



TIBCO tibbr

Review From A Customer



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

Review by a Real User

Verified by IT Central Station



Innovation consultancy with 51-200 employees

it_user153219

VALUABLE FEATURES

Easy to use Easy to integrate Security - both on-premise and cloud Full featured mobile app for every OS Subjects (virtual spaces where people with same topics to talk on, aggregate themselves) with unlimited sub-subjects to best support little groups in the day-by-day work.

IMPROVEMENTS TO MY ORGANIZATION

Marketing & Sales (improved communication and sharing information) Customer service (answer queries in less time, less duplication of work Idea collection Sharing, voting and evaluating (with transparency, for more people involving); and many others...

ROOM FOR IMPROVEMENT

More customizable features, particularly in mobile app; better preview of document and images stored in other cloud services (like Google Drive, Dropbox and so on)

USE OF SOLUTION

For two years.

DEPLOYMENT ISSUES

No issues encountered.

STABILITY ISSUES

No issues encountered.



SCALABILITY ISSUES

No issues encountered.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: High. Technical Support: Medium.

PREVIOUS SOLUTIONS

We previously used Yammer. We changed because the flat groups structure is difficult to use when there are some hundreds of group, and so people don't easily find the group they are searching for and create another group that (sometimes partially) duplicates the scope of an existing group. This way of working isn't good enough.

INITIAL SETUP

It's not about technology but the change of mindset of people. Starting from searching for existing aggregations, evaluating real processes they use, information they exchange and making use of cases in tibbr to concretely show the new way of working, then the project becomes a success.

IMPLEMENTATION TEAM

We used a vendor team who were very professional.

ROI

Typically the classical "**ROI**" is about seven months from full deployment, but there are a lot of benefits that we can't measure with this metric, like more dissemination of knowledge, fast internal expert finding, less internal emails, less waste of time, and better employee engagement. All of these things aren't directly money, but indirectly it can become a lot of money.

PRICING, SETUP COST AND LICENSING

It's a matter of negotiation.

OTHER SOLUTIONS CONSIDERED

We also looked at Jive as it has a lot of features, but much harder to use, and so many features in the real world are not used. Also, IBM Connection, but this is complex solution, and difficult to integrate.

OTHER ADVICE

Start using the out of the box features of tibbr, integrating only the things absolutely necessary, make use of cases and support in the best way for the users, then they became your advocate.