



# MicroStrategy

## Review From A Customer



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## Review by a Real User

Verified by IT Central Station



Information Publishing Portfolio Manager at a  
comms service provider

**it\_user193482**

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

The aesthetic capabilities of the dashboarding functionality are probably the most impressive. It enables designing really great looking widgets that I have not seen in other offerings.

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

A single management dashboard is visible on the big screens of all the company chiefs. This enables them to easily refer to it during meetings. They are able to drill down on specifics. It provides a view of the current position of the companies KPIs, and provides the main source of 'true data'.

### **WHAT NEEDS IMPROVEMENT?**

Licensing costs are extremely high and prohibitive for smaller to medium size businesses. This makes it the enterprise-wide reporting tool for larger corporations.

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

I have been using MicroStrategy for seven years.

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

I did not have any issues with stability.

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

I did not have any issues with scalability.



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#### **HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

In South Africa, the level of support is very limited to Johannesburg. Very few local partners exist that support the application, compared to other tools in the market. I would, therefore, rate the level of technical support specifically in South Africa as mediocre.

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

Previously, the company used SAP Business Objects. I made the decision to switch over to MicroStrategy because Business Objects was acquired by SAP at the time. Most ongoing development on BusinessObjects became SAP-focused. This didn't help us because we are an Oracle-centered organization. MicroStrategy seemed to be the best fit due to its being major database agnostic.

#### **HOW WAS THE INITIAL SETUP?**

The setup was straightforward and relatively simple.

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

It's very expensive. If the pretty picture isn't one of your core requirements, then most other tools would fit the job.

#### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We evaluated BusinessObjects, Cognos and QlikView.

#### **WHAT OTHER ADVICE DO I HAVE?**

It is essential to have resources available in the organization for harnessing the true potential of the tool.

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