



VMware Service Manager Review From A Customer



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

Review by a Real User

Verified by IT Central Station



Principal Consultant at a tech services company with 501-1,000 employees

Alex Wyckmans

VALUABLE FEATURES:

THE SERVICE DESK MODULE AND THE WORKFLOW MODULE, WHICH IS EXTREMELY POWERFUL.

ROOM FOR IMPROVEMENT:

**GRAPHICAL USER INTERFACE LOOKS A LITTLE BIT OLD-SCHOOL
WAY OF CUSTOMIZING THE TOOL ACCORDING TO THE CUSTOMERS NEEDS**

USE OF SOLUTION:

I HAVE FOUR YEARS OF PRACTICAL EXPERIENCE IN IMPLEMENTING THE TOOL AND PROVIDING TRAINING TO SEVERAL CUSTOMERS.

DEPLOYMENT ISSUES:

NO, IF YOU FOLLOW THE PREREQUISITES CORRECTLY.

STABILITY ISSUES:



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NO ISSUES ENCOUNTERED.

INITIAL SETUP:

NO, IF YOU FOLLOW THE PREREQUISITES CORRECTLY.

COST AND LICENSING ADVICE:

THE PRODUCT IS NOT DEVELOPED ANYMORE IN THIS CURRENT VERSION BECAUSE VMWARE STOPPED THE DEVELOPMENT OF IT. SUPPORT IS STILL PROVIDE BY VMWARE UNTIL 2017. A BRITISH COMPANY CALLED ALEMBA WILL TAKE OVER THE DEVELOPMENT AND SUPPORT, BUT THE LOOK AND FEEL WILL BE COMPLETELY DIFFERENT.

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