



MicroStrategy

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



Director of BI / Solution Architect at a tech vendor with 51-200 employees

Scott Mitchell

VALUABLE FEATURES

Valuable features include advanced SQL Engine, Reusable Metadata, Data Exploration/Viz, Production Grade Report/Dashboard Automation, Mobile, Integration with rich SDK/API, and In Memory BI high performance.

IMPROVEMENTS TO MY ORGANIZATION

Made self-service BI/Data Exploration possible for the end-user.

ROOM FOR IMPROVEMENT

Simplified development tools. Removing Flash from web interfaces

USE OF SOLUTION

I have been using this solution for 18 years.

DEPLOYMENT ISSUES

No, very easy to install and manage environment.

STABILITY ISSUES

No issues with stability.

SCALABILITY ISSUES

No, highly scalable on all sizes of data and platforms.



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CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 4 out of 5 – they have great tech support but are sometimes challenging to work with on contracts and pricing.
Technical Support: 5 out of 5 – they go above and beyond to resolve or enhance their product.

PREVIOUS SOLUTIONS

I have worked with many other solutions but keep choosing MicroStrategy whenever the requirements are complex. There are many niche players that may excel in certain specific areas but if you need to push the boundaries and have a complete BI solution that is not focused in a niche such as data visualization then MicroStrategy is a leader that should be considered.

INITIAL SETUP

You need to understand the platform but once you have this understanding the installation is very straightforward.

IMPLEMENTATION TEAM

Internal/Off-shore vendor (Infocepts – 5 out of 5 off-shore vendor founded by ex-MicroStrategy employees).

ROI

It is providing both internal and external reporting for the business that was not previously possible. The first external reporting solution was delivered in less than 1 month of development.

PRICING, SETUP COST AND LICENSING

\$150k for a single CPU of web/iserver capacity. Currently all development/administration is supported by a single off-shore developer at a rate of \$35/hr. The new pricing model has allowed for simplified web user pricing allowing all web functionality to be available to all users.

OTHER SOLUTIONS CONSIDERED

We evaluated Tableau, QlikView, Cognos, BO, SSRS?MS Power BI, OBIEE, TIBCO.

OTHER ADVICE

If your BI requirements are complex and require significant integration into internal applications this can be achieved using MicroStrategy and the SDK but the appropriate skilled resources will be required throughout the implementation. Do not expect to be successful just throwing a java developer at the SDK work who has no previous experience with the MicroStrategy SDK.

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