



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



System Tech Oracle Database at a comms service provider with 10,001+ employees

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WHAT IS OUR PRIMARY USE CASE?

We are using this product in Beijing. It is a good product to use. Our team programmed an automation workflow to use with it.

HOW HAS IT HELPED MY ORGANIZATION?

Our upper management encourages us to use this solution with automation. It has increased our productivity.

WHAT IS MOST VALUABLE?

It is easy to use. You can put everything in it, such as, documents. It is really easy to access and pretty easy to set up.

WHAT NEEDS IMPROVEMENT?

My colleague and I have a lot questions about the Datacap related stuff.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have been using this solution for 10 years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

While the stability is pretty good, there sometimes can be issues with the database connections. FileNet has too many outages because things are broken in the database.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

There are some issues when contacting technical support. It is not a very satisfying experience.



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

The company had a training session and decided based on that to implement the solution.

WHAT WAS OUR ROI?

It has saved time for us.

WHAT OTHER ADVICE DO I HAVE?

I attended the tech track at the IBM conference. We have not integrated this solution with other solutions.

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