



Symantec Client Management Suite

Review From A Customer



Symantec Client Management Suite

[Read 1 reviews of Symantec Client Management Suite](#)

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

Review by a Real User

Verified by IT Central Station



IT Operations and Infrastructure Manager
with 1-10 employees

Op832ITm4

HOW HAS IT HELPED MY ORGANIZATION?

We can track the incidents, we can track the changes, we can track the assets from cradle to grave and give some kind of accounting as they get older.

WHAT IS MOST VALUABLE?

Asset Management Incident Management Trying to use the Patch Management function as well Those are some of the important components.

WHAT NEEDS IMPROVEMENT?

Some parts are working okay, some of the other components aren't. Workflow isn't working properly. Different people accepting changes and being able to close it has some issues. Putting in hot fixes and installing it usually breaks the system. Those are some of the problems. Just maintaining it. In a future release I'd like to see a cloud-based solution, something we don't have to upgrade, where upgrades happen automatically.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

It's not that stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

We haven't tried to scale it too much.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Tech support is a painful process. It takes a long time to get through and get issues resolved.



Symantec Client Management Suite

[Read 1 reviews of Symantec Client Management Suite](#)

WHAT OTHER ADVICE DO I HAVE?

The most important criteria when selecting a vendor are reputation and quality of the product. I would rate this product at around six out of 10, because some things work and some things don't work properly. It needs better consistency and quality, and the ability to make changes easily, would also help. Also, easier support. Regarding advice to a colleague who is looking at this or a similar solution, make sure you have the requirements defined, and be critical when you select a vendor.

Learn more: [Read 1 reviews of Symantec Client Management Suite](#)