



Micro Focus ALM

Review From A Customer

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

Review by a Real User

Verified by IT Central Station



QA Tester at a comms service provider with 1,001-5,000 employees

it_user270912

VALUABLE FEATURES

The most useful are the requirements repository, the ability to link requirements to test script steps, and the use of traceability matrix reporting.

IMPROVEMENTS TO MY ORGANIZATION

Houses requirements and testing with approvals all in one place. Signature approval capability was very useful.

ROOM FOR IMPROVEMENT

It could be better by incorporating more spell checking and word processing functionalities in steps. Also, it could be more user friendly to "call" other scripts.

USE OF SOLUTION

I have used the latest version of ALM for about four years, but I have used all previous versions going back to 2001 through to today.

DEPLOYMENT ISSUES

No issues encountered.

STABILITY ISSUES

No issues encountered.

SCALABILITY ISSUES

Mostly with the blocking of users when the license limit was reached.

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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: It's 5/10 as our own resources were more useful at solving issues. Technical Support: It's 5/10 - our own resources were more useful at solving issues due to time constraints with responses.

PREVIOUS SOLUTIONS

We did not have a previous solution. This was our first solution.

OTHER ADVICE

Make sure it is easy to use for your roles. If you have technical people, other solutions may be better (like resources with VB expertise, etc.). Make sure you implement it as organized by system functionality, not by project. My current company is just starting to use it, and they keep copying test plans for each project instead of reusing original test plans, which is a waste of time and resources.

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