



Quality Center

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



Manager at a outsourcing company with 501-1,000 employees

it_user265974

VALUABLE FEATURES

Test Management Reporting Defect Management RTM Requirement Management

IMPROVEMENTS TO MY ORGANIZATION

Quality Center has helped my organization in monitoring the testing process and improving productivity. The test execution and creation monitoring feature in Quality Center is one of the most advanced features available in the industry. You can easily track the testing process as minute as test cases executed on a particular system.

ROOM FOR IMPROVEMENT

Almost all of the areas are very advanced, but one module which needs improvement is report extraction, and billing module is missing.

USE OF SOLUTION

I've used it for eight years.

DEPLOYMENT ISSUES

No issues encountered.

STABILITY ISSUES

Too many users logged in at a particular time affects the Quality Center response time dramatically.

SCALABILITY ISSUES

No issues encountered.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: It's excellent. Technical Support: It's excellent.

PREVIOUS SOLUTIONS

There was no previous solution was in place.

INITIAL SETUP

It was very easy and straightforward.

IMPLEMENTATION TEAM

We used a mix of an in-house team and a vendor team.

ROI

We've seen **ROI**, but I can't share any specifics.

PRICING, SETUP COST AND LICENSING

Pricing is high, but with new tools available in the market at a lower price, it is worth doing a decision analysis and resolution.

OTHER SOLUTIONS CONSIDERED

Mantis JIRA

OTHER ADVICE

There are so many other tools available in market, so before investing a huge amount in Quality Center, you should analyze other tools as well.

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