



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



Senior Manager Assurance Quality, Tests, and Environnements at a financial services firm with 10,001+ employees

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WHAT IS MOST VALUABLE?

With HP ALM, I think it's the fact that it's self-contained application so we can do everything inside the application. We only need to use this one tool. The availability and the fact that HPE people want to help is something that I appreciate because they are with us, they try to help, they try to understand what we need and they act accordingly.

HOW HAS IT HELPED MY ORGANIZATION?

I think it sells because it's HP ALM. It's because it's a collaboration tool. It helps everybody collaborate within a project and because of that I think we save time and we have less difficulty making sure that everybody is aligned.

WHAT NEEDS IMPROVEMENT?

The tech support is sometimes not clear when you speak to them.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We had some issue before but now its been fixed. It's because we migrated from an old version and we went to a new one. That created a couple of issues but now it's solved. We need to go to another version so it will be another challenge, but we're working with HPE to understand the best way to do it.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We've had no issues scaling it for our needs.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

It's good but we need to manage exactly what we need from them. Sometimes on the business side it's not clear enough. When it's not clear we don't have the results we need. The next time we need to make sure to correctly define our needs and involve them in that way.

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

We didn't use any other solution previously.

HOW WAS THE INITIAL SETUP?

It's not straightforward because for us it was because it was an upgrade of the infrastructure as well. So at the same time we changed the server, we also changed the infrastructure. It was not because of the product itself, it was more linked to what we needed to do at that time.

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