



Tableau

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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Software Quality Assurance Engineer at Syapse

**Bohdan
Harimovych**

WHAT IS OUR PRIMARY USE CASE?

We use this business intelligence tool to build dashboards to display some of the statistical and analytical information that our company gathers. We develop a precision medicine software platform that enables academic and community healthcare providers to implement and scale precision medicine programming. We capture clinical data, genomic and other molecular data, biomedical knowledge, and the relationships among them. We also provide integrated complex genomic and clinical data to clinicians with actionable insights.

HOW HAS IT HELPED MY ORGANIZATION?

Previously, we built the dashboards manually but this practice proved to be inefficient and ineffective since it meant we spent a lot of time debugging. It's was hard to find developers capable of doing that kind of work at scale. Since the Tableau community user base is so big and a lot of people can use it; the widespread support is one of the biggest benefits. Besides that, it's a fantastic framework to build dashboards and innovative visualizations.

WHAT IS MOST VALUABLE?

One of the most valuable features is that the solution allows users to build interactive dashboards. This allows the end user to modify the criteria or the filtering if need be. As far as for my personal use as a QA Engineer, I really value how extensive their API document support has been.

WHAT NEEDS IMPROVEMENT?

Improvements can be made in template support. The workbook file structure is really hard to version control. If there was some sort of version control support offered particularly for workbooks, that would help big time. Another note is that the interactions within the UI are not fast enough and in certain instances, there have been issues with the intuitiveness of the tool. Such as delays in configuring and achieving some specific effects. I have to say Tableau does have excellent and extensive online support.



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FOR HOW LONG HAVE I USED THE SOLUTION?

One to three years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

The solution is stable. I've never had any problems.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

My impressions of the scalability of this solution are that there are ways to make it as scalable as you want. There have been some issues with the amount of the data that we had to use on the platform. We ended up using the extracts. It works fine now. I would say it is scalable.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

I haven't contacted their live support or emailed them. Their documentation is fairly extensive and we also had a training session conducted by one of their partner companies. It was the Tableau Accelerated Course and that helped a lot.

HOW WAS THE INITIAL SETUP?

The initial setup was straightforward with respect to the deployment.

WHAT OTHER ADVICE DO I HAVE?

Tableau provides a UI which can be used to build a clear graphical visualization that allows quick and easy data comprehension. This functionality really helps turn data into scalable insights. This makes things a lot easier for people who don't have coding experience and with dedicated people focused on managing the visualizations, not requiring them all to be developers or to have any coding experience is a real plus. If I was to give this solution a rating from one-to-ten, ten is the best, I'd rate it a 9 because it does all that we require of it and more. I would recommend this solution to my colleagues from another company. It's a nice tool to work with.

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