



Oracle OBIEE

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



Business Analyst at a leisure / travel company
with 1,001-5,000 employees

it_user277731

VALUABLE FEATURES

Delta extracts Scheduler Multiple delivery options Word and Excel integration to create report templates

IMPROVEMENTS TO MY ORGANIZATION

A lot of manual processes, e-forms and paper forms were replaced by automated interfaces and reports.

ROOM FOR IMPROVEMENT

Customer support and documentation.

USE OF SOLUTION

I've used it for 15 months.

DEPLOYMENT ISSUES

No, we're using the cloud service.

STABILITY ISSUES

No issues encountered.

SCALABILITY ISSUES

There are slow processing times sometimes, and with it being a cloud solution, the infrastructure is out of our control.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 4/10. Technical Support: 3/10.



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PREVIOUS SOLUTIONS

No, we were switching from manual business processes.

INITIAL SETUP

It was quite complex, due to many business-specific requirements. OTB extracts and reports couldn't be used, so customized ones were created.

IMPLEMENTATION TEAM

Two external vendors, one from the US with a high level of expertise and one from Australia with a medium level of expertise.

OTHER ADVICE

It's a good product with a lot of functionality, customization, a relative easy-of-use.

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