

User Reviews of SharePoint and Atlassian Confluence

A PEEK INTO WHAT REAL USERS THINK

2016

IT Central Station helps tech professionals by providing...

A comprehensive list of
enterprise level Enterprise
Content Management
vendors.

A sample of real user
reviews from tech
professionals.

Specific information to help
you choose the best vendor
for your needs.

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ABOUT IT CENTRAL STATION

User reviews, candid discussions, and more for enterprise technology professionals.

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users.

We created IT Central Station to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.

We commit to offering user-contributed information that is valuable, objective and relevant. We protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

Use IT Central Station to:

- Read and post reviews of vendors and products
- Request or share information about functionality, quality, and pricing
- Contact real users with relevant product experience
- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendors

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ABOUT THIS REPORT

This report is comprised of a comprehensive list of enterprise level Enterprise Content Management vendors. We have also included several real user reviews posted on ITCentralStation.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.

IMPORTANT NOTICE

Did you find this whitepaper helpful? At IT Central Station, our philosophy is “Give to Get”. Our active community and unbiased reviews are made possible by your participation and as such, we ask that you share your expertise with us as well. Please email reviews@itcentralstation.com and one of our community managers will be in touch with you shortly. You can choose to review anonymously or not and your company name will not be included in the review.

If you found this report and/or the reviews on IT Central Station useful, we would greatly appreciate your participation in giving back to our community.

Enterprise Content Management

According to the IT Central Station community, the most important buying criteria in selecting Enterprise Content Management tools is seamless integration with the existing application, compression mode capability from the client to the centralized server, and migration and archiving capabilities. The solution must be easily integrated into the existing software architecture. Do you have an important buying criteria that we don't have? **Share your thoughts with the community »**



SharePoint

Vendor:

Microsoft

Overview:

SharePoint is a Microsoft-based platform for building web applications. It covers a widerange of capabilities and while it is appropriate for experienced webdevelopers, even non-technical minded users can easily navigate through thesystem and execute functions such as collaborating data, managing documents andfiles, creating websites, managing social networking solutions, and automatingworkflow.

Major areas that SharePoint deals with are websites,communities, content, search, insights, and composites. The purpose is to give userthe ability to create or develop these key business components on their own even without technical knowledge of, for example, how to build a website or howto integrate coding. Configuring SharePoint into a business's system is meantto cut out all of the complicated steps, and pave the way for easierimplementation all around.

Sample Customers:

Toyota, Aeroports de Paris, ASB Bank Ltd., Barking, Havering and Redbridge University Hospitals, Cambridgeshire Constabulary, D&M Group, NPL Construction Company, and The Regional Municipality of Niagara.

Pricing Information:

SharePoint Server Standard

- Includes apps, team sites, work management, basic search capabilities, content management, records management, Workflow, and connectivity services.

Various licensing options



Atlassian Confluence

Atlassian

Confluence has multiple deployment options to provide the flexibility your organization needs.

Cloud is a fully hosted service for customers who want to iterate quickly and have us take care of managing the infrastructure.

For customers who need to run our applications behind their firewall, we have Server and Data Center options. Server delivers greater capacity for a larger user base and gives you more control, allowing you to remain compliant with your enterprise IT, security, IP and privacy policies. For our largest customers, Data Center provides all the capability of our Server option, along with high availability, instant scalability and performance at scale.

Atlassian also offers premium support and strategic services for enterprise customers. Technical Account Managers are cross-functional technical advisors providing proactive planning and strategic guidance across your organization. Premier Support goes above and beyond our standard offerings to give you account-wide support from a team of senior support engineers.

Facebook, Skype, Microsoft, HubSpot, Netflix, Adobe, Bonobos, LinkedIn, Pfizer, Citi.

10 users

- Basic Price: \$10/month

Full Package Price: \$30/month

15 users

**Pricing
Information:**

SharePoint Server Enterprise

- Includes all standard features plus form based application, Visio services, access services, dashboards, Excel, PowerPivot, Powerview, E-discovery, ACM, Compliance, and more in depth search.

Various licensing options

SharePoint Online w/ Yammer 1

- Includes all Standard features plus social networking and external sharing.

\$4/month per user

SharePoint Online w/ Yammer 2

- Includes all features from combined packages.

\$8/month per user

-

Basic Price: \$50/month

Full Package Price: \$100/month

25 users

-

Basic Price: \$100/month

Full Package Price: \$200/month

50 users

-

Basic Price: \$200/month

Full Package Price: \$400/month

100 users

-

Basic Price: \$300/month

Full Package Price: \$600/month

500 users

-

Basic Price: \$500/month

Full Package Price: \$1000/month

2000 users

-

Basic Price: \$1000/month

Full Package Price: \$2000/month

**Top
Comparisons:***

Atlassian Confluence vs. SharePoint:
Compared 14% of the time.

Alfresco vs. SharePoint:
Compared 5% of the time.

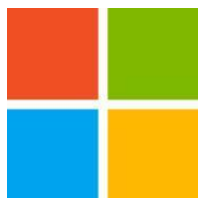
SharePoint vs. Atlassian Confluence:
Compared 25% of the time.

Alfresco vs. Atlassian Confluence:
Compared 7% of the time.

Top Comparisons:*	Liferay Digital Experience Platform vs. SharePoint: Compared 5% of the time.		Drupal vs. Atlassian Confluence: Compared 4% of the time.	
Top Industries:*	Financial Services Firm	12%	Financial Services Firm	11%
	Manufacturing Company	7%	Comms Service Provider	8%
	University	7%	Manufacturing Company	7%
	Energy/Utilities Company	7%	Transportation Company	6%
Company Size:*	1-100 Employees	15%	1-100 Employees	20%
	100-1000 Employees	34%	100-1000 Employees	27%
	1000+ Employees	50%	1000+ Employees	53%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

Deep Dive: Valuable Features




SharePoint

 **Sam Montoya, CSM**, Project Manager at a financial services firm with 100-1000 employees:

The best feature that I found for SharePoint was having a main point of contact for everyone involved. Whether it be for the entire company or it for a specific department, this has made it easy to create a common place.

 **Brenda Luterbach**, Manager, IT Communications at AbbVie:


For SharePoint 2013: My Sites News-feed Discussions Communities The Office 365 version shows real promise, although the mobile use of Discussions does not work as expected. Newsfeed does though. Not sure about Communities.

 **Bharathy Prakash**, Director at a tech company with 100-1000 employees:


Collaboration & DMS are the most valuable features of the product, to me. It is also easy to use and provides valuable integration options.



Atlassian Confluence

 **Hristo Damyanov**, Systems/Applications Specialist at a energy/utilities company with 100-1000 employees:

Easy import and creation of new documents
Notifications of the updated content
Version history changes
Cross team changing

 **Michael Kuhl**, Senior IT Operations Manager at a recreational facilities and services company with 1000+ employees:

The ease at which any employee can curate content and the ease in which people can discover meaningful and important information to get their job done.

 **James Turcotte**, SVP Information Services at a tech services company with 1000+ employees:

We are able to add 3rd party plugins and overall collaborative abilities. Keep in mind that DocOps moves the technical content industry from heavy duty doc apps to a crowdsourced approach which requires extensive collaboration. The plugins enabled basic doc properties such as version control from K15t.



ManagerIT306285, Manager, IT Automation and Technical Services at a energy/utilities company with 1000+ employees:

We can access SharePoint from a DMZ.
Vendors and other outside parties can work with it easily.



Jim U Wilson, President and Founder at a tech vendor with 1-100 employees:

Office integration Collaboration Discussions
Shared documents MS Dynamics integration
Tasks Schedule project integration
Subscriptions



Joe Bush, Director of Client Success, Co-Founder at a tech services company with 1-100 employees:

The flexibility and scalability of Confluence. The structure of spaces, pages and child pages allows an easy way to structure content in a way which suits our business.



Vigneshraj Tinnanur, Technical Test Lead at a tech vendor with 1000+ employees:

1. Its ability to display data from an excel sheet attached to the page. A simple one line code can do this. 2. Allows markers in the page so that they can be referenced in other pages thereby avoiding duplication. 3. Allows creation of random tables when needed for representation. 4. Allows document attachments to be visible as a link whose display text can be user-defined.



Valentin Höbel, Cloud Architect at a comms service provider with 100-1000 employees:

Categories, document editing and creation, the great permission system, awesome plugin management.




Sue Marmion, PMP CSSGB ACPM, VP, Enterprise PMO at a wireless company with 1-100 employees:

Easy to use Flexible Smooth integration with JIRA



HeadCentralApp348, Head of Central Applications at a leisure / travel company with 1000+ employees:

Configurability, modern web application, and the large community.

 **Tom Barta**, CEO at a tech services company with 1-100 employees:

Content creation and sharing, collaboration

Deep Dive: Room for Improvement




SharePoint

 **Sam Montoya, CSM**, Project Manager at a financial services firm with 100-1000 employees:


SharePoint is extremely bare bones when purchased. To really bring it into a functional state, it will require decent configuration and extensions for what you need. It comes with the basics like site creation, lists, libraries, and things of this nature. However, if you need more functionality, you will need to either go to Microsoft for those additional functionalities or to a 3rd party that provides it. This is where the cost for SharePoint balloons. Depending on the version, there are server requirements so if you're not up-to-date on software, this will also increase the price of the service. For the functionality you get at this price point, it leaves a lot to be desired.




Atlassian Confluence

 **Hristo Damyanov**, Systems/Applications Specialist at a energy/utilities company with 100-1000 employees:


Surprisingly enough the text editor is very limited in its functionality and given the fact that so many forum platforms and web sites have mastered this tool I believe Atlassian have no excuse to keep it this way. It lacks basics such as text highlighting, and adjusting the text size and working with tables is a nightmare. Text formatting and working with numbers and bullet points is time consuming. I would like to see more plugins and additional functionality such as embedding of other pages, drop down menus, insert buttons, and page templates.

 **Michael Kuhl**, Senior IT Operations Manager at a recreational facilities and services company with 1000+ employees:


The ability to delegate administrative roles, very difficult to give someone delegated administrative ability – almost all or nothing.

 **Brenda Luterbach**, Manager, IT Communications at AbbVie:

The linkage between items, such as the blog. It does not integrate into communities or team sites, it's totally separate in its own environment. Tags and @mentions are not connected to them either. They feel very disconnected. Our leaders would like to use blogs but since they aren't connected to anything else they aren't a great solution. We are on premise so the mobile experience is also very lacking since users need to use a VPN on their device in order to utilize things. There aren't any metrics provided out of the box. I have to ask for just the number of new users each month and it takes days. There should be more data that we can use available to us as admins.

 **Bharathy Prakash**, Director at a tech company with 100-1000 employees:


There are multiple areas with room for improvement: Scanning engine driver Mobile integration (just launched by MS, yet to be seen) Stability

 **ManagerIT306285**, Manager, IT Automation and Technical Services at a energy/utilities company with 1000+ employees:


It tends to be unstable and slow when accessing different features.

 **James Turcotte**, SVP Information Services at a tech services company with 1000+ employees:


The search ability (using Lucene) is less than optimal and has known bugs that are slow in getting addressed. Search is key on any content platform.

 **Joe Bush**, Director of Client Success, Co-Founder at a tech services company with 1-100 employees:

It takes some thought into how to structure confluence in a way which is intuitive for the team to use. Search only takes you to a page, not an area of a page.

 **Vigneshraj Tinnanur**, Technical Test Lead at a tech vendor with 1000+ employees:

1. When excel sheets are added for being displayed, it skips document formats and does not recognize merged cells. 2. Supports only MS office 97-2003 formats. Should also support 2010 formats as its a overhead to convert everytime. 3. JIRA and Confluence connectivity needs to be stabilized. We've faced embarrassing situations with stakeholders when the Confluence pages could not pull the list of JIRAs to be referenced on the page.

 **Valentin Höbel**, Cloud Architect at a comms service provider with 100-1000 employees:

There are two things which annoy us the most:
(a) It is written in Java and therefore comes with all the overhead and issues of Java applications.
(b) It doesn't allow editing documents with multiple users at the same time.



Jim U Wilson, President and Founder at a tech vendor with 1-100 employees:

Cloud and Office 365 integration with Outlook could be more stable, and an external company collaborator's connections can be iffy. Custom site provisioning and management Migration from On-Premise to the Cloud has no automation tools to help in migrating the enterprise content, and so this requires throttling the bandwidth to guard against attack. New application models are too complex - in Office365 you are sharing the whole SP farm with all Microsoft customers in a region so fixes take too long. Deploying apps in some cases have limitations because you have no access to the admin console.



Sue Marmion, PMP CSSGB ACPM, VP, Enterprise PMO at a wireless company with 1-100 employees:

Reporting on content usage info and patterns is completely missing and would be a great addition. On-demand is especially limited due to the significantly reduced number of plug ins available. Reassignment of content ownership would also be a nice feature.



HeadCentralApp348, Head of Central Applications at a leisure / travel company with 1000+ employees:

A lot of bugs already reported to Atlassian are not addressed. Avatars must be square. Status lozenges must offer more than three colors.



Tom Barta, CEO at a tech services company with 1-100 employees:

Working with 3rd party content i.e. MS office, PDF files, email integration

Deep Dive: Improvements to My Organization



SharePoint

 **Sam Montoya, CSM**, Project Manager at a financial services firm with 100-1000 employees:


When I took over SharePoint 2007, it was fairly basic in its execution. It had sections for the various departments, but it wasn't common for users to actually use it. I ended up creating various lists and libraries to begin pulling processes into the system. It was fairly shoe horned, but it did the job. In addition to this, without the use of an extension, I began using SharePoint to do more collaborative tasks and projects. There are extensions for SharePoint to increase its functionality, but using task management, was able to create sites and manage projects in that way.

 **Brenda Luterbach**, Manager, IT Communications at AbbVie:


It's providing a social collaboration experience to a culture of heavy email users. They are not used to interacting on our intranet or other internal environments, having a profile to provide others more info about themselves, or searching for experts, information, etc. This is a helpful step to evolve the culture to be more digitally collaborative.



Atlassian Confluence

 **Hristo Damyanov**, Systems/Applications Specialist at a energy/utilities company with 100-1000 employees:

Before using Confluence we have had the documentation spread across multiple shared drives and emails. Confluence gave us a chance to re-arrange the documents into a single repository and group the information logically in home page(s). I have called our home page a one-stop-shop for all team related links. Furthermore, other teams have created their own home pages and we are able to access each other spaces, sharing knowledge and know-how. When we do project work we can share the progress and develop documentation on the go while everyone has access to the latest version in real time. Talking about this, the thing I love about Confluence is that every document becomes a living document and we don't need to wait until it is 100% ready, but start with a draft and develop in progress.

 **Michael Kuhl**, Senior IT Operations Manager at a recreational facilities and services company with 1000+ employees:

We are hard core users so there are a lot of examples: At HomeAway we have product development teams for our sites, they use confluence both to document product roadmaps, and for the integration with JIRA to relay to stakeholders the updated status. It is the only place people go at HomeAway to get information.



Bharathy Prakash, Director at a tech company with 100-1000 employees:

We are a service provider of SharePoint and SCOM to our clients. And we can see the change, how efficiently they are able to carry out their regular productivity works through SP, while the IT team is able to have control and adapt quickly with SCOM.



ManagerIT306285, Manager, IT Automation and Technical Services at a energy/utilities company with 1000+ employees:

Prior to implementing SharePoint, we accessed our network just via the internet. However in 2013, we implemented it. With accessibility from a DMZ, SharePoint is a good solution for outside access.



Jim U Wilson, President and Founder at a tech vendor with 1-100 employees:

It's allowed automatic distribution of technical updates to shop floor technicians in the FABs.



James Turcotte, SVP Information Services at a tech services company with 1000+ employees:

DocOps is a leading edge approach to technical content. We could not have done this without Confluence. Other companies are looking to duplicate.



Joe Bush, Director of Client Success, Co-Founder at a tech services company with 1-100 employees:

Confluence has been our central knowledge platform for several years. All of our agent team use the knowledge base constantly throughout their work.



Vigneshraj Tinnanur, Technical Test Lead at a tech vendor with 1000+ employees:

This became the primary location where all knowledge documents and other documentation were recorded and held. Its ability to allow creation of child pages helped to nest topics within topics



Valentin Höbel, Cloud Architect at a comms service provider with 100-1000 employees:

Confluence allows creating new documentation very fast. This allowed us to organize our self-written documentation in a very efficient way.



Sue Marmion, PMP CSSGB ACPM, VP, Enterprise PMO at a wireless company with 1-100 employees:

This is our corporate wiki, all departments use it for process and knowledge management. We implemented a 'control center' in Confluence using the JIRA integration for both Change Control and Incident Management.



HeadCentralApp348, Head of Central Applications at a leisure / travel company with 1000+ employees:

Thorough tracking and logging of actions (Nothing gets lost), far fewer office files sent around by collaborating online, instant availability of information.



Tom Barta, CEO at a tech services company with 1-100 employees:

Reduced redundant communication and overall better communication among knowledge workers

SHAREPOINT REVIEW BY A REAL USER



Toby Ward *Verified by IT Central Station*

CEO at a tech consulting company with 1-100 employees

SharePoint has conquered the enterprise intranet. Although the conquest is never as bloody nor expensive as more invasive conquests, such as the Mongols under Genghis Khan, intranet citizens are not always thrilled by the new system and structure under Gates Khan.

SharePoint is present in 80% of the Fortune 100; and plays a prominent intranet role in about 70% of knowledge worker intranets (either powering the main intranet portal, or delivering associated collaboration sites and/or document repositories). This in spite of its history.

SharePoint 2007 was a dog; SharePoint 2010 was a dressed-up dog; but the latest, SharePoint 2013 represents a considerable improvement compared to its canine predecessors.

The SharePoint 2013 Intranet Home Page @

Prescient Digital Media

There are a lot of reasons to buy into or upgrade to SharePoint 2013: the latest iteration of Microsoft's portal-web development platform represents a massive, multi-million dollar upgrade on the previous version of SharePoint (a version that was typically oversold given its underwhelming if not frustrating performance and lack of execution). SharePoint 2013 is a massive upgrade to 2010: noticeable improvements to social computing (social networking via My Sites), mobile computing (PDA access and accessibility), Office integration, cloud integration, search and more.

But it's not all good news, and it's not a solution that fits every organization.

WHAT REAL USERS ARE SAYING...

"The SharePoint 2013 Intranet – Pros and Cons"

"SharePoint 2007 (MOSS) - Decent product, poor support"

"There should be more data available to admin but I like the news feed and discussion features."

"SharePoint 2016 – likely the last release as Microsoft pushes customers to the cloud where releases will be quicker."

"Will Office 365 change the SharePoint vendors focus?"

Here at Prescient Digital Media, we upgraded to SP2013 at the beginning of the year, and haven't looked back. Though some problems persist, the bugs and challenges are not as persistent as 2010. There are some obvious improvements (pros) and some persistent issues (cons):

PROS:

Cloud – feature parity cloud version (of course this was supposed to be the case, in large part, for 2010)

Mobile – enhanced mobile access experience (of course, this was promised for SP2010, and it fell embarrassingly short)

Social – enhanced social networking (nearly completely lacking in prior versions)

Web CMS – enhanced publishing and management interface (employing the 'ribbon' from Office)

Branding – although it's apparently easier to implement new custom designs on SP13, MS has openly cautioned against customizing the home page

Social networking – My Sites and Newsfeeds are still isolated and separate of the main intranet

Search – search is still not best-of-breed, requires considerable configuration work, and underwhelms most users (though offline, consistent content management policies are mandatory)

There are far more pros than cons, but there should be at the price MS charges. SharePoint is perfect for a small to medium-size intranet in a .NET environment that requires a web development platform focused on enterprise content management. But it is not cheap, typically requires a lot of work and customization, and doesn't always work as promised.

The Prescient Digital Media intranet features a lot of customization and customized web parts, including those for:

Calendar

Sales Pipeline

Client Projects

Invoicing

Social Feeds

This intranet case study is a featured case study at the

2013 Intranet Global Forum conference

WHAT REAL USERS ARE SAYING...

"Plan, plan, plan. Over-budget."

in New York City, October 24 and 25, but a sneak preview can be viewed online a free

webinar replay

called SharePoint 2013: Social Intranet Case Study.

Speaking of conquest, the Chinese learned Mongol lessons the hard way, and built the Great Wall. Although a firewall is requisite with any intranet, not just a SharePoint intranet, walls kill collaboration and employee knowledge management. More salient, key lessons can be drawn from implementing and working with SharePoint 2013:

Licensing represents a fraction of the cost

Planning and governance are mission critical – mission critical

Custom or third-party web parts and applications are almost always required

Social collaboration doesn't just happen, it's earned

Change management is the key to success

SHAREPOINT REVIEW BY A REAL USER



Sam Montoya, CSM *Verified by IT Central Station*
Project Manager at a financial services firm with 100-1000 employees

Valuable Features:

The best feature that I found for SharePoint was having a main point of contact for everyone involved. Whether it be for the entire company or it for a specific department, this has made it easy to create a common place.

Improvements to My Organization:

When I took over SharePoint 2007, it was fairly basic in its execution. It had sections for the various departments, but it wasn't common for users to actually use it. I ended up creating various lists and libraries to begin pulling processes into the system. It was fairly shoe horned, but it did the job.

In addition to this, without the use of an extension, I began using SharePoint to do more collaborative tasks and projects. There are extensions for SharePoint to increase its functionality, but using task management, was able to create sites and manage projects in that way.

Room for Improvement:

SharePoint is extremely bare bones when purchased. To really bring it into a functional state, it will require decent configuration and extensions for what you need. It comes with the basics like site creation, lists, libraries, and things of this nature. However, if you need more functionality, you will need to either go to Microsoft for those additional functionalities or to a 3rd party that provides it. This is where the cost for SharePoint balloons.

Depending on the version, there are server requirements so if you're not up-to-date on software, this will also increase the price of the service. For the functionality you get at this price point, it leaves a lot to be desired.

Use of Solution:

3 years

Deployment Issues:

Sharepoint was deployed prior to me coming on-board so I'm not familiar with it.

Stability Issues:

For the most part, SharePoint was stable based upon the set up that we have. When installing the R2 update, it did end up creating issues with the .NET code and eliminated some of the extensions. For example, the Excel extension that is used to view Excel spreadsheets within SharePoint was either damaged or deleted. This has caused issues with exporting to and from SharePoint and hasn't been corrected.

Scalability Issues:

SharePoint is tied to Microsoft's CAL pricing model so depending on your agreement, can be in line or balloon the cost. This is primarily for an on-site solution. If you're using the cloud solution, then it's still on a per user basis, but may/may not be a better fit. Our company didn't have any issues with scaling within the existing software version, however, if we were to upgrade to newer version, it would require a sizable investment.

Customer Service:

Microsoft doesn't offer support for SharePoint unless you purchase the option. There are also 3rd party solutions for this. Support for SharePoint is minimal at best on its own. You will need support so your best bet is to purchase some type of support package through the vendor you purchase it from.

Technical Support:

See the customer service section above.

Previous Solutions:

N/A. SharePoint was the original solution.

Initial Setup:

I wasn't with the company during the procurement and deployment phases.

Implementation Team:

Our solution was done in-house.

ROI:

Unknown.

Cost and Licensing Advice:

This will vary greatly depending on your CAL agreement with Microsoft and what vendor you purchase options from.

Other Advice:

SharePoint is a good solution and is very flexible if you're willing to invest the time and money into it. It requires full buy-in from various departments within a company and will require heavy configuration to get it to where it typically needs to be for your needs. I personally wouldn't go with SharePoint again as it doesn't fit my needs and is currently being used, but in very limited fashion.

SHAREPOINT REVIEW BY A REAL USER



Brenda Luterbach *Verified by IT Central Station*
Manager, IT Communications at AbbVie

Valuable Features:

For SharePoint 2013:

My Sites

News-feed

Discussions

Communities

The Office 365 version shows real promise, although the mobile use of Discussions does not work as expected. Newsfeed does though. Not sure about Communities.

Improvements to My Organization:

It's providing a social collaboration experience to a culture of heavy email users. They are not used to interacting on our intranet or other internal environments, having a profile to provide others more info about themselves, or searching for experts, information, etc. This is a helpful step to evolve the culture to be more digitally collaborative.

Room for Improvement:

The linkage between items, such as the blog. It does not integrate into communities or team sites, it's totally separate in its own environment. Tags and @mentions are not connected to them either. They feel very disconnected. Our leaders would like to use blogs but since they aren't connected to anything else they aren't a great solution.

We are on premise so the mobile experience is also very lacking since users need to use a VPN on their device in order to utilize things.

There aren't any metrics provided out of the box. I have to ask for just the number of new users each month and it takes days. There should be more data that we can use available to us as admins.

Use of Solution:

I've used for six to nine months.

Deployment Issues:

We migrated from another company and moved from SP2010 to 2013 during the same time. There were a lot of hurdles, and people have profile problems (most of those issues have not fully migrated).

Stability Issues:

Stability, even after deployment three months ago, still seems to be an issue. Tagging does not always show up in trending hashtags immediately. When tagging and @mentions work is not consistent from place to place.

Scalability Issues:

We are on two farms so it is not a truly global solution which is frustrating when trying to communicate about global programs and events. Those in the Europe farm cannot follow the majority of our content in the North American farm.

Customer Service:

Our SharePoint 2013 platform is hosted at HP and they manage services for us. HP support is getting better just as of the past few weeks. They do not seem to have a great handle on SP2013 social however.

Technical Support:

HP has not been great but we've really brought the issues to light over the past few weeks so they are stepping up their game.

Previous Solutions:

This is the first time using it at this company.

Initial Setup:

IT was not very transparent about providing what the tools can and cannot do. As a user, I had to figure it all out, ask a lot of questions then get them to explain why or why not we could or could not do certain things.

Implementation Team:

HP does not seem very knowledgeable about SP2013 social.

Other Solutions Considered:

I believe IT looked at Yammer but felt our culture could just use SP2013 for free first to get our feet wet before investing in another tool. There are no business requirements for an Enterprise Social Network yet so with the pitfalls of using SP2013 out of the box, we are seeing what we actually need vs. what we have.

Other Advice:

Perform a controlled pilot first with social advocates in the company first. Nail down the business requirements with management before rolling anything out. Get their buy-in and support. Once that is decided, pilot several other tools to see what else is out there. Yammer isn't the only other solution for SharePoint. Compare costs, etc, select a solution, create a social governance team, train them well, provide guidance templates if needed and create regular training or webinars for people to get on board. Have leaders use the tool to communicate and move away from email.

SHAREPOINT REVIEW BY A REAL USER



Toby Ward *Verified by IT Central Station*

CEO at a tech consulting company with 1-100 employees

Microsoft has announced the next version of SharePoint, to be called SharePoint Server 2016. Though it will not be released until the second half of 2015, not likely before September, there will be a preview version at the big Ignite conference in Chicago in May (Ignite replaces all the previous standalone conferences for SharePoint, Office and other products).

SharePoint 2016 (SP16) will be rolled-out with the next version of Office, Office 2016, and we can also expect new versions of Exchange and Skype for Business, which replaces Lync.

Microsoft Delve (code name: Oslo), now part of Office 365, and soon to be part of SharePoint

Though only about one-third of companies using SharePoint have rolled-out the current version, SharePoint 2013, which among other things features search, social networking, content management, collaboration, among other bells and whistles, the new SP16 will likely integrate some of the latest bells and whistles now being rolled-out on Office 365 (the cloud version of Office, which includes the cloud version of SharePoint, SharePoint Online). Some of these new features we should expect include:

Delve

- a dashboard like interface using machine learning and artificial intelligence (using Office Graph) to display the most relevant information of interest to you, based on your work, and of those in your network. Delve (code name: Oslo) indexes and analyzes emails, meetings, contacts, social networks, etc., and presents this information as cards.

Insights

- Insights for Office searches, indexes and displays related, relevant information adjacent to content in a document or page, without leaving the document. Insights puts a search box to the Office ribbon and it allows you to search the web while inside a document; you can also access this feature by right-clicking on a word; right-click on the word SharePoint and selecting Insight will produce a sidebar of what the Bing search engine deems the most relevant information, including Wikipedia definitions.

Yammer

- better integration with the micro-blogging platform, with new capabilities.

Video Portal

- allows users to upload, store, stream and discover videos securely.

Inline Social

– enables users to have conversations right inside their documents.

Mobile

– expect tighter integration, and better rendering on PDAs including iOS and Android devices.

Online tech news website Neowin also

leaked news on additional functionality

that can be expected in SP16:

Forecasting Functions

Time Grouping for Model Based Pivot Tables

PowerView over an OLAP connection

Data model PivotTable Automatic Relationships Detection

BI in Excel - BI features discoverability

Updated Backstage UI

Skype for Business (replaces Lync)

Read the Microsoft

announcement on the Microsoft Office blog

, the Evolution of SharePoint.

SharePoint 2016, like Office 2016, is expected to be the last big-bang release of its flagship enterprise technology platform as Microsoft pushes customers to the cloud, where releases will be smaller, frequent, and more easily and quickly rolled-out.

Again, while the official announcement on the expected features and functionality, and the official date, won't likely be announced until the Ignite conference in May, don't expect SharePoint 2016 to hit the mainstream market before October.

What does this mean for intranets? Most intranets will likely be in the cloud, within 4-6 years. So too will SharePoint; SharePoint Online will be but one of the jewels in the Office 365 crown cloud, and expect it to be more robust, more complex, and more nimble than the traditional on premises versions.

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Toby Ward is Founder and CEO of Prescient Digital Media, and the author of the first blog on intranets,

www.IntranetBlog.com

. You can download for free his

white paper, SharePoint for Intranets

.

ATLASSIAN CONFLUENCE REVIEW BY A REAL USER



Hristo Damyanov *Verified by IT Central Station*
Systems/Applications Specialist at a energy/utilities
company with 100-1000 employees

Valuable Features:

Easy import and creation of new documents

Notifications of the updated content

Version history changes

Cross team changing

Improvements to My Organization:

Before using Confluence we have had the documentation spread across multiple shared drives and emails. Confluence gave us a chance to re-arrange the documents into a single repository and group the information logically in home page(s). I have called our home page a one-stop-shop for all team related links. Furthermore, other teams have created their own home pages and we are able to access each other spaces, sharing knowledge and know-how. When we do project work we can share the progress and develop documentation on the go while everyone has access to the latest version in real time. Talking about this, the thing I love about Confluence is that every document becomes a living document and we don't need to wait until it is 100% ready, but start with a draft and develop in progress.

Room for Improvement:

Surprisingly enough the text editor is very limited in its functionality and given the fact that so many forum platforms and web sites have mastered this tool I believe Atlassian have no excuse to keep it this way. It lacks basics such as text highlighting, and adjusting the text size and working with tables is a nightmare. Text formatting and working with numbers and bullet points is time consuming. I would like to see more plugins and additional functionality such as embedding of other pages, drop down menus, insert buttons, and page templates.

Use of Solution:

I have used it for over two years.

Deployment Issues:

No issues faced with deployment.

WHAT REAL USERS ARE SAYING...

"I like that we don't need to wait until a document is 100% ready, we can start with a draft and develop in progress."

"Ease at which employees can curate content and people can discover meaningful and important info are valuable features. "

"DocOps is a leading edge approach to technical content. We could not have done this without Confluence. "

"The structure of spaces, pages and child pages allows an easy way to structure content in a way which suits our business. Search only takes you to a page, not an area of a page."

"This became the primary location where all knowledge documents and other documentation were recorded and held, but JIRA and Confluence connectivity needs to be stabilized. "

"We're able to create and organize our self-written documentation efficiently, although it's written in, and therefore has the overhead and issues of, Java."

Stability Issues:

The software has been running as expected. We have faced an issue where the hard disk ran out of space and the application continued working, putting all the changes in the memory. We have identified this fact after a server restart and as a result the changes made in the last few weeks were lost (the current RAM setups are huge enough to store plenty of text based information). I believe a simple space utilisations could be implemented in the app to warn or stop it from working if there is no space. In my opinion, the impact of losing the work is bigger than having the app down until fixed.

Scalability Issues:

As above plus the available users are based on license.

Customer Service:

I find the customer service limited.

Technical Support:

Technically speaking they have just enough resources to confirm bugs and lack of functionality but no people to follow on fixing and improving.

Previous Solutions:

First of its kind in this environment.

Initial Setup:

Straightforward install and setup.

Implementation Team:

Implemented in-house. Quick and painless.

ROI:

Confluence has saved time in finding information, reduced the on-boarding time, improved provisioning of repeatable scripted operational process, provided a central point for knowledge sharing and supplied better retention of Intellectual Property.

Other Solutions Considered:

Not sure about the initial cost but the application itself needs little computing and some disk space.

Other Advice:

Go fast, cheap and dirty when creating new documents and improve in progress - this tool concentrates on the sharing, arranging and collaboration part but doesn't aim too high about how the content looks like. If you are after some serious functionality such as a table of contents, body styles and track changes I would recommend using Word and attach as a doc file. Index your content in home pages and sub-home pages for better logical arrangement of the information and fast navigation. Research additional modules like Confluence Questions. You can use the spaces for team building management like having a section for photos from events, out of work activities or sharing industry related links

ATLASSIAN CONFLUENCE REVIEW BY A REAL USER



Michael Kuhl *Verified by IT Central Station*

Senior IT Operations Manager at a recreational facilities and services company with 1000+ employees

Valuable Features:

The ease at which any employee can curate content and the ease in which people can discover meaningful and important information to get their job done.

Improvements to My Organization:

We are hard core users so there are a lot of examples: At HomeAway we have product development teams for our sites, they use confluence both to document product roadmaps, and for the integration with JIRA to relay to stakeholders the updated status. It is the only place people go at HomeAway to get information.

Room for Improvement:

The ability to delegate administrative roles, very difficult to give someone delegated administrative ability – almost all or nothing.

Use of Solution:

My company has been working with Atlassian for 6 years.

Deployment Issues:

Not really, I wasn't there when it was originally deployed but I have been thru major upgrades.

Stability Issues:

Not really, I wasn't there when it was originally deployed but I have been thru major upgrades.

Scalability Issues:

No. We were having issues but that was because we hadn't configured properly.

Customer Service:

Very high – responsive and very thorough.

Technical Support:

Very high – responsive and very thorough.

Previous Solutions:

Formerly used Sharepoint – we like that Confluence has higher usability for the user so we can democratize content creation.

Initial Setup:

I was not here for the initial setup, but the upgrades setup is complex for us mainly because cloning the environment for testing is complex.

Other Advice:

I would definitely not just purchase and install – engage with an expert, there is a lot of power in using Confluence and you need expert guidance to use it all properly.

ATLASSIAN CONFLUENCE REVIEW BY A REAL USER



James Turcotte *Verified by IT Central Station*
SVP Information Services at a tech services company with
1000+ employees

Valuable Features:

We are able to add 3

rd

party plugins and overall collaborative abilities. Keep in mind that DocOps moves the technical content industry from heavy duty doc apps to a crowdsourced approach which requires extensive collaboration. The plugins enabled basic doc properties such as version control from K15t.

Improvements to My Organization:

DocOps is a leading edge approach to technical content. We could not have done this without Confluence. Other companies are looking to duplicate.

Room for Improvement:

The search ability (using Lucene) is less than optimal and has known bugs that are slow in getting addressed. Search is key on any content platform.

Use of Solution:

We have had Confluence used casually inside R&D for several years, but then built DocOps using confluence at its core about 18 months ago. This rating is based on that instance (which is hosted at Contegix).

We use the latest release of Confluence.

Deployment Issues:

No issues with deployment.

Stability Issues:

Yes, but because we stressed it with an integration to Lingotek which enables real-time cloud translation and a few plugins.

Scalability Issues:

We are constantly watching scalability and are a bit worried but believe the costs of the new Data Center version cost prohibitive.

Customer Service:

They seem to struggle a bit. We were having some concerns with CPU usage and heap memory. Support seemed to struggle with solving. I also felt like I really had to purchase support for \$35k to get the level I really needed.

Technical Support:

They seem to struggle a bit. We were having some concerns with CPU usage and heap memory. Support seemed to struggle with solving. I also felt like I really had to purchase support for \$35k to get the level I really needed.

Previous Solutions:

No. This was a different direction from a documentation systems to confluence. Not a switch of wiki products.

Initial Setup:

We had help from hired services help such as K16T and others. I also think our installation was much more complex than most from what I am told.

ROI:

This is a complex answer given we created an industry leading platform and way of using confluence unlike any other user.

Other Solutions Considered:

Due to our experience using it internally and based on a review of a few free wiki's, we decided to go with Confluence so as to have only 1 product at CA.

Other Advice:

Spend time figuring out the best way to maintain. Hosted vs On Premise. Also, you may need to develop new skills to install and manage the plugins.

ATLASSIAN CONFLUENCE REVIEW BY A REAL USER



Joe Bush *Verified by IT Central Station*

Director of Client Success, Co-Founder at a tech services company with 1-100 employees

Valuable Features:

The flexibility and scalability of Confluence.

The structure of spaces, pages and child pages allows an easy way to structure content in a way which suits our business.

Improvements to My Organization:

Confluence has been our central knowledge platform for several years. All of our agent team use the knowledge base constantly throughout their work.

Room for Improvement:

It takes some thought into how to structure confluence in a way which is intuitive for the team to use.

Search only takes you to a page, not an area of a page.

Use of Solution:

3 years

Deployment Issues:

We had no issues with deployment.

Stability Issues:

We had no issues with stability.

Scalability Issues:

Just in respects of how we structure our content. Confluence is perfectly scalable.

Customer Service:

Responsive and to the point. Also extensive knowledge base which is useful for most queries.

Technical Support:

10/10














Implementation Team:

We implemented in house with (at the time) limited technical expertise.

Cost and Licensing Advice:

Hosting yourself allows greater flexibility in terms of extensions and customisation.

SharePoint and Atlassian Confluence Alternatives

VENDOR (BY RANKING)		SOLUTION	
	Microsoft	SharePoint	Rating: 7.0 (10 reviews)
	Atlassian	Atlassian Confluence	Rating: 8.0 (9 reviews)
	Box	Box	Rating: 8.88 (9 reviews)
	docSTAR	docSTAR eclipse	Rating: 7.0 (1 review)
	Alfresco	Alfresco	
	EMC	Documentum	
	Microsoft	Microsoft OneDrive	Rating: 8.0 (1 review)
	Objective	Objective ECM	Rating: 4.0 (1 review)
	Oracle	Oracle Document and Process Cloud	Rating: 9.0 (1 review)
	Oracle	Oracle WebCenter	Rating: 3.0 (1 review)
	Perceptive Software	Perceptive Software ImageNow	
	Siav	Siav Archiflow	
	Adobe	Adobe Digital Enterprise Platform	
	Answerbase	Answerbase	
	ASG	ASG ViewDirect	
	Xerox	Docushare	
	Ever Team	Ever Team	
	Fabasoft	Fabasoft Folio	
	Hewlett Packard Enterprise	HPE Content Manager	
	Hyland	Hyland OnBase	

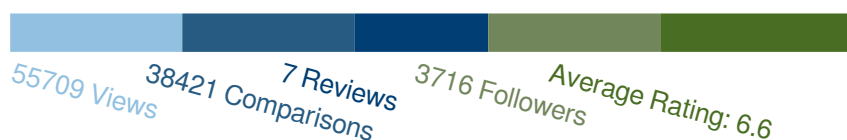
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	IBM	IBM FileNet
	Laserfiche	Laserfiche Rio
	Newgen	Newgen OmniDocs
	Nuxeo	Nuxeo
	OpenText	OpenText ECM
	Oriente	Oriente Conterra ECM
	Saperion	Saperion
	Software Innovation	Software Innovation Public 360
	SpringCM	SpringCM
	SunGard	SunGard EXP Macess
	Systemware	Systemware ECM
	Xyθος	Xyθος on Demand

Top Enterprise Content Management Vendors

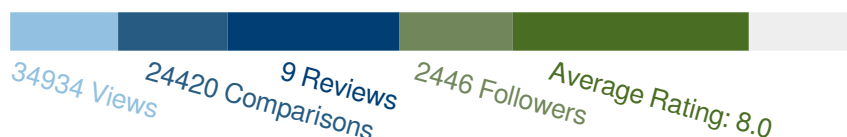
Over 163,417 professionals have used IT Central Station research on enterprise tech. Here are the top Enterprise Content Management vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.



1. SharePoint



2. Atlassian Confluence



3. Box



4. docSTAR eclipse



5. Oracle Document and Process Cloud

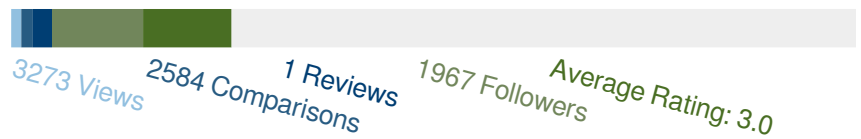


6. Microsoft OneDrive

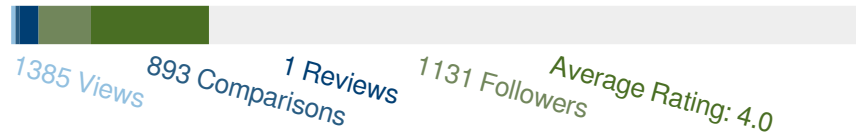




7. Oracle WebCenter



8. Objective ECM



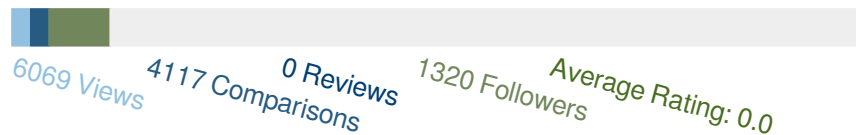
9. Alfresco



10. IBM FileNet



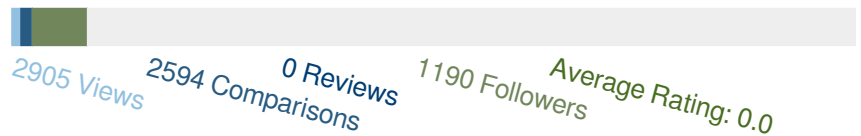
11. Documentum



12. Hyland OnBase

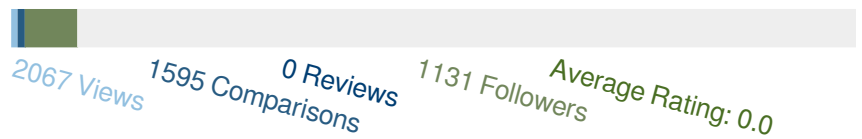


13. OpenText ECM





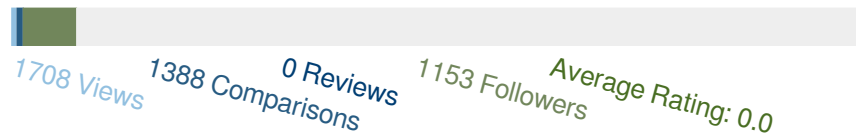
14. DocuShare



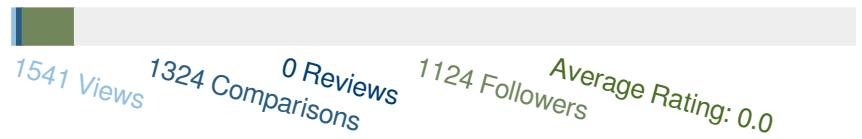
15. Perceptive Software ImageNow



16. Laserfiche Rio



17. Nuxeo



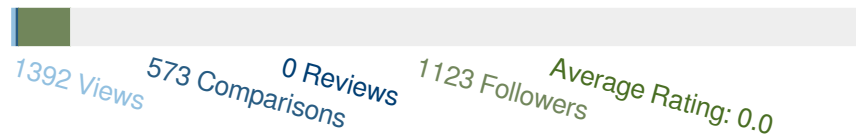
18. IBM ECM



19. Newgen OmniDocs



20. Siav Archiflow





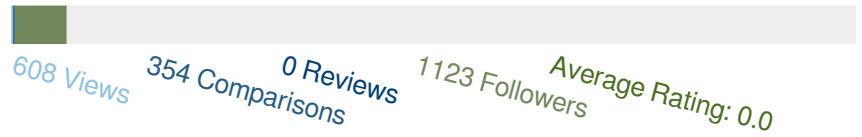
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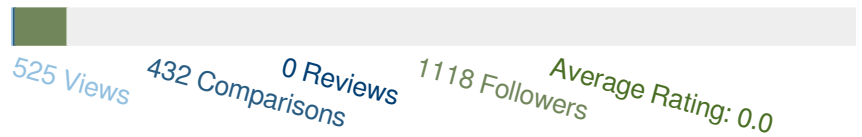
22. SunGard EXP Macess



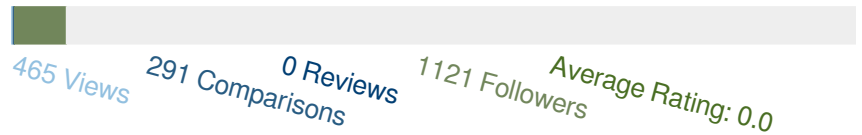
23. SpringCM



24. Fabasoft Folio



25. Software Innovation Public 360



26. Ever Team



27. Xythos on Demand





28. ASG ViewDirect

337 Views 206 Comparisons 0 Reviews 1120 Followers Average Rating: 0.0



systemware

29. Systemware ECM

368 Views 192 Comparisons 0 Reviews 1119 Followers Average Rating: 0.0



30. Adobe Digital Enterprise Platform

345 Views 181 Comparisons 0 Reviews 1119 Followers Average Rating: 0.0

Orienge 31. Orienge Conterra ECM



216 Views 127 Comparisons 0 Reviews 1122 Followers Average Rating: 0.0



32. HPE Content Manager






320 Views 217 Comparisons 0 Reviews 303 Followers Average Rating: 0.0



33. Answerbase

79 Views 61 Comparisons 0 Reviews 228 Followers Average Rating: 0.0

Chart Key

-  **Views:** Number of total page views
-  **Comparisons:** Number of times compared to another product
-  **Reviews:** Total number of reviews on IT Central Station
-  **Followers:** Number of followers on IT Central Station
-  **Average Rating:** Average rating based on reviews

*The total ranking of a product (i.e. bar length) is based on a weighted aggregate ranking of that product's Views (weighting factor = 17.5%), Comparisons (17.5%), Reviews (17.5%), Followers (17.5%), and Average Rating (30%). Reviews and ratings that are more than 24 months old, as well as those by resellers, are excluded from the rankings. For each ranking factor, the score (i.e. bar segment length) is calculated as a product of the weighting factor and its position for that ranking factor. For example, if a product has 80% of the number of reviews compared to the product with the most reviews in its category, then the product's bar length for reviews would be 17.5% (weighting factor) * 80%.*

TOP 5

Based on Views



TOP 5

Based on Views of Comparisons



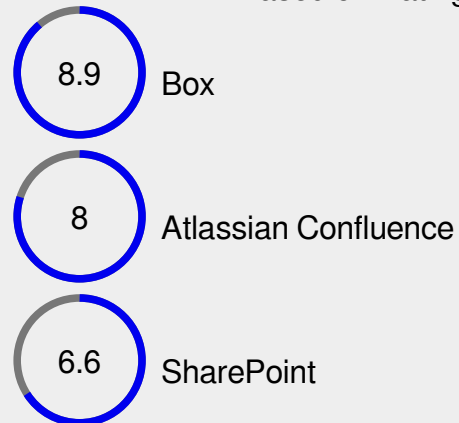
TOP 5

Based on Followers



TOP 3

Based on Rating



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