



# Spiceworks

## Review From A Customer



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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



IT Director at a legal firm with 501-1,000 employees

**it\_user273747**

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

Tracking the work that has been completed.

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

Our organization improved by using Spiceworks to monitor our network. It sends alerts as necessary, and allows the tracking of both open and closed tickets.

### **WHAT NEEDS IMPROVEMENT?**

I was never able to properly get the product to monitor our Exchange server or SQL server.

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

I've used it for seven years.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

Initially, the loading of a large network can be a little tedious, but later versions of Spiceworks have done an improved job of the installation.

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

I almost never experienced problems.

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

We haven't had problems with 70+ users.



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

Customer Service: 7/10, which is good considering support is only via a forum. Technical Support: 7/10, and it's also via a forum.

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

We tried a few help desk solutions, but really appreciated the amount of effort put into Spiceworks for a free solution with occasional ads. If anything, I would say they attempt to do too much with their product.

**HOW WAS THE INITIAL SETUP?**

Easy installation. The more difficult aspects are setting up all the devices and alarms, and maintaining the inventory.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

In-house. It was a relatively simple installation considering it was done with only two techs over a few days.

**WHAT WAS OUR ROI?**

Our time was really the only expense and the return isn't easily quantifiable. Suffice it to say it is very, very high.

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

Other non-descript products. Nothing that matched the ease of use of Spiceworks for free or otherwise.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

If you need a help desk, just do it. This also works as a KB and an alarm system. Highly recommended.

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