



VMware vSphere

Review From A Customer



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

Review by a Real User

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System Administrator at a energy/utilities company with 10,001+ employees

SystemAd3999

WHAT IS OUR PRIMARY USE CASE?

We use it for VMware AirWatch/Workspace ONE: managing mobile devices.

HOW HAS IT HELPED MY ORGANIZATION?

We haven't seen a performance boost at all because we haven't been using the product long enough to be able to fairly evaluate it. But I have no complaints with the performance at this point.

WHAT NEEDS IMPROVEMENT?

The roadmap VMware has for Workspace ONE is on target with what we want to do. A year from now I might have a different opinion, but right now, I'm good. I see no negatives at this point.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

It is a stable product. It has been stable since we installed it eight months ago.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

It's a scalable solution. We went from 200 test devices to 11,000 devices in three weeks, without any issues.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

So far, we haven't used technical support a lot but I would rate it a three out of five. They have to earn my trust.

HOW WAS THE INITIAL SETUP?

The setup is not difficult but there a lot of details that may or may not be documented clearly in the installation guides. What made it difficult for us was that we had to keep asking questions that should have been documented but were not.



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WHAT WAS OUR ROI?

Our ROI is the ease of use for users.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We abandoned one vendor and looked at two others but I can't name them. We dealt with one vendor for five years and we bailed as quickly as possible.

WHAT OTHER ADVICE DO I HAVE?

I would recommend it highly. I have no complaints. We did a PoC with them and we have been using other products from VMware for years. The important criteria involved in choosing it were flexibility and ease of use for our user base. My advice, if you are going to implement it, is: Read the documentation and question the vendor carefully when doing the install.

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