

The Tricentis logo consists of a small blue square icon with a white geometric pattern inside, followed by the word "TRICENTIS" in a blue, sans-serif, uppercase font.

# Tricentis Tosca

# 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



QA Manager at a non-profit with 501-1,000 employees

**Megan Maloney**

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

The best feature is the speed in which we are able to get our automation up and running. We had an unorganized library of regression test cases. We have, within the first six months, been able to automate 85% on our critical business processes and we have been able to maintain that while keeping our BCR ratio down. We have also seen about 234 defects per month in production to less than 8.

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

We are able to allocate more resources on projects instead of maintenance. Our maintenance has dwindled down to two employees and we have the confidence to try and other things and explore other units.

### **WHAT NEEDS IMPROVEMENT?**

The only thing I am not happy about is not so much the product, but it's that we don't a good way to control licenses. Sometimes people are using licenses at their desk and when they go home, they still have the license. There is no good way to control this. When we have an issue that someone tries to log in and they can't, it's down to the fact that someone has walked away with 3 licenses and they aren't using them.

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

I've used it for one year.

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

There we're no issues with the deployment.

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

It's been absolutely perfect for our organization. For a year and a half, we have been constantly running regressions and the results have been 100% consistent. If we do miss something and it misses production, it's only due to a manual oversight and has nothing to do with the solution. When we follow our process, it's consistent.

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

I am about to test it in a really big way. So far it has scaled to my needs. I am taking it organization- and vendor-wide in the next 6 months. Let's see what happens when we bring a Cognizant on.

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

I would say it's excellent. We have the best support ever. They have just gone over to the Magic Quadrant. I hope they are scalable with that move and we still get the same support.

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

We have used previous versions so this was down to an upgrade.

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

The use of the data sheet is not as clear-cut as we might think it would be. Some grasped it quickly and some did not. It depends on skill level whether or it is straightforward or complex. When it clicked, it worked well. It took a little longer than we would have liked.

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

I would say, take the training and go in to the product and use it the way they recommend to use it. They trained as and it works well. Some listen and kindly say we will use it the Tricentis way and don't, they end up seeing problems. If I were to make a recommendation, Tricentis is as the top of the list.

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