



Information Builders WebFOCUS

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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User

reviewer957297

WHAT IS OUR PRIMARY USE CASE?

Overtime; Transaction Times; Wait Times; State Stats Data Use AppStudio to create reports, deploy it to the portal.

HOW HAS IT HELPED MY ORGANIZATION?

The tool helps in planning and management, decision making and optimizing resources, analyzing data and coming up with an excellent report presentation.

WHAT IS MOST VALUABLE?

All features are awesome and helpful in so many ways. Predictive analytics is a great tool. ReportCaster is cool too.

WHAT NEEDS IMPROVEMENT?

Making it more user-friendly and providing good documentation as user reference guide, online guides, etc.

FOR HOW LONG HAVE I USED THE SOLUTION?

One to three years.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

The customer service and technical team are very knowledgeable and respond promptly to requests, email or phone calls. Always are very helpful and courteous.

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

No.



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HOW WAS THE INITIAL SETUP?

Technical support does all that. Very prompt responses to requests.

WHAT ABOUT THE IMPLEMENTATION TEAM?

Exceptional level of expertise of vendor team.

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

It is very scalable and caters to business needs of any type.

WHICH OTHER SOLUTIONS DID I EVALUATE?

No.

WHAT OTHER ADVICE DO I HAVE?

The product is very stable. Customer service is always available and is exceptional.

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