



# LinkRunner

## 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



Network Engineer at a tech services company with 1,001-5,000 employees

**Nader Alkahtani**

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

Solid body: Network engineers and technicians need devices that have hard bodies because they might drop it, pick it up with other equipment and so on. Authorized: It is stable and I am used to its reports. If you need to validate a cable, you can just calibrate it with a one-meter cable, and then test any cable again. Long-life battery

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

It helps me because I don't have to call another technician.

### **WHAT NEEDS IMPROVEMENT?**

No touch screen It doesn't support USB flash storage It doesn't support WiFi

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

I have been using it for about two years.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

Deployment was very easy. I did not even need a manual.

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

I never had any stability issues.

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

I have not encountered any scalability issues.



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**HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Customer Service: I rate customer service 80/100. Technical Support: I rate technical support 80/100.

**HOW WAS THE INITIAL SETUP?**

Initial setup was very easy.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

An in-house team implemented it but I use it for my work.

**WHAT WAS OUR ROI?**

We have achieved an ROI of 90%.

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

It is very expensive.

**WHAT OTHER ADVICE DO I HAVE?**

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