



Micro Focus ALM

Review From A Customer

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Review by a Real User

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Senior manager IT at a transportation company

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WHAT IS MOST VALUABLE?

All the modules that we have in ALM, one of them is the test module. No better tool in the market than ALM because the foundation is what you see, it's been in the market for so long. I really like the test module. But it's not only limited to the test module. It is the entire application that's a management tool. So we use it for requirements as well. And the link is between your requirements and your test waves and test plans, and everything is in there. So it's a pretty good tool.

HOW HAS IT HELPED MY ORGANIZATION?

If you don't use any tool to manage your application people will - like some teams we have who use Microsoft Word documents to do their requirements, and Excel sheets to plan their test cases, and write the test case and then execute and store it. In the long run, that is not going to be helpful because this is a structured way of exhibiting your development. That is what had been missed. So when we started using ALM in our organization - we'd been using QC for so long - when we finally started using ALM and we tied the requirements module to the testing module, that definitely benefited. It's because we can show a lot of data in there and now we can link to some 15 years of back data. Most of the applications are there from so long, so we still need to do the core functionality test. But we don't need to redesign and we don't need to search for Excel sheets. We know exactly who ran it, when they ran it, how the execution happened.

WHAT NEEDS IMPROVEMENT?

We do have some suggestions on reporting. Most of the time we need to download data and then we create reports ourselves. If there was a little bit better reporting available that would be great. The reporting is the one thing that we definitely want them to do more on.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

Yes and no. Once in a while we'll have some bugs and they will fix them, but other than that it's pretty stable. We have assessed ALM right now to be pretty stable. I don't see too many things that are missing in ALM right now.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Scalability is good. So far we have not had any issues with scalability. For the last three years we were using it as SaaS. Before that, for a while we had on-prem, but after moving to SaaS we have never had any problems. We run around 300 projects, we have about 100 projects which are light. We've got, at most, 100 users at any given time.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

We've used it multiple times. One of the reasons is the SAP tab. There is this plug-in that connects with SAP, and whenever we do an upgrade or something we need to test with the SAP tab, and the software has been very helpful in doing that. I already know the response that we get from support. We have a dedicated CSO who engages whenever we need something, when we sat we need this report, we need that data, then he will definitely immediately give us that.

HOW WAS THE INITIAL SETUP?

No. It's been there about three years. I wasn't part of the team at that time.

WHAT OTHER ADVICE DO I HAVE?

If you are using ALM, you had best educate your users to use the entire solution, not only the testing module or not only requirements module, because you will have way more benefit using the entire tool. It is designed to supplement the entire lifecycle and will definitely improve your productivity and traceability. If you use bits and pieces of the tool then the whole intention of developing the tool is not fully utilized. So use entire module, all the modules in ALM.

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