



NGA ResourceLink

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



HR Systems Analyst at a construction company with 1,001-5,000 employees

it_user717252

WHAT IS MOST VALUABLE?

MyView, as this allows our employee population access to the self-service facility.

HOW HAS IT HELPED MY ORGANIZATION?

Employees and managers are now accountable for data which is entered into the system. We have also automated a number of processes which adds efficiency to the business.

WHAT NEEDS IMPROVEMENT?

Their product is not overly intuitive when setting up new processes, but MyView is very easy to use. You need to know a bit about the system before setting up new processes as there are not too many user guides available on the NGA extranet. There is a chat facility available, but it depends on to whom you speak. Some of the NGA team are more knowledgeable than others. It does take some time to familiarise yourself with ResourceLink, but once you understand the logic, it does make sense.

FOR HOW LONG HAVE I USED THE SOLUTION?

Just over two years. My company has used it for almost four years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We are hosted, and at times, the system is unavailable but these occasions are rare.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No.



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HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

An eight out of 10. There has been a big improvement over the last two years.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

When I joined the company, they were already using ResourceLink.

HOW WAS THE INITIAL SETUP?

I was not involved in the initial setup.

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

Not available.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Not available.

WHAT OTHER ADVICE DO I HAVE?

I would recommend ResourceLink and it is a highly customisable solution to any organisation, but they would need to employ a System Analyst to fully implement the system due to the size and complexities.

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