



**IBM.**

# IBM Rational DOORS

## Review From A Customer

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



Business Analyst at a financial services firm with 10,001+ employees

it\_user298710

### VALUABLE FEATURES

The most valuable features were the structural flexibility of the documents and ability to specify the type of link between them. It was possible to organize a group of collections within a project, a group of modules together in a collection and a group of artifacts together in a module or a variation of that. Additionally, it was easy to design links to any of the previously mentioned entities in a variety of defined relationships.

### IMPROVEMENTS TO MY ORGANIZATION

This product improved the amount and accessibility of formalized documentation surrounding business processes. It also helped bridge the gap between business and technical documentation requirements which was a priority when trying to rebuild our CRM system using vendors in several different time zones.

### ROOM FOR IMPROVEMENT

In the future, I would like to see a better interactive table of contents or index page that updates in or close to real-time. As the repository grows, it becomes harder and harder to keep track of all the moving parts that contribute to the system as a whole.

### USE OF SOLUTION

I used Rational DOORS for approximately nine months during 2014 on a fairly consistent basis.

### DEPLOYMENT ISSUES

The predominant issue that was encountered was connecting Rational DOORS to Rational Software Architect. Although these two products were meant to work in conjunction with each other that never came to fruition. The result was creating a workaround by saving image files that couldn't be automatically updated and caused the database to time out as the repository grew.

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### **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

I would not rate the level of customer service and technical support very highly. Response times were high and self-serve help via their website was hard to follow for non-technical users.

### **PREVIOUS SOLUTIONS**

No previous solution was used.

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