



# SmartBear TestComplete

## Review From A Customer



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

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## Review by a Real User

Verified by IT Central Station



Architecture Analyst at a tech company with 5,001-10,000 employees

**it\_user710532**

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

Automated testing was used to validate security protocols for web applications.

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

It is easier to store and execute test cases, track test results, and save time with automation.

### **WHAT NEEDS IMPROVEMENT?**

LoadComplete could be a little more user-friendly, but is still better than LoginVSI. Network issues sometimes made for poor connections.

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

We have used this solution for one year.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

I did not encounter any issues with stability. The product was available within expected measures.

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

I did not encounter any issues with scalability.

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

I would rate the level of technical support as excellent.



## SmartBear TestComplete

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

We switched from HPE QC/ALM. It did not offer automation on the same scale.

### **HOW WAS THE INITIAL SETUP?**

The initial setup was made easier with professional services. Learning to code was harder.

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

I tell people it is cheaper than ALM with the same features and better UI.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

We did evaluate other options, but I can't recall which ones.

### **WHAT OTHER ADVICE DO I HAVE?**

Make sure you have a large volume of testing to transfer. Otherwise, it is not worth the money.

Learn more: [Read 6 reviews of SmartBear TestComplete](#)