



# Oracle OBIEE

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



IT Manager at a healthcare company with 10,001+ employees

**it\_user522174**

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

I think Answers, the ability to create ad hoc reports for the business, is the most valuable feature. They really like that.

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

It definitely provides benefits for analyzing data.

### **WHAT NEEDS IMPROVEMENT?**

I think there should be a few more features like the other BI tools in the market, kind of like the self-service approach of gathering data and then integrating the information.

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

Stability is 9 out of 10. It's pretty stable, but once in a while, we get some issues.

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

I'd say there are some limitations. One of my projects is looking for graphics. There's some limitation on graph and the charting capabilities; it couldn't do a Gantt chart, for example.

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

Oracle support is sometimes pretty vague, and the way they analyze the issue or try to troubleshoot, it's very timely. It takes a long time.

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

When I started with the company, we already had it.



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

It's a very good tool. It will satisfy a lot of the needs, but I think there's room for improvement.

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