosing IBM. Go for it. It is not like there is a better alternative. The automation that we are doing right now is to check that all our systems are up and working. I wrote a program in C# which touches a whole bunch of boxes and services. It does a whole bunch of actions against FileNet that checks everything is going correctly. It saves us time and effort, and it works. I know that they're releasing FileNet 5.5.3 at the end of the month, but I don't know what is in it.

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