



VERITAS

Veritas InfoScale Availability 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



Ivan Silva

Storage and VMware Expert at a comms service provider with 1,001-5,000 employees

WHAT IS MOST VALUABLE?

It offers High Availability for many applications, including Oracle and SAP environment.

HOW HAS IT HELPED MY ORGANIZATION?

In my last job, it provided a great SAP environment that was stable and running on Veritas Cluster.

FOR HOW LONG HAVE I USED THE SOLUTION?

I've used it for six years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

It's not so easy in some cases, and you will need some experience.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

There were no issues encountered, but the stability of the product depends on external factors.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

No issues encountered.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: Sometimes, Symantec support doesn't understand our problem, and this causes delays in resolving the issues.
Technical Support: 8/10.



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WHICH SOLUTIONS DID WE USE PREVIOUSLY?

I have not worked with other solutions.

HOW WAS THE INITIAL SETUP?

It's very difficult to implement.

WHAT ABOUT THE IMPLEMENTATION TEAM?

We used a vendor team who were 8/10.

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

The cost of licenses is very high.

WHICH OTHER SOLUTIONS DID I EVALUATE?

No other options were evaluated.

WHAT OTHER ADVICE DO I HAVE?

This product works very well, but prior to implementing, you need to study how the application works. Like all software, you must be follow all the recommendations from the manufacture.

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