



IBM.

IBM MQ

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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Power System Specialists at Fiserv

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WHAT IS MOST VALUABLE?

It can do messaging throughout multiple platforms. That's the major benefit for MQ. At the same time, we use it quite extensively to do messages between the iSeries and the mainframe.

HOW HAS IT HELPED MY ORGANIZATION?

The amount of transactions: You don't have to send a file down. You just send the messages; whatever the transaction is. It's going to be much more effective and more trackable.

WHAT NEEDS IMPROVEMENT?

It's pretty good right now the way it is. I don't know whether it is available with the new features, but in the older versions, I remember, to test a queue, you actually had to call an API to send messages back and forth. If that would be a one-command scenario like on the iSeries, instead of me calling the API, sending a message and receiving it, I would like to have something like that. I don't know if MQ's new features support something like this.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Stability's pretty good. I haven't had any issues. Although, in clustering, you have to know exactly what you're doing. Otherwise, your cluster will be out of whack a little bit. Otherwise, it's stable. It's very stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

You can scale it anywhere.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

I have not really used technical support in the last year. When I did, I've had experiences with channels not starting up, either due to connectivity issues which turned out to be either network-related. The messages are really clearly defined and errors are logged, so we referenced that and based on that, we took action. When we do contact technical support, they're excellent; 5/5.

HOW WAS THE INITIAL SETUP?

Because I had worked with it before, initial setup wasn't that bad. If I look at myself at the beginning, when we wanted to set it up, I actually went and took a course before setting it up. Especially on the iSeries side and all the communications, you have to get familiar with all the terms and terminology that are being used on the application. Once you know that, then setting it up is not a big deal.

WHAT OTHER ADVICE DO I HAVE?

It's very easy to set up, it's very stable and it's trackable. MQ is a really good tool to be able to send messages back and forth between multiple platforms. If they're looking for a solution for sending files across, they can actually use MQ to send the messages across. I haven't given it a perfect rating because there's always room for improvement. The most important criteria for me when selecting a vendor to work with is being strong and supporting it, and being there for a number of years, so I don't have to worry about an unsupported product. We use it mainly on iSeries and mainframe, so I'm not really involved in using MQ to connect across cloud, mobile, and devices as part of the intranet of things.

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