



# TIBCO Spotfire

## 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



Vice President at a insurance company with 1,001-5,000 employees

it\_user365271

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

One of the main features is integrated statistical analysis. At time of first purchase, presentation of tree maps was important, but competitors have closed that gap.

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

The same way any visualization product has improved things.

### **WHAT NEEDS IMPROVEMENT?**

Compared to competitors, the UI is quite dated.

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

Personally, I have used it for six years. In this organization, I have used it for three years.

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

The server product can have stability issues for certain use cases. The desktop product is fine.

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

There were no scalability issues.

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

We did not try technical support.



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#### **WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

We are a large organization, and so have Tibco and most of its competitors deployed in one place or another. So there hasn't been a "switch" as much as an addition.

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

The desktop product installation is straightforward. Don't know about the server.

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

Negotiating large/enterprise licenses has been a trial. The Tibco sales teams have been very difficult to work with - ignoring requests, misrepresenting level of demand, etc. Careful due diligence is required with any (and I do mean any) representation made during the sales/contracting experience.

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

We evaluated all of them.

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

Keep an eye on competitors - the usual suspects like Tableau and Qlik as well as tools like Alteryx. There are still use cases for teams/applications where Tibco is a clear choice based on features and price, but the gaps are narrowing quickly. Add to this that your teams and processes are maturing, and may be maturing more quickly than the product suite deployed for them. It's a mistake to just renew current products as, in many cases, the cost to change is coming down as well.

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