



VMware vRealize Automation (vRA)

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



Field Service Engineer at a tech services company with 5,001-10,000 employees

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WHAT IS OUR PRIMARY USE CASE?

As a VMware partner, we use it to help us automate the deployment of VMs.

HOW HAS IT HELPED MY ORGANIZATION?

It has helped IT to support development. For example, one of our customers has a development team and, before this solution, it would take ten days to develop and test their solution. Now, it is down to one day.

WHAT NEEDS IMPROVEMENT?

The user interface is not that intuitive. If it is for technical people like me, it is intuitive, but not for the common man. It's intuitive for me because I know what the technology is behind it. For me, because I use it repeatedly, the same type of use case, it's okay, but for our customers, it would be very difficult. I would also like to see a test environment, testing before implementing, to see how it will relate to existing things. That would make it feature-rich.

FOR HOW LONG HAVE I USED THE SOLUTION?

One to three years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

If you don't make any technical changes, it works. You need a test scenario before implementing changes.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

It's scalable. It's very good in scaling.



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HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Technical support is good.

HOW WAS THE INITIAL SETUP?

The implementation for vRealize is straightforward. The upgrade experience is pretty good, satisfactory.

WHAT WAS OUR ROI?

I would say our clients see an ROI of 30 percent.

WHAT OTHER ADVICE DO I HAVE?

I recommend this solution, though it is not that great. It is okay for what it is for. When it works it's great. For me, personally, I don't want a call from a customer that it failed. Most of the time it works. If it doesn't, then we do troubleshooting. I rate it a seven out of ten because it needs improvement in stability, performance, and quality.

Learn more: [Read 70 reviews of VMware vRealize Automation \(vRA\)](#)