



Silk Test

Review From A Customer

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

Review by a Real User

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Director at Traydaht Ltd

Ray Andrews

WHAT IS MOST VALUABLE?

The ability to develop scripts in Visual Studio, Visual Studio integration, is the most valuable feature.

WHAT NEEDS IMPROVEMENT?

The integration of the object library can be improved. It's a bit clunky.

It also has some commands that are difficult to use sometimes. We work around its deficiencies and forget that it's a deficiency.

They should extend some of the functions that are a bit clunky and improve the integration.

FOR HOW LONG HAVE I USED THE SOLUTION?

I have been using it for around six to seven years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

If you use it inside Visual Studio, it is very stable. If it's not in Visual Studio, there are a lot of components to test. There are about ten different ways for it to be used. It's quite stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

Adding users into the database is straightforward. There are local limits that have to be managed which means you have to have a centrally deployed database. We have around ten users using this solution. They're all professional test automators.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is very responsive. They'll get back to you quickly. They fix the issue in a manageable timeframe. They get back to you quickly and intend to work carefully with you. Silk Test support has always been and continues to be very good.

HOW WAS THE INITIAL SETUP?

The difficulty of the integration will depend on whether you are using it as a single user or as a part of a community of users. Integrating for a single user is very simple. If you use it as a part of a community of users you have to understand the SQL setup. It's a little bit more difficult.

Single user deployment will take around five minutes. The best way to use it is with a central database so lots of people can use it. You have to structure the database and your projects carefully. It's not straight out of the box. You have to do a lot of thinking about how the products and projects are structured in the database.

WHAT OTHER ADVICE DO I HAVE?

The product is very good and I would recommend it. You should make sure that it works with the technology you're testing. Some technologies have very particular functionality and methods of delivering that functionality. You have to make sure that it's compatible otherwise you will always be trying to work around it.

The Silk Test community of users is quite small. You need to find people who are experienced with Silk Test or take QFT or UFT users and cross-train them. They're not a huge community of users. You have to be careful about who you put on the products and make sure they are well versed in the product you use. Once you know how to use it, it's great but there is a bit of a learning curve.

I would rate it a seven out of ten. I give it this rating because it does not have a big community of users and because it takes a while to understand it. In order to get the full benefits, you have to be a good scripter or coder. It's not for the fainthearted but once you get it, it's great.