

The IBM logo, consisting of the letters "IBM" in a bold, sans-serif font.

# IBM Operational Decision Manager

## Review From A Customer

## **IBM.** IBM Operational Decision Manager

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

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### Review by a Real User

Verified by IT Central Station



Executive Director Business Process at athenahealth

**Brian Schramke**

#### **WHAT IS OUR PRIMARY USE CASE?**

It is to drive our rules engine for our revenue cycle. We are just signing the contract and migrating to it now.

#### **HOW HAS IT HELPED MY ORGANIZATION?**

Its ability to untangle hard coded rules and put them in a more manageable structure.

#### **WHAT IS MOST VALUABLE?**

Its ability to use decision tables to codify the rules and manage them better.

#### **FOR HOW LONG HAVE I USED THE SOLUTION?**

Trial/evaluations only.

#### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

We are still testing and figuring it out.

#### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

We have not contacted technical support yet.

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

We have a homegrown solution. We are switching because it is not scalable nor performing as well as we would like it to.

#### **WHAT WAS OUR ROI?**

It will definitely improve the cash flow of our clients, thereby it will improve the cash flow to us.

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### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

I came in at the very end of the decision-making process and do not know who was evaluated.

### **WHAT OTHER ADVICE DO I HAVE?**

Most important criteria when selecting a vendor: Scalability The ability to migrate away from having developers be the only ones able to create rules. The ability to free up our resources to look for other sources of rules which currently are not an effective aid.

Learn more: [Read 10 reviews of IBM Operational Decision Manager](#)