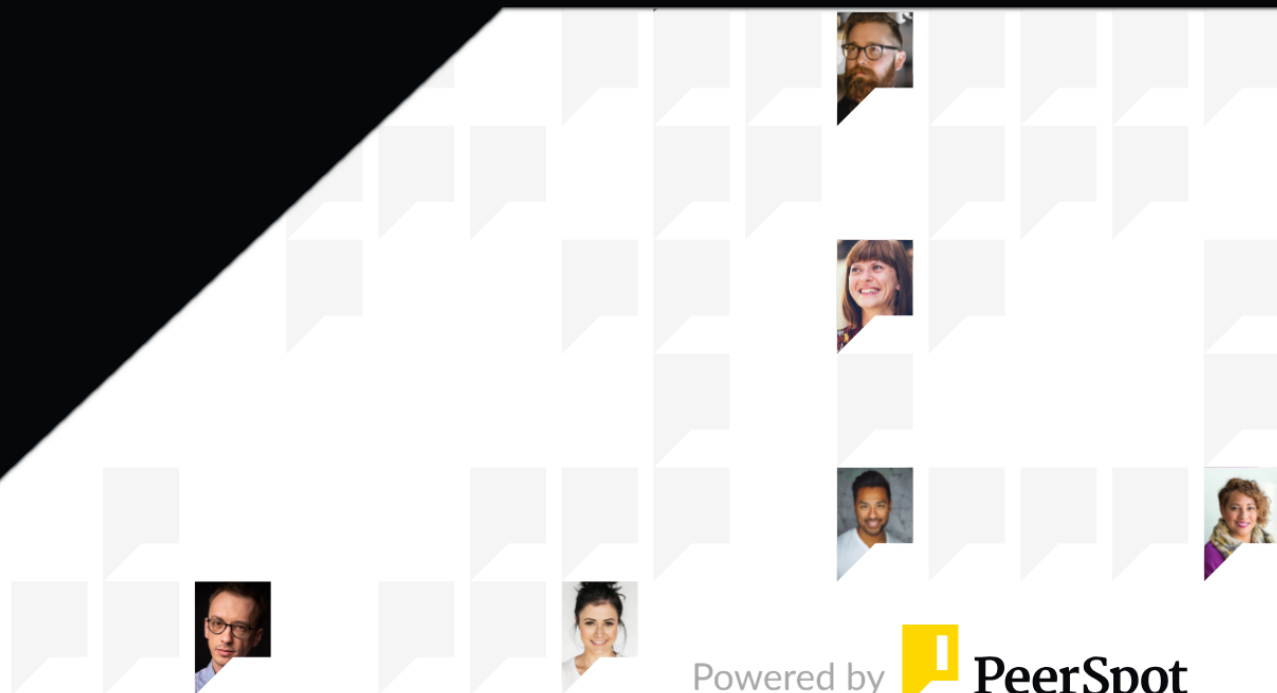




Box – Intelligent Content Management

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



Box – Intelligent Content Management

Box – Intelligent Content Management Recap

Box offers seamless integration with third-party apps, strong collaboration tools, and secure content distribution to enhance productivity across devices.

Box is a powerful platform for file storage and collaboration, known for its security, ease of use, and advanced integration options. Supporting seamless synchronization and real-time editing, Box facilitates effective teamwork and secure sharing of content both internally and externally. Though it faces challenges such as folder-level security and collaboration speed, Box remains a preferred choice for enterprises seeking efficient document management and secure file transfers. Its robust feature set, including metadata management and customizable permissions, supports remote work and facilitates easy access to stored documents and workflows.

What are the key features of Box?

- **Ease of Use:** Intuitive interface across all devices for efficient file management and collaboration.
- **Collaboration Tools:** Real-time editing and robust tools to enhance teamwork.
- **Security Options:** Strong encryption and customizable permissions to protect content.
- **Third-party Integration:** Seamless integration with apps like Microsoft Office.
- **File Sharing:** Efficient sharing capabilities for both internal and external stakeholders.
- **Metadata Management:** Advanced options for organizing and managing content.

Why do users appreciate using Box?

- **Productivity Boost:** Reduces time and effort needed for document access and collaboration.
- **Secure Environment:** Ensures data safety through strong security measures.
- **Improved Workflow:** Facilitates smoother operations and collaboration across teams.
- **Mobility:** Supports remote work with easy access to files on the move.

In industries like finance, healthcare, and legal, Box is employed for secure document storage and sharing, ensuring compliance with regulatory requirements. Teams leverage its features for secure project collaboration, e-signatures, and handling large files, making it invaluable in sectors requiring strict data management protocols.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“With us being an all Mac managed service provider, we find that the integration Box – Intelligent Content Management has with Finder is really good with the syncing, and it is probably one of the better file-sharing solutions when it comes to that, which is the big reason why we suggest it out to our clients.”



Jeremey Kenney

Manager, Technology & Integration at GlobalMac IT



“Secure sharing makes it easy to collaborate with team members without losing control over who can access and save documents.”



Shivakant Mishra

Software Developer at a educational organization with 51-200 employees



“Box – Intelligent Content Management keeps these files organized in one place with controllable access and easier collaboration, helping everyone find the latest information without going back and forth through emails.”



Yash Dhameliya

Senior React Js Team Lead Elevating Software Solutions Developer at a consultancy with 11-50 employees



“Box – Intelligent Content Management has positively impacted my organization by making it easier for us to receive assets, allowing bulk sending instead of having assets sent to us one at a time.”



Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 51-200 employees



“Box – Intelligent Content Management has positively impacted my organization by being really great and helpful for the past two years I have been using it.”



Brian Mbuthia

Freighter Load Controller at a transportation company with 10,001+ employees



“The best features of Box for me include the structured file organizing, which is the most important part I found, and apart from that, secure sharing and integration with automation platforms, along with its smooth integration and usage in automations, is a very big plus for me.”



Chirag Morajkar

Lead Ai Tech And Tech Automation Engineer at a individual & family service with 11-50 employees



“Box – Intelligent Content Management stands out compared to most of the other platforms we have used, purely from the security standpoint.”



Pranav Salian

Head of Business Operations at a computer software company with 501-1,000 employees

What users had to say about valuable features:

“The features I would highlight for Box – Intelligent Content Management are secure file sharing, document collaboration, access controls, workflow automations, and AI-powered content search. These capabilities are useful because they help teams find information, manage documents, and reduce repetitive work.

“Integrations are an important part of Box – Intelligent Content Management because teams often use multiple tools in their daily work. Connecting documents with existing business tools makes collaboration smoother and reduces manual work. The user interface is quite important as well, since easy navigation, quick search, and simple file sharing can make a significant difference in overall user experience..”

Yash Dhameliya

Senior React Js Team Lead Elevating Software Solutions Developer at a consultancy with 11-50 employees

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“The best features are around security, being able to set up different groups, and the governance features are really great. The new AI functionality that they released has been pretty handy.

“For governance and security, the audit trail capability is excellent. We are able to see when people interact or change files or if something was deleted, and we can go through and review that audit trail. The AI has been great for creating different workflows that we are able to execute. When a form gets submitted into Box - Intelligent Content Management or a file is uploaded, there are certain automations that we can put in place to where it can essentially generate tickets in our system for new users or other tasks..”

Jeremey Kenney

Manager, Technology & Integration at GlobalMac IT

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“The best features of Box – Intelligent Content Management are secure content sharing, file formatting, and the ability to load without any restrictions.

“The secure content sharing and formatting features are useful because they provide that secure sense that your data is not going to be compromised. Box – Intelligent Content Management stands out compared to most of the other platforms we have used, purely from the security standpoint. It also helps in not having a rate limit when it comes to uploading capabilities, as upload is done as well as your internet connection.

“Regarding Box – Intelligent Content Management's AI capabilities, I feel it is very secure in terms of utilization. Although we do not use too much of the AI capabilities since it is an online file sharing cloud-based platform, I feel it is secure..”

Pranav Salian

Head of Business Operations at a computer software company with 501-1,000 employees

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“The best features that Box – Intelligent Content Management offers include security controls, smooth integrations with Microsoft 365 and Google Workspace, an intuitive interface, and it is user-friendly and easy to use.

“Regarding the security controls, we are able to integrate it with Microsoft 365 and Google Workspace for smoother collaboration and file sharing. Security controls allow us to restrict certain files to certain users who can access them and those who cannot access them. This ensures that the security becomes very top-notch. I love Box – Intelligent Content Management's ability to manage permissions and streamline workflows where it enhances productivity, especially when dealing with or handling sensitive information.

“I also love the interface of Box – Intelligent Content Management, which is user-friendly and easy to customize. This makes it very easy to use, even for new users..”

Brian Mbuthia

Freighter Load Controller at a transportation company with 10,001+ employees

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“The best features Box – Intelligent Content Management offers is how it packages everything into one folder, making it easy to locate and find everything despite how many times folks are sending things.

“I found the search feature very helpful, but the organization of the folders stands out for me.

“Box – Intelligent Content Management has positively impacted my organization by making it easier for us to receive assets, allowing bulk sending instead of having assets sent to us one at a time.

“I can share specific outcomes or metrics: there is about a 90% reduction in errors. We would not have an upload delivery of sent files fail, as files were coming in on Box – Intelligent Content Management based on how they were sent, in the groupings they were in, and even if the time for larger files takes a bit more, it lets us know when everything has landed in the folder and is ready for us. This has provided very good communication, so we are not pulling things if they are not fully downloaded yet or sent through..”

Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 51-200 employees

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“The best features Box – Intelligent Content Management offers include secure file sharing, access permission, version history, and Box Secure. Secure sharing makes it easy to collaborate with team members without losing control over who can access and save documents. Version history is useful when we need to review or restore an earlier version of a file. I also appreciate Box AI because it can summarize lengthy documents and help find important information more quickly. Overall, these features make document management and collaboration well-organized and efficient.

“Out of the features Box – Intelligent Content Management offers, the one I use most often is secure file sharing with a shared folder because it makes day-to-day collaboration much easier. I can keep project documents organized and give team members access without repeatedly sending files back and forth. One feature I'd like to use more often is Box AI, especially for summarizing lengthy documents and extracting the key information. I think it could save time when reviewing a large amount of project documentation.

“Regarding Box – Intelligent Content Management's AI capabilities, I think Box has a strong approach to AI governance and security. I appreciate that AI access respects existing file permissions, which helps prevent users from accessing information that they are not authorized to see. Security control and audit capabilities are also important for keeping sensitive business content protected. I'd still like to see clearer visibility into how AI accesses and processes data.

“Regarding Box – Intelligent Content Management's AI capabilities, I find Box AI is useful for summarizing documents and extracting key information, and the results are generally helpful for routine tasks. However, accuracy can vary depending on the document and the complexity of the question. I would still verify details before relying on the output, especially for business-critical decisions..”

Shivakant Mishra

[Read full review](#) 

Software Developer at a educational organization with 51-200 employees

Other Solutions Considered

“We worked with a team of other universities and Internet2. That team explored the cloud storage market at the time. Box was the best offering we found..”

Validated user

IT Program Manager at a university with 10,001+ employees

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“I tried some other options, starting from other clouds, even Microsoft. But at the end of the day, even if Microsoft could be more integrated with Office, Box is very simple and effective, so I prefer Box..”

Validated user

Works at a wholesaler/distributor with 51-200 employees

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“Before Box – Intelligent Content Management, we were using MassTransit, and as our assets grew and we started working with different types of assets, into the MP3 and MP4 world, we needed a system that could handle it and send it in a timely fashion while also grouping it together in the folder area where we could pull everything..”

Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 51-200 employees

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“We were using SharePoint from Microsoft, and we switched because Box – Intelligent Content Management is easier to interact with and share files with people. SharePoint is a little cumbersome for our needs because of the different sites and everything you would need to set up..”

Jeremey Kenney

Manager, Technology & Integration at GlobalMac IT

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“Before using Box – Intelligent Content Management, we tried other tools like Google Drive and SharePoint, which are also commonly used for document management and file sharing. The main reason to consider switching would be better document organization, access control, collaboration, and workflow automations. The right choice depends on the team's needs and existing tools..”

Yash Dhameliya

Senior React Js Team Lead Elevating Software Solutions Developer at a consultancy with 11-50 employees

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ROI

Real user quotes about their ROI:

“Have not run detailed numbers yet, though we plan to. The reduction in risk alone on PII, HIPAA and FERPA will be huge factors in our ROI calculations..”

Validated user

IS administrator at a non-tech company with 5,001-10,000 employees

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“The potential return on investment with Box – Intelligent Content Management comes from reducing manual document handling, making information easier to find, and simplifying approval workflows. Actual user data would be needed to provide a reliable estimate on time saved or money saved..”

Yash Dhameliya

Senior React Js Team Lead Elevating Software Solutions Developer at a consultancy with 11-50 employees

[Read full review](#) 

“I have seen a return on investment with Box – Intelligent Content Management; I would say time was saved as instead of hours of somebody sitting there uploading files another way, such as MassTransit or zipping them, Box – Intelligent Content Management probably saved 90% of the time..”

Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 51-200 employees

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“I see a return on investment with Box – Intelligent Content Management, mainly through improved team efficiency and less time spent managing document or file versions. The return has mainly been in time saved rather than direct cost reduction. For example, when multiple team members need the same project document, we can access them from a shared Box – Intelligent Content Management folder instead of repeatedly requesting files through emails. This reduces delays and makes updates easier to manage. We have not tracked exact monetary savings or reduced head count, but the practical benefit is smoother collaboration and less time spent managing documents..”

Shivakant Mishra

Software Developer at a educational organization with 51-200 employees

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Use Case

“My main use case for Box – Intelligent Content Management is sending large files, such as MP3, MP4 files, and large assets as a delivery system so that we are able to download and import them into our CMS.

“Regarding how that process works for me, we set up folders based on which clients we were dealing with.

“We had a naming convention that we created for our clients to follow when they send over their material, making it easy for us to identify..”

Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 51-200 employees

[Read full review](#) 

“Our main use case for Box – Intelligent Content Management is for file sharing, secure file sharing, and content management, and the AI features are quite valuable.

“When it comes to sharing files securely, it is not usually possible on email because emails have limitations of about 25 megabytes. We use Box – Intelligent Content Management, which provides a secure link to the receiver to click and access. The AI features help in saving storage and reducing duplicate content.

“Box – Intelligent Content Management is quite cost-effective, so we have multiple teams using it. The receiver does not have to have an account to access data..”

Pranav Salian

[Read full review](#) 

Head of Business Operations at a computer software company with 501-1,000 employees

“Box – Intelligent Content Management is used for file storage for clients and provides a secure way to share files with other people as well as internally with our team.

“Box – Intelligent Content Management is integrated with our cloud instance, allowing us to query files based on natural language. This helps us pull up different programs we might have saved or documents that are in there that we can access, review, and share out if needed.

“The other primary function is that it's our main file share solution that we suggest out to clients, just because of the ease of use and the customization settings that have been available..”

Jeremey Kenney

Manager, Technology & Integration at GlobalMac IT

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“My main use case for using Box – Intelligent Content Management is for centralized document management and team collaboration. I use it to store and organize business files, share documents with colleagues, and manage access permissions so the right people can access the right information. It also helps keep documents organized in one place and reduce the back and forth of sharing files through emails.

“For day-to-day work with Box – Intelligent Content Management, I mainly use it to organize project documents, share files with team members, and keep everyone working from the same set of information. For example, when we are working on a project, we can keep requirements, reference documents, and updated files in a shared folder. Instead of sending multiple attachments over email, team members can access the latest version based on their permission, which makes collaboration easier and helps avoid confusion about which file is current..”

Shivakant Mishra

Software Developer at a educational organization with 51-200 employees

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“Box – Intelligent Content Management is used for managing business documents and keeping important files organized in one place. For a development team, Box – Intelligent Content Management can help with sharing project documents, technical specifications, design files, and other resources while making them easier to access.

“A good example of how my team uses Box – Intelligent Content Management for document management and sharing would be in projects where a developer, designer, and project manager need to share requirements, design documents, and project updates. Box – Intelligent Content Management keeps these files organized in one place with controllable access and easier collaboration. It helps everyone find the latest information without going back and forth through emails.

“Another important use case for Box – Intelligent Content Management is managing project-related information across different teams. Developers, designers, and project managers often need access to the same documents. Having organized files, clear permissions, and a central place for information makes collaboration smoother and helps avoid confusion with multiple file versions..”

Yash Dhameliya

Senior React Js Team Lead Elevating Software Solutions Developer at a consultancy with 11-50 employees

[Read full review](#) 

“My main use case for Box – Intelligent Content Management is that it is a great and simple tool to use that we use every day, especially to manage our files and send and share files and collaborate with different team members and departments.

“Overall, it is a great tool for sharing our business items with the whole team to any location. In our industry, things are currently in the process of being moved to online storage from paper files. Box – Intelligent Content Management has made it really easy to store, transport, and track online processing of applications and data we need to use from multiple locations.

“In the past, we used only paper files. If someone was in our second office, we would need to have something fixed to us, and the quality would be really low. Box – Intelligent Content Management has allowed us to store things and get access to them from any location, which has been really great and has saved us a lot of time and also reduced a lot of errors while handling large files.

“A quick specific example of how my team and I use Box – Intelligent Content Management to collaborate or manage files in our day-to-day work is that our clients in other countries can share all documents with us in a matter of seconds. We can also work on different projects for different clients while collaborating in those projects, sharing project files very securely.

“Box – Intelligent Content Management provides strong security and detailed management controls, which are extremely important to me and especially helpful when I need to keep contracts and other documents protected, and the sharing features are a big advantage when I'm working with regulated confidential data.

“Box – Intelligent Content Management has continued to improve with updates and adjustments that make it work with Microsoft 365 and Google Workspace smoothly and straightforwardly and has been a solid option for business document storage, helping me keep everything organized, secure, and properly stored..”

Brian Mbutia

Freighter Load Controller at a transportation company with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“When I first implemented Box, it took hardly half an hour or even less to get up and running, as I did not have to give much more time into setting up the platform..”

Chirag Morajkar

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Lead Ai Tech And Tech Automation Engineer at a individual & family service with 11-50 employees

“I'm not sure how it originally was implemented. I'm not sure if it was difficult or easy to implement.

I'm not sure how many people, if any, are needed to maintain the product..”

Validated user

[Read full review](#) 

Senior Applications Analyst at a real estate/law firm with 5,001-10,000 employees

“I recommend doing the trial first, because it's not cheap ware. It's not overly expensive, but it's not cheap ware, and enterprise has a minimum number of users. Of course, it's nothing for us because we were well in excess to that minimum. But check your pricing. Don't think that just because Google Drive is cheaper that doesn't make it better..”

Robert Nevans

CEO at CSToday

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“The initial setup for an organization is under two minutes. And that is even if they go with an unlimited amount of storage. The implementation as far as your governance of the site itself and who's going to have access depends on the size of the organization and how detailed they are. That could take from two to six weeks to iron out the details and then activate it to enterprise. The setup environment with all the securities and encryption, takes about two minutes..”

MarkGoodnight

Senior Solutions Engineer at Eyland LLC

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Customer Service and Support

“Customer support is adequate. I find it rather difficult to get in touch with someone, but typically once you do, they are able to provide assistance on whatever you need..”

Jeremey Kenney

Manager, Technology & Integration at GlobalMac IT

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“Support for Box – Intelligent Content Management is good. For more complex technical problems, it can sometimes take longer. I'd appreciate faster response times for more personalized support and advanced issues..”

Shivakant Mishra

Software Developer at a educational organization with 51-200 employees

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“Customer support for Box – Intelligent Content Management is an important part of any content management platform. Quick responses, clear guidance, and effective problem solving can make a difference, especially when dealing with technical issues or integrations. I would rate the customer support for Box – Intelligent Content Management an eight..”

Yash Dhameliya

Senior React Js Team Lead Elevating Software Solutions Developer at a consultancy with 11-50 employees

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“Box's support provides delayed responses. There is an issue with the support system. When you create a ticket, sometimes it feels like you're answering the same questions repeatedly, even though the information is already in their system. This is frustrating, especially when resolving important matters like increasing API call limits..”

Validated user

[Read full review](#) 

Technical Adviser at a computer software company with 5,001-10,000 employees

Customer Service:

Excellent. Our dedicated Customer Success Manager is very attentive and very committed to giving us a good experience with Box.

Technical Support:

Once you reach the right people it's excellent. Like with many help desks, our scale means that we often have more familiarity with the product than their frontline help desk staff, so sometimes it's a challenge to get to the right level..”

Validated user

[Read full review](#) 

IT Program Manager at a university with 10,001+ employees

“Technical support is better than their competition because I have had experience with both. If you are in a critical situation, and you have the right support contract with them, you will get immediate results. But if you try to go on the cheap side, you might have to wait physically for someone to respond by calling you. So that all depends on what kind of package you buy.

The cost averages around thirty five dollars a month. There are no additional costs on top of that. They house all your data and they use all of their hardware and their equipment, and that is why it is thirty five dollars a month per person. You do not have to buy any of the hardware and you do not have to do anything on the back end..”

MarkGoodnight

Senior Solutions Engineer at Eyland LLC

[Read full review](#) 

Other Advice

“On a scale of 1 to 10, I would rate Box – Intelligent Content Management a nine.

“I think Box – Intelligent Content Management is a pretty good platform to use, and we have been using it for the last two years. Perhaps in the future it could get a 10 out of 10.

“My advice to others looking into using Box – Intelligent Content Management is that it is definitely something which you can try as a trial before you buy..”

Pranav Salian

Head of Business Operations at a computer software company with 501-1,000 employees

[Read full review](#) 

“On a scale of one to ten, I would rate Box – Intelligent Content Management an eight.

“I chose an eight for Box – Intelligent Content Management because it does a good job of keeping documents organized, making file sharing easy, and supporting team collaboration with useful security controls. The main reason I didn't give it a ten is that some settings could be simpler, search could be more effective, and pricing could be more flexible.

“I would suggest carefully assessing your company's team needs, security, and integration options with Box – Intelligent Content Management to make sure that the pricing and features are worth it. I'd also suggest testing the sharing and permission settings first so you can get the most value from the platform..”

Shivakant Mishra

Software Developer at a educational organization with 51-200 employees

[Read full review](#) 

“On a scale of one to ten, I would rate Box – Intelligent Content Management an eight. No system is perfect, but it does get the job done for what we need.

“Regarding Box – Intelligent Content Management's AI capabilities, I think its governance and security are good, but we always need to continue to stay on top and grow with governance and security with AI; that is the same for any product, and I would say that same recommendation applies.

“Regarding Box – Intelligent Content Management's AI capabilities concerning its accuracy and reliability of output, I think it is pretty good, but with the way AI is evolving, it could always be better.

“I do not handle the cloud provider we use for our private cloud, so I do not know.

“My advice to others looking into using Box – Intelligent Content Management is that the setup could be a little bit of a process to work through, but I also suggest having an idea of how you want your folder structure set up, possibly how you want your assets named so that when you receive them, you understand what you are receiving and where it is going, making it easier to quickly move things and download them or upload them to a CMS system..”

Kristine Parrinelli

Agile Solutions Designer at a tech consulting company with 51-200 employees

[Read full review](#) 

“Box – Intelligent Content Management is a private cloud solution. We use Box – Intelligent Content Management servers in order to house the data.

“It gives our clients and our team members another way to access it, so you do not have to go through the web. The way Apple has everything set up with cloud storage integration is very seamless, and Box – Intelligent Content Management seems to be on top of changes that Apple makes. They adapt very quickly to that.

“With us being an all Mac managed service provider, we find that the integration Box – Intelligent Content Management has with Finder is really good with the

syncing. It is probably one of the better file-sharing solutions when it comes to that, which is the big reason why we suggest it out to our clients.

“If you do not have any kind of folder structure currently, you should put that in place prior to adding your data into Box – Intelligent Content Management. This way you can start with a clean slate in a proper folder structure.

“Box – Intelligent Content Management has a formal partner program, and we do have contacts within Box – Intelligent Content Management specifically that we leverage with our clients. I would rate this product a 9 overall..”

Jeremey Kenney

Manager, Technology & Integration at GlobalMac IT

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“I rate Box – Intelligent Content Management nine out of ten. I chose this rating because I love its ease of use, secure file sharing capabilities, and seamless collaboration. This makes it simple to store, organize, and access documents from anywhere while maintaining strong security and compliance controls.

“Regarding Box – Intelligent Content Management's AI capabilities, I will be very brief. In my organization, we are very strict with AI, so we do not use that AI feature, but I think it is quite straightforward and accurate. Box – Intelligent Content Management's AI capabilities are very accurate.

“I purchased Box – Intelligent Content Management through the [AWS Marketplace](#).

“The advice I would give to others looking into using Box – Intelligent Content Management is that it is a secure file sharing and collaboration tool that improves collaboration. It also helps to solve challenges of securely storing, managing, and sharing business documents across teams and locations by providing a centralized platform where employees can easily access the latest versions of files, collaborate in real time, and maintain proper document control. In return, it reduces the need for email attachments, minimizes versioning issues, and improves overall team productivity, making it a very recommendable tool..”

Brian Mbutia

Freighter Load Controller at a transportation company with 10,001+ employees

[Read full review](#) 

“I would rate Box – Intelligent Content Management an eight out of ten because it offers useful content management, collaboration, and security capabilities. I would leave room for improvement in areas such as ease of setup, pricing clarity, and the learning curve for advanced features.

“In governance, Box – Intelligent Content Management AI governance and security are quite important when using AI with company documents. [Clear](#)

control and transparency about how content is processed is essential. It should also respect existing permissions and protect sensitive business information.

“AI can be useful for Box – Intelligent Content Management in searching documents, summarizing information, and finding relevant details. However, important information should be verified against the original documents before using it for business decisions.

“Box – Intelligent Content Management is available as a cloud-based content management service.

“My advice to others looking into using Box – Intelligent Content Management would be to first understand your team's document management and collaboration needs. Box – Intelligent Content Management offers useful features such as secure file sharing, access controls, integration, and workflow automations..”

Yash Dhameliya

Senior React Js Team Lead Elevating Software Solutions Developer at a consultancy with 11-50 employees

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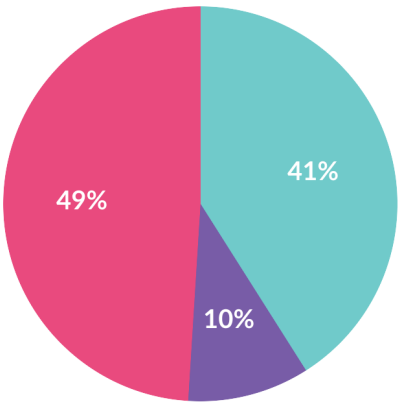
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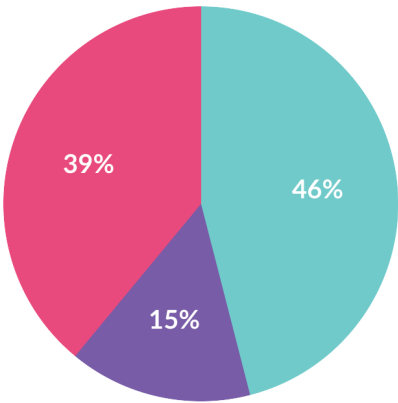


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsized Enterprise Small Business

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Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944