Yammer

Review From A Customer

Yammer

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

Review by a Real User

Verified by IT Central Station

Web and Intranet Content Management
Advisor at a tech services company with
1,001-5,000 employees

it_user180864

WHAT IS MOST VALUABLE?

Ease of use and the ability to join networks outside of the organization. These are valuable to drive adoption and to collaborate, be informed of events, and developments in related organizations.

HOW HAS IT HELPED MY ORGANIZATION?

We have set Yammer up inside IFrames that appear on our intranet home page, most content pages, and in all-team sites. This has enabled us to cater to large and very small audiences where they interact and not require a separate application or login.

WHAT NEEDS IMPROVEMENT?

The ability to edit replies to previous posts or answers would be useful. Navigation to different Yammer Groups could be improved. Navigation to external groups could be better integrated to reduce clicks. This is a minor annoyance only.

FOR HOW LONG HAVE I USED THE SOLUTION?

We have been using this for four years.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

There were no issues with stability.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

There were no issues with scalability.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

No external support has been needed from the vendor. Online help and community support has been enough.

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WHICH SOLUTIONS DID WE USE PREVIOUSLY?

Apart from chat programs and discussion lists (e.g., SharePoint, MS Lync, and IBM Sametime), there hasn't been a similar product I've used at work previously.

HOW WAS THE INITIAL SETUP?

The installation was very simple. Just follow the prompts and the setup help.

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

I haven't been involved with licensing issues.

WHICH OTHER SOLUTIONS DID I EVALUATE?

This was installed when I joined this company.

WHAT OTHER ADVICE DO I HAVE?

Undertake a small trial before rolling it out to an enterprise. This will help build interest. Don't attempt to control what gets posted, apart from the usual ethical/legal guidelines and rules.