



# SCOM

# 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



IT SEC at a government with 10,001+ employees

**Molatelo  
Mashabela**

### **WHAT IS OUR PRIMARY USE CASE?**

We mainly use SCOM for monitoring and reporting purposes. The system enables me to monitor the usage of the system and to change the target or number of logs.

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

SCOM has improved our organization by simplifying the monitoring process. The system tells you what the bi-weekly or monthly usage was and that enables us to report this information to the manager. It shows if there was a connectivity issue that needs to be fixed and it's easier to concentrate on what needs to get fixed. System errors, therefore, get fixed faster.

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

At the moment the monitoring feature is the most valuable. It allows me to monitor the usage as well as the format of the system. Whatever the system owners want to know from our side, I am able to help with.

### **WHAT NEEDS IMPROVEMENT?**

I don't really think anything needs to be improved. We will soon be trying to use it with Microsoft to log analytics and that will be cloud-based. I would like to have the ability to schedule my reports via email or through SMS. Then there is also an issue with capacity and limited space. That is something that needs to be improved.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

Our company has been using this solution for a few years now, but I've only been using it for the past two years since I joined the company.

[Read 10 reviews of SCOM](#)**WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

The nice thing about this solution is that you tell it what you want and then it will give you what you want. I love this about SCOM.

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

Our company currently has 280 employees working on this solution and we don't have any problems. We will soon be upgrading to the newer version, as well as moving office. I am not currently monitoring any of the network devices but at our new office, I will be monitoring the network connectivity. There will probably be even more people working online than we have right now.

**HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

The customer service and technical support was very good. There was a human error from our side. I am not sure if it was from the database or not because I was unable to restore my data for a couple of weeks. The Microsoft engineer came on site, and he assisted us with that. He sorted the issue out and explained to us why we are unable to get it sorted out ourselves.

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

Since I started working with our company we have been using the 2016 version of SCOM. We are currently upgrading to the 2019 version.

**HOW WAS THE INITIAL SETUP?**

The initial setup was done with the help of a Microsoft engineer. From what I saw, it wasn't a complex setup.

**WHAT OTHER ADVICE DO I HAVE?**

This solution makes people's lives easier. Especially that of our manager. No matter what report or information you have, sharing it with him it makes his life easier. It enables him to see if there is capacity that needs to be increased or if there are things that can be deleted. I would highly recommend it. I would rate it a seven out of ten. I wouldn't rate it a ten because I would like for it to be fully cloud-based.

Learn more: [Read 10 reviews of SCOM](#)