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Review From A Customer

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

Review by a Real User

Verified by IT Central Station

Chief of Monitoring Service at a retailer with
1,001-5,000 employees

it_user370770

WHAT IS MOST VALUABLE?

First of all, this product is designed to monitor Microsoft products and does that very well. It covers monitoring SQL, Exchange, SharePoint, Active Directory, and the Operation System (2003-2012 R2 version).

HOW HAS IT HELPED MY ORGANIZATION?

IT management experienced a big improvement after implementation of this product. We use very tight integration with service desk software. SLA of IT services increased significantly.

WHAT NEEDS IMPROVEMENT?

At this point, only monitoring a network device is not good enough. But in the new version (it is a release candidate now), this function will be improved.

FOR HOW LONG HAVE I USED THE SOLUTION?

Our company have been using SCOM since it appeared (more than nine years).

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

We have been using this product for a long time, so we had some problems in the past, but it was a long time ago. The product is now very stable, and it has a lot of articles, documentation, internet community, internet resources and so on.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is very good if you have an agreement with MS.

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

At the beginning of this monitoring system project, we tested a few options. We tried IBM's monitoring system, but we did not find a good specialist in our country and it is difficult to use a very complex, new product without good support. So we chose SCOM.

HOW WAS THE INITIAL SETUP?

Nowadays, the initial setup is quite simple and straightforward. It is very well-documented. The installation process checks a lot of parameters and provides tips about what we should do.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We implemented our solution a very long time ago, and have had a few upgrades. Now, I think it is quite easy to implement this product without a vendor team.

WHAT WAS OUR ROI?

The licensing is simple. The price is very low in comparison with other products with same functionality.

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