



SharePoint

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



Web Developer at a tech services company
with 1,001-5,000 employees

it_user224211

WHAT IS MOST VALUABLE?

Some valuable features are: The SharePoint document management is second to none. This was one of our main reasons to upgrade from SharePoint 2010 to 2013. SharePoint 2013 had a better and cleaner user interface that has appealed to more users. The improved out-of-the-box Search functionality, was also a driving factor in migrating to SharePoint 2013.

HOW HAS IT HELPED MY ORGANIZATION?

With the cleaner and friendlier user interface, we have managed to assign access requests back to the users. While our support desk dealt with these requests previously, we have now managed to easily train managers in each team/department to provide access requests easily, thus reducing the load on our support desk.

WHAT NEEDS IMPROVEMENT?

The areas in which this product can improve are: The user experience can be simplified a bit more. The performance and customizability can also be improved.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have used this product for 12 months.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

There were no major stability issues as such, but the user profile service stopped unexpectedly on a few occasions.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No issues were experienced in regards to the scalability.



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HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Being a Microsoft product that is widely used around the world, the technical support is easily available. The only problem is when there is any customization done to the default SharePoint tool.

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

We used the older version, Microsoft SharePoint 2010. Our reason to upgrade was Microsoft decided to stop its support for SharePoint 2010 and also because our license was soon going to expire.

HOW WAS THE INITIAL SETUP?

For someone who had not set up SharePoint previously, the initial setup was somewhat complicating. However, it became very straightforward thereafter.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

The pricing and licensing is one of the most crucial parts of using Microsoft SharePoint.

WHICH OTHER SOLUTIONS DID I EVALUATE?

Confluence by Atlassian was the only other option that was considered. In the end, we chose the Microsoft SharePoint solution because we have a Microsoft Gold membership; so the pricing and licensing was greatly reduced for us.

WHAT OTHER ADVICE DO I HAVE?

Try and stick to a vanilla installation/setup as much as possible. When branding your instance of SharePoint, also try not to implement too much of custom codes. The more custom codes you implement, the less maintainable and less migratable SharePoint becomes.

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