



IBM.

IBM Rational Quality Manager

Review From A Customer

IBM. IBM Rational Quality Manager

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

Review by a Real User

Verified by IT Central Station



Senior Analyst at a healthcare company with 10,001+ employees

Shuchita Tripathi

WHAT IS MOST VALUABLE?

Ease and clarity of the tool when using it. Easy web-based administration. Highly customizable Rational Quality Manager (RQM) when used with other CLM tools (provided by IBM) gives great traceability features. Latest features include versioning of testings which can be great when used for multiple releases of a product.

HOW HAS IT HELPED MY ORGANIZATION?

Instead of writing test scripts, we now use a tool which makes managing extremely easy. Testing can be linked with requirements, which makes traceability very easy.

WHAT NEEDS IMPROVEMENT?

Integration capabilities with other vendors' tools should improve.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have used it on and off until now (from 2011).

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Yes, there are some bugs present in almost every release.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Excellent. You always get the proper response.

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WHICH SOLUTIONS DID WE USE PREVIOUSLY?

No.

HOW WAS THE INITIAL SETUP?

Setup is pretty straightforward. It can be a little too much for beginners, but the steps are not complex.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Never got involved in pricing, however the licenses of these tools (the whole CLM package) is very costly as compared to other vendors' tools.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We evaluated the whole package - IBM CLM, HPE ALM, and Microsoft TFS.

WHAT OTHER ADVICE DO I HAVE?

This tool would be great if it was used with a package (IBM CLM, includes DNG, RQM, and RTC, as major tools).

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