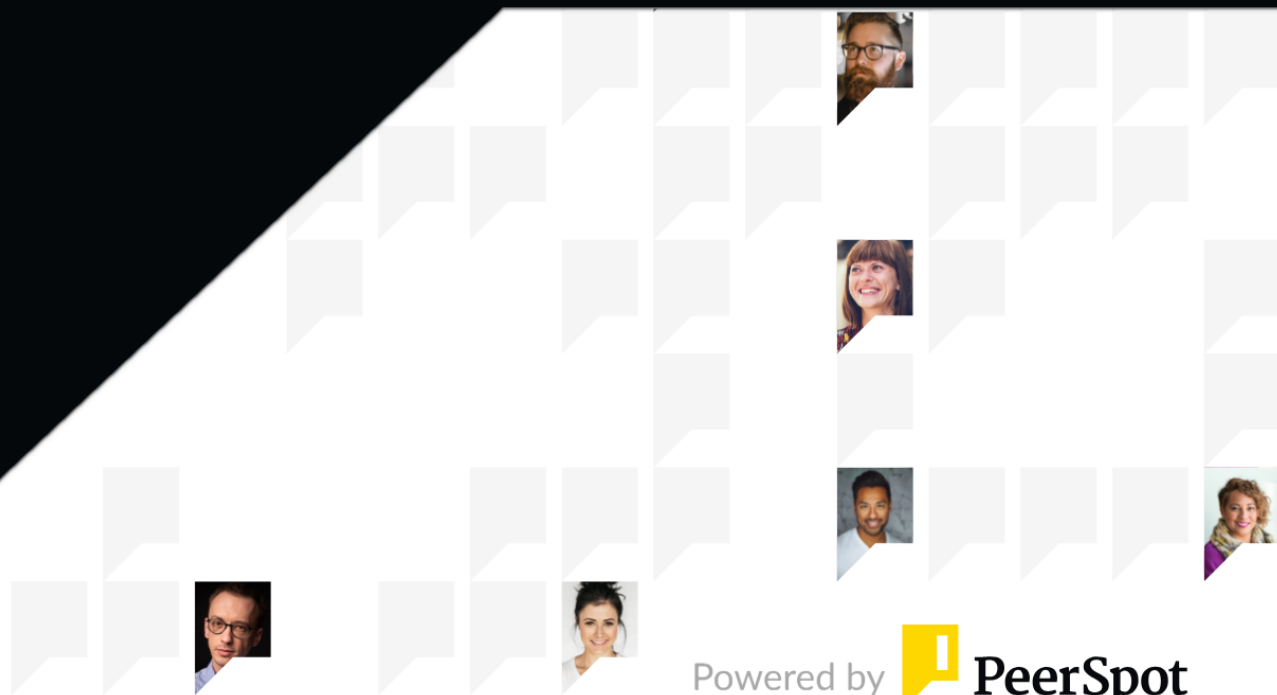




DataRobot

Reviews, tips, and advice from real users



Powered by  PeerSpot

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 15

Other Solutions Considered..... 16 - 18

ROI..... 19 - 21

Use Case..... 22 - 28

Setup..... 29 - 31

Customer Service and Support..... 32 - 34

Other Advice..... 35 - 41

Trends..... 42 - 43

About PeerSpot..... 44 - 45

Product Recap



DataRobot

DataRobot Recap

DataRobot automates model building and deployment, simplifying MLOps with user-friendly interfaces. Its AutoML and feature engineering streamline model comparison, selection, and testing, enhancing efficiency and scalability.

DataRobot facilitates efficient integration with cloud systems and data sources, reducing manual workload, enhancing productivity, and empowering data-driven decision-making. Its strengths lie in automating complex modeling tasks and supporting multiple predictive models effectively. Users emphasize the need for better handling of large datasets, integration with orchestration tools, and more flexibility for custom code integration and advanced model tuning. They also seek improved support response times, transparent model processing, real-world documentation, and enhanced capabilities in generative AI and accuracy metrics.

What are the key features of DataRobot?

- **Automated Modeling:** Efficiently builds models with AutoML capabilities.
- **Model Deployment:** Simplifies the deployment of machine learning models.
- **Model Monitoring:** Tracks model performance for sustained accuracy.
- **Cloud System Integration:** Seamlessly connects with major cloud platforms for scalability.
- **Data Source Compatibility:** Integrates with various data sources to reduce manual efforts.

What benefits should users consider in reviews?

- **Increased Productivity:** Automation reduces time spent on model development.
- **Scalability:** Easily handles multiple models across departments.
- **Data-Driven Decisions:** Empowers teams with actionable insights.
- **Time Efficiency:** Significantly reduces project timelines.

DataRobot is adopted across industries like healthcare and education for creating and monitoring machine learning models. It accelerates development with GUI capabilities, aids data cleaning, and optimizes feature engineering and deployment. Organizations can predict behaviors, automate tasks, manage production models, and integrate into data science processes to improve data processing and maximize efficiency.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “DataRobot helped speed up getting the model into production to three weeks versus four to six months, and the accuracy improved by catching 40% more fraud compared to the old rules with 60% fewer false alarms, which meant fewer angry customers getting their cards blocked.”



Nishant Chauhan

Senior Data Engineer at LTM

- ✓ “Tasks such as model testing, feature engineering, and predictions that used to take us days or weeks can now be accomplished in hours.”



Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

- ✓ “The ability to begin a project, model it, and get in front of stakeholders within hours is something I've actually performed in a meeting as a live demonstration.”



Daniel Jensen

Founder & Chief Architect

- ✓ “Previously we had five or six processes which used to be done manually by different people and that has been transformed using DataRobot because agents now are doing the same thing, resulting in a lot of money saved and around \$2 million in cost savings for the bank.”



Niketan Kumar

Advisory Solutions Architect at Dell Technologies

- ✓ “By using DataRobot, we save the work equivalent of almost four to five people who are experts in Python and AI, as we can do the same tasks more easily with this tool.”



Javed Bux

Senior Software Engineer at a tech vendor with 10,001+ employees

- ✓ “DataRobot has positively impacted my organization by driving an AI platform that encompasses the entire AI lifecycle, helping us experiment, build, deploy, monitor, and govern AI models in a secure and scalable way.”



Validated user

Quality Engineering Specialist at a consultancy with 1,001-5,000 employees



“By automating highly technical aspects like model comparison, DataRobot enhances productivity and reduces project timelines from three months to less than one month.”



SagarYadav

Staff Specialist Data Scientist at a tech vendor with 5,001-10,000 employees

What users had to say about valuable features:

“DataRobot's one of the major features is model evaluation and model performance. One can actually evaluate whether the model is performing correctly and can actually benchmark it against the correct results. That will actually help to fine-tune models to give the right results. Additionally, DataRobot has a very good agentic interface where one can actually spin up multiple agents at the click of a mouse and can have multi-agent protocol where that will help automate all use cases. That is something which is a differentiator with respect to other platforms..”

Niketan Kumar

Advisory Solutions Architect at Dell Technologies

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“The best features DataRobot offers include automated machine learning and AI collaboration tools.

“The automated machine learning and AI features of DataRobot have helped us build predictive models rapidly using hundreds of algorithms. The AutoML has significantly supported our collaborative efforts, as we generally use this tool in a centralized workspace for data scientists, analytics, and business users. This collaboration enhances reliability, with extensive documentation and a realistic approach towards real data. Experimentability and audit documentation are also well managed in this feature.

“DataRobot has positively impacted my organization by driving an AI platform that encompasses the entire AI lifecycle, helping us experiment, build, deploy, monitor, and govern AI models in a secure and scalable way. It is particularly realistic in healthcare as we focus more on faster diagnoses and patient resource allocation through predictive analytics..”

Validated user

[Read full review](#) 

Quality Engineering Specialist at a consultancy with 1,001-5,000 employees

“The best feature DataRobot offers is converting data to models, which is the most handy part of the tool we are mostly utilizing. We have not explored the other aspects as my team focuses specifically on this area.

“The feature of converting data to models stands out for me primarily because it is integrated with our internal cloud. Whatever model we create can be used by the entire organization, allowing for seamless AI deployment via a one-click API. When using OpenAI, we utilize the API to call the models similarly within our organization.

“DataRobot has a positive impact on our organization because creating models outside of it is very difficult. Previously, we needed more manpower to create models using coding in Python or C#, but now we can easily create models using DataRobot.

“By using DataRobot, we save the work equivalent of almost four to five people who are experts in Python and AI, as we can do the same tasks more easily with this tool..”

Javed Bux

[Read full review](#) 

Senior Software Engineer at a tech vendor with 10,001+ employees

“There are many features that I appreciate about DataRobot. Some of the features which I personally prefer are the ones that save time. First, I would start with the automating features. If I want to do the data preparation, clean the raw data, or upload a student admission data, DataRobot automatically generates features such as the number of applications in the last month and previous offers accepted, and it can remove duplicates as well. This is one of my favorite features. Secondly, it tests my machine learning models for me, and the testing and selection are very efficient. For example, if I want to run many algorithms, DataRobot will compare them and pick the best one, saving me time from manually checking which one is the best. Lastly, another feature that I appreciate is the integration and scalability with our cloud system. It helps us connect with the various data sources we work with in our university, such as SITS, Azure SQL, and CSV exports, allowing DataRobot to handle joins and feature engineering effectively without requiring extensive coding from me.

“DataRobot has positively impacted our organization in many ways. First, it has improved efficiency; tasks such as model testing, feature engineering, and predictions that used to take us days or weeks can now be accomplished in hours. This ultimately helps us make better decisions, particularly with admission data where we can rely heavily on the predictions made by DataRobot. It has also helped to reduce a lot of manual work and has allowed me to execute automation tasks more quickly. Furthermore, DataRobot provides scalable analytics, enabling us to run multiple predictive models across different departments without needing extra staff or extensive infrastructure. For instance, it allows the admission team to prioritize outreach to students likely to apply, ensuring we spend our resources effectively..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“The best features DataRobot offers include integration with any cloud platform, Kubernetes, Docker containers, APIs, real time APIs, and batch APIs. I'm able to source data in near real time, source data in batch. I'm able to output data in near real time or output results from a model in batch. This platform is the spoke and hub, which is the center of a spoke and hub model.

“Out of all those features, the one I find myself using most often is the ability to model a project's data, along with the ability to deploy that model with either REST APIs for batch or for near real time activity. The whole process of building the model and then deploying it and then making it available for people to use with a governed dashboard, which is extremely important. The ability to monitor the predictions and the data to understand if predictions are drifting or to understand if incoming newer data is drifting is a complete ecosystem that helps you deliver models for your organization.

“DataRobot is ahead of the curve when it comes to generative AI and these platforms and explainable AI. Organizations tend to rely too heavily on cloud providers and solution architects from those cloud providers to create a large architectural engineering effort, when in fact, by simply leveraging DataRobot, your platform is in place. Your models can be deployed as soon as they're done training, and that's done within minutes without any heavy organizational lift. You can build and deploy models with endpoints within minutes with very little organizational heavy lift or requirements on other teams to get your model into production.

“Regarding DataRobot's AI capabilities, I think the governance and security are already answering the questions that other enterprises are struggling with today. DataRobot is backing into it. DataRobot already has those integration, architectural integration patterns in place for security, for access, and for permissions, and for many other security measures that you would want to manage and maintain. DataRobot out of the box already supplies that functionality.

“Regarding DataRobot's AI capabilities, I think its accuracy and reliability of output are outstanding. The ability to monitor and manage accuracy, the ability to understand data drift and prediction drift are key features. The tools are very

proactive in monitoring its own behavior. When you do that, you can see that it already has a dashboard built for this type of information, and it can go even further if you customize it to your organization's needs. But right out of the box, you have a governance and compliance dashboard with all of the analytic assets right on day one..”

Daniel Jensen

Founder & Chief Architect

[Read full review](#) 

“Some of the best features DataRobot offers include the AutoML engine, where you drop in data, pick the target column, and it automatically detects and tests over 100 models along with feature engineering combinations. You don't have to guess if XGBoost or random forest is better because it ranks everything by accuracy, speed, AUC, and other metrics, making it the biggest time saver. The click deployment with API is another valuable feature; training a model is step one, but getting it into your app is usually the harder step, and DataRobot turns any model into a REST API endpoint in one click. Your developers can call it to predict customer data without touching any ML code. Model monitoring with drift detection is crucial since models can go bad over time; DataRobot watches your live models 24/7 and alerts you if customer behavior, data quality, or accuracy drops. This part of MLOps is what most teams struggle with. Explainability is also critical; for each prediction, it shows which features influenced the score, which is vital for business compliance since banks and regulators won't trust a black box. You get SHAP values, feature impact, and bias audits built-in. DataRobot also includes time series with forecasting and a no-code app builder.

“The one feature I find myself using the most is model monitoring and drift detection because, while AutoML is cool and everybody does AutoML now, the part that actually kills ML projects is three months after deployment. I build a model that is 95% accurate on a Monday, but by December, customer behavior changes, data columns shift, and now it is 70% accurate, which nobody notices until the CFO sees wrong forecasts. DataRobot monitoring catches that drift automatically and alerts to retrain. It tracks data drift, data age, and accuracy drift, which is the difference between a demo model and a model that continues to make money for two years. AutoML gets you to production fast, but monitoring keeps you there.

“Two more features that don't get hyped enough but save people tons of pain are feature discovery and bias and fairness testing. Feature discovery allows DataRobot to scan your other database tables and suggest new features you might not have thought of. For example, if you give it a customer ID with the purchase amount, it can find the average purchase over the last 30 days in another table and test if it helps. It's comparable to having a data scientist who remembers every table you have. Bias and fairness testing is critical if you are predicting loans, hiring, or insurance, as regulators care about whether your model discriminates. DataRobot

auto-tests for bias across gender, age, race, and other factors, and lets you rebalance it, which is huge for compliance.

“DataRobot has positively impacted my organization in several ways. For one, the time to model has significantly improved; previously, it took data scientists three to six months to build and deploy one model, but with DataRobot, I achieve that in one to three weeks for the first model in production. This results in a time to value that is five to ten times faster, which is the number one metric teams quote. Secondly, I've seen an accuracy lift; in the bank fraud case, I caught 40% more fraud with about 60% fewer false positives compared to the rule-based system. In manufacturing, I've achieved a 25% increase in accuracy predicting equipment failure versus previous models, with metrics usually showing teams achieve 5% to 20% better AUC accuracy than what their data scientists had time to try manually. Lastly, productivity has dramatically improved; one data scientist using DataRobot outputs the work equivalent of three to four data scientists doing manual coding due to AutoML and automated feature engineering with one-click deployment, which removes the tedious 70% of the work. Business impact examples include insurance cutting claims processing time by 50% by auto-predicting claims severity, retail increasing revenue by 12% from better demand forecasting, and healthcare predicting sepsis six hours earlier, which directly impacts survival rates. However, the tool doesn't create value by itself. The wins come when you have clean data tied to a real business KPI like revenue, cost, or risk, and you actually deploy the model and monitor it..”

Nishant Chauhan

Senior Data Engineer at LTM

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Other Solutions Considered

“Before choosing DataRobot, we evaluated three or four other vendors. They were all incomplete at the time. The only vendor that provided a complete analytical workflow was DataRobot and the platform that it provides..”

Daniel Jensen

Founder & Chief Architect

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“We previously also evaluated Dataiku, but we found that DataRobot has a better interface and it has a lot of other skills such as model performance, model evaluation and benchmarking, and agentic AI platform which is better than Dataiku..”

Niketan Kumar

Advisory Solutions Architect at Dell Technologies

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“We did not use a different solution before DataRobot. We reviewed five or six different vendors, and DataRobot was the platform that enabled us to do the entire analytical process workflow, start to finish, within the platform without needing any additional support. Whereas other vendors did have positives in certain parts of a machine learning workflow, none of the other vendors at the time we did the analysis could complete the entire process end to end the way DataRobot can..”

Daniel Jensen

Founder & Chief Architect

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“Previously, we used different solutions, including manual model building through Python, Excel, and Azure ML for some projects. We switched due to the burdensome manual workflows that were time-consuming and required extensive coding, making it difficult to test multiple models quickly. DataRobot allowed us to experiment faster, achieve better model accuracy, and facilitate simpler collaboration without needing high-level programming skills..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“Before selecting DataRobot, I did evaluate other options including H2O.ai, IBM Watson Studio, and the AWS SageMaker Autopilot cloud provider. These alternatives were considered, but I did not choose them due to the benefits that DataRobot offers, particularly when I needed 10 plus models in code, compliance needs, and was short on ML engineers. DataRobot proved to be faster, required less ML expertise, and provided better governance out of the box than the others..”

Nishant Chauhan

Senior Data Engineer at LTM

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“I previously used other solutions when searching for a similar offering. My previous options included the pure open-source combinations with custom code such as Python, scikit-learn, XGBoost, and PyTorch with Jupyter notebooks. I switched to DataRobot because it previously took over six months to get models into production; the DevOps process was a nightmare, with models breaking without my knowledge. Other AutoML tools I evaluated included H2O.ai, SAS, and IBM Watson, but I found H2O was cheaper yet lacked strong monitoring, SAS was too rigid, and DataRobot outperformed with better MLOps for regulated industries. The top three reasons for switching to DataRobot include speed to production, governance with auditing, and reduced ML expertise requirements..”

Nishant Chauhan

Senior Data Engineer at LTM

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ROI

Real user quotes about their ROI:

“I have seen a return on investment, and I can share that money saved and time are always interconnected. Time would be the massive reduction in cost and deliverable by reducing the need for external teams for deployment of analytical assets or applications..”

Daniel Jensen

Founder & Chief Architect

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“I have seen a return on investment as it has significantly helped us save time and improve reliability for different customers. It has enabled time-saving and cost-saving, which are key benefits of DataRobot..”

Validated user

Quality Engineering Specialist at a consultancy with 1,001-5,000 employees

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“Around \$2 million have been saved for the particular company in a particular financial year. We have automated a lot of processes. Previously we had five employees doing the entire workflow, and now we can do it with two employees because agents are being used to do the same which was previously being done by the employees..”

Niketan Kumar

Advisory Solutions Architect at Dell Technologies

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“We have indeed seen a return on investment. On average, we're saving about 10 to 15 hours per project. The efficiency has greatly improved; tasks that used to take a day now take mere hours. While we haven't reduced staff, their workload has lightened, enabling them to accomplish more within the same timeframe. The standout metric remains the 10 to 15 hours saved per project..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“Regarding ROI, I find that the ROI is good due to fewer employees needed and the increase in team productivity. For money saved, the metric is that they claim a 10 to 100 times ROI within 12 to 18 months. For team productivity, a single ML engineer using DataRobot is equivalent to five to ten traditional ML engineers. Additionally, regarding time saved, the ROI improves significantly for time to production, converting months into weeks or even days. However, the risk of cost avoidance for ROI only becomes apparent once the models are placed in production; many teams purchase DataRobot, build three POCs, and then stop, resulting in negative ROI. In my view, if your bottleneck is having data alongside business issues but not enough ML engineers, then the ROI math works fast. If your primary concern is that you don't have clean enough data yet, focus on fixing the data first, or you won't see the ROI..”

Nishant Chauhan

Senior Data Engineer at LTM

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Use Case

“My main use case for DataRobot is that it is a platform at an enterprise AI level that every organization uses to build, deploy, and govern each machine learning model at scale. It is basically an experiment to build, monitor, and govern AI models and also recognize some leadership in AI governance and ML operations, with nearly half of the Fortune 500 companies using it.

“I generally use DataRobot in healthcare projects. We integrate DataRobot into our AWS ecosystem, and it improves our patient healthcare through predictive analytics, resulting in fast diagnostics and better resource allocation. Efficiency in production and predictive maintenance are key aspects of my main use case with DataRobot..”

Validated user[Read full review](#) 

Quality Engineering Specialist at a consultancy with 1,001-5,000 employees

“Our main use case for DataRobot involves predicting SKU across multiple applications and stores, as we have some SKU and unit measurement SKUs where we want to predict our requirements for each store.

“Imagine we have a store with a manufacturing unit where suppliers provide spare parts such as RAM and hard disks. We are predicting how much time suppliers take to deliver our hardware such as hard disks. We examine the common supply time across different suppliers to make accurate predictions.

“Regarding our main use case with DataRobot, we are predicting churn to improve customer retention by analyzing customer history. We are creating models based on our own data, and this is the primary use case for DataRobot in our organization, which helps us develop AI tools based on these models..”

Javed Bux

Senior Software Engineer at a tech vendor with 10,001+ employees

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“DataRobot provides an analytic platform that enables me to rapidly prototype and model, as well as deploy applications and integrations between models and application stacks, and third party apps. It's a wonderful platform.

“A specific example of how I've used DataRobot for a project is that we've used it in many use cases. We've looked at it from a financial department perspective and managing accounts receivable and accounts payable and time to payment, to HR related activities where we're monitoring employee churn, attribution, and trying to understand how quickly the churn is or what the cost is for HR related hiring. We looked at it from a business perspective and how to model some of our processes and automate them. The platform provided the ability to integrate into these data sources and provides the ability to work with Docker containers, work with cloud providers, and move the outputs to wherever they need to be. A long list of business use cases have been successfully delivered because of the platform.

“My main use cases for DataRobot are the ability to rapidly model data to understand directionally where and what would be needed, which is where DataRobot is ahead of the class. The ability to begin a project, model it, and get in front of stakeholders within hours is something I've actually performed in a meeting as a live demonstration. It's a very solid platform, especially for analytics and generative AI and needing to have guardrails around production grade models..”

Daniel Jensen

Founder & Chief Architect

[Read full review](#) 

“My main use case for DataRobot is to perform predictive analysis and automation of machine learning workflows. I use it to quickly build, test, and deploy models without extensive coding. One of the examples is I use DataRobot to predict which students are likely to accept the university offer. It basically helps us and the admission team to focus their efforts more efficiently. It also helps us with data matching and cleaning in large data sets, which reduces manual work.

“The prediction helps our team and the admission team to prioritize outreach to the students who are most likely to accept the offer. They inform marketing and follow-up strategies as well, making efforts more efficient and quicker. One example is if DataRobot predicts a student has a high likelihood of accepting, the team can send personalized emails or call them to provide guidance and support directly to these students. It basically focuses on these specific students which have been just highlighted by DataRobot. It also reduces time spent on students who are unlikely to enroll, allowing us to use our resources more efficiently only on the people who we think are actually going to come back and enroll with us.

“I do use DataRobot for many other things as well. For example, other than the target of student enrollment, I use DataRobot for data cleaning. I do the cleaning of deduplication as well. I also use this to detect any anomalies. It basically helps me to automate all the repetitive tasks and saves me some time. One example I can share is I use it to flag duplicate student records across multiple systems, which used to take us hours to do before, and now it's done a lot more quickly by using DataRobot..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

[Read full review](#) 

“My main use case for DataRobot is that it is the fastest way to MVP. If you need a working ML model this week, it is hard to beat. AutoML with one-click deployment saves tons of time. MLOps built-in, monitoring drift detection, and retraining are usually 70% of the work after building the model. Explainability shows features, feature importance, prediction explanations, and bias tests, which is a big win for regulated industries. This use case is best for companies with data and business problems but not enough data scientists to hand code everything.

“I can provide a specific example of a project where I used DataRobot, which was credit card fraud detection at a bank. The problem was that a mid-size bank had over two million transactions per day, and the fraud team was catching fraud manually with rules flagging transactions with amounts greater than \$1,000. This resulted in tons of false alarms, with real fraud slipping through. Data scientists took four to six months to build and deploy a model. I used DataRobot by uploading transaction data including amount, location, merchant type, time, and customer history, targeting whether the transaction was fraudulent or not. DataRobot tested over 50 algorithms such as XGBoost, neural nets, and logistic regression while doing feature engineering automatically. It found that the time since the last transaction and merchant category were the biggest signals. The best model went live via API in one click, providing the fraud team with a risk score of zero to 100 for every transaction in real-time. DataRobot monitored the model daily, alerting them when fraud patterns changed during the Diwali season, indicating that model accuracy was dropping and suggesting retraining. DataRobot helped speed up getting the model into production to three weeks versus four to six months, and the accuracy improved by catching 40% more fraud compared to the old rules with 60% fewer false alarms, which meant fewer angry customers getting their cards blocked. A fraud analyst, not a data scientist, could retrain the model monthly without a PhD..”

Nishant Chauhan

Senior Data Engineer at LTM

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“My main use case for DataRobot is to give an agentic AI flavor to my different customers because many of my customers are looking for a consumption tool when they are looking to implement GenAI in their premises. DataRobot actually helps to create agents directly, both on-premises as well as on a cloud. We are an on-premises company, so I propose DataRobot solutions when customers are looking to actually integrate AI agents with their infrastructure which they have recently procured from Dell.

“We were working with a very large bank and they wanted to have an AI consumption tool where they can build AI/ML pipelines and they needed to have a graphical user interface where they can actually chat with the models which they have imported directly from outside as well as create agents which they can interface with their models as well as their commands. Based on their requirement, we zeroed in on a DataRobot solution because that actually helped them achieve all of their outcomes.

“We understood the use case, what the customer is looking to implement and we got up with the DataRobot team. We understood that they could actually cater to all of the requirements of the customer, then we went ahead with the deployment of DataRobot. DataRobot actually helped set up a multi-agent scenario for the customer and one agent talking to the other agent has automated the complete sequence of events of fraud monitoring where if one particular fraud is reported, the second agent can actually log it into the ledger books and that can be reported into the chief manager who can actually take it up where the exact issue is happening. The whole process gets automated.

“Previously my customer used to do everything manually, but now they are using agents to actually talk to their models as well as to their financial repository of information which they have brought into the vector database which comes along with DataRobot. They have actually automated several procedures such as updating the ledgers, updating the bank account information, generating feedback about their customer service. Everything is being automated. DataRobot is one of the major platforms being used, which actually interfaces with the primary bank application which they have in the particular bank. Model benchmarking actually helps to make sure that the results which are being provided by the model are

correct. They can continuously review whether it has the right results which are being shown to the bank application and that will help them automate all of their remaining use cases which they are currently looking to deploy.

“Previously we had five or six processes which used to be done manually by different people and that has been transformed using DataRobot because agents now are doing the same thing. There is a lot of money saved. The manager mentioned that they have redirected the employee base to other tasks and they are incurring a cost savings of around \$1,000 per employee and that has actually boosted the share of the company by a lot. Since it is a government PSU bank, we cannot share the financials, but they have actually achieved a lot of cost savings, around \$2 million they have saved by implementing DataRobot..”

Niketan Kumar

Advisory Solutions Architect at Dell Technologies

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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.

“My experience with pricing, setup cost, and licensing for DataRobot has been positive, especially regarding licensing. I am not sure about the costs since a different team handles that; my focus is more on the technical aspects..”

Validated user[Read full review](#) 

Quality Engineering Specialist at a consultancy with 1,001-5,000 employees

“I found the initial setup to be simple. Maybe if we were in a large scale deployment when we purchased it, the setup difficulty would be different, but at least in the initial version, I found it to be simple and straightforward..”

Pavan KumarKurapati[Read full review](#) 

Data Scientist at a tech services company with 11-50 employees

“We worked directly with the DataRobot team. We got the licensing worked out for the respective instances which the customer was looking to purchase. The whole process was very seamless and there were no issues in calculating the licensing costs and that is what we conveyed to the customer. It is pretty transparent and we had no issues..”

Niketan Kumar

Advisory Solutions Architect at Dell Technologies

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“I have deployed DataRobot in two manners. I have worked with it on-prem, where I did the complete install with very talented subject matter experts and an engineering team at DataRobot. We did install it on our own hardware. Fast forward a couple of years, and we moved the solution to a vendor-based managed solution, so a SaaS solution. The vendor took care of managing the platform, and that enabled us in data science to focus on the data science. The tool is the same, depending on the requirements of the environment, which path you take. I have worked with two different installations of the platform, and both have been awesome..”

Daniel Jensen

Founder & Chief Architect

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“I would rate my experience with the initial setup an eight out of ten, with ten being easy.

It is quite straightforward.

The deployment model is on-premises, in a private VPC.

Deployment did not take much time, depending on the project. It was pretty fast. We also used Databricks at the time, and compared to Databricks, DataRobot was very fast. During the POC, DataRobot outperformed every other product, like H2O and Dataiku. DataRobot stood out in our POC the most..”

RangeshKunnavakkam

Consultant at Netsoft

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Customer Service and Support

“Customer support is very good. For many of the issues, we went back to the DataRobot team and they were very helpful in answering the questions which the customer had. There is no issue with the customer support..”

Niketan Kumar

Advisory Solutions Architect at Dell Technologies

[Read full review](#) 

“I have regular meetings with DataRobot's support team as part of our licensing model, and they provide excellent service. They answer all my questions and share guidance on using DataRobot scripts if certain functionalities are not available in the UI..”

SagarYadav

Staff Specialist Data Scientist at a tech vendor with 5,001-10,000 employees

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“I had documents during the time when we ran the POC. We had data scientists from DataRobot and also executive salespeople from DataRobot who came and did a lot of one-on-one sessions with our team in Colorado, in Denver..”

RangeshKunnavakkam

Consultant at Netsoft

[Read full review](#) 

“DataRobot's customer support is good but could improve with quicker response times and better documentation or community support. The scalability is robust, managing large data sets, although it sometimes slows down when processing bigger data, but being cloud-hosted enables automatic resource scaling, which supports collaboration across teams..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“Customer support for DataRobot is notably good; it can be a make-or-break feature for such an expensive tool. If you are paying somewhere between \$100,000 to \$200,000 annually, you receive a dedicated technical account manager who understands your AWS setup and models, unlike generic ticketing systems. DataRobot also provides 24/7 support for production issues and has robust resources like DataRobot University and comprehensive documentation available..”

Nishant Chauhan

Senior Data Engineer at LTM

[Read full review](#) 

“The customer support I experience with DataRobot is excellent. They provide first-class documentation, first-class engineering teams, and first-class business representatives. They are a strong organization.

“I would rate the customer support a 10. I've had such positive interactions on checking up on certain things or getting other things clarified, and I'm a big supporter..”

Daniel Jensen

Founder & Chief Architect

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Other Advice

“For those looking into DataRobot, I recommend starting with a small project to grasp the workflow before scaling. Utilizing the automations offered and dedicating some time for training is key, along with collaborating and sharing models and dashboards within the team to maximize the platform's value.

“DataRobot is a powerful, user-friendly platform that saves time and provides accuracy, although improvements are needed in handling larger data sets and flexibility. You can use my real name for the public review. I have provided this review with a rating of 7..”

Naqash Ahmed

Senior Data Reporting Analyst at University of Bradford

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“DataRobot is primarily an agentic AI tool and it does that pretty well. Based on that, I have given it a rating of eight. DataRobot has not promised to be a data ingestion tool, otherwise I would have given a lower number. It is good in what it promises to be.

“Customer support is very good. For many of the issues, we went back to the DataRobot team and they were very helpful in answering the questions which the customer had. There is no issue with the customer support.

“If one is looking for an agentic AI governance tool, then DataRobot is the place to be because it has a very good interface and one can create multiple agents on the fly. One can have an agent-to-agent protocol and that will automate processes in a single click. That is where DataRobot scores..”

Niketan Kumar

Advisory Solutions Architect at Dell Technologies

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“The accuracy and reliability of DataRobot's output are excellent. We consistently receive proper output with no issues.

“DataRobot is very slow compared to creating models directly from code in Python or C#. Although DataRobot is a very handy tool that creates models perfectly, it definitely needs improvements regarding speed.

“In terms of DataRobot's AI capabilities, its governance and security are perfect, with proper handling of security protocols and the [SSO](#) we use to connect being very effective.

“My advice to others looking into using DataRobot is that it is perfect for those wanting to create their own models for specific use cases such as pricing, sales, and purchases. You can build separate models for individual needs, making it a lightweight solution that works effectively for simpler models. I would rate DataRobot a seven on a scale of one to ten..”

Javed Bux

Senior Software Engineer at a tech vendor with 10,001+ employees

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“Specific outcomes from using DataRobot include faster diagnosis times and improved resource optimization. It also assisted other teams, including those in finance with fraud detection and credit risk modeling.

“DataRobot's security ensures compliance and regulations like GDPR and HIPAA, supporting all types of these regulations. This compliance and security aspect is crucial and it is scalable and flexible towards supporting any hybrid and multi-cloud environment.

“Regarding accuracy and reliability of output, DataRobot has helped us process live time streams towards customer purchases and IoT sensors. It has effectively demonstrated how accuracy is maintained and has provided the right data to end users, thereby enhancing both accuracy and scalability.

“I would suggest that anyone interested in an automated AI tool or ML tool consider DataRobot, as it provides a comprehensive AI platform suitable for enterprises at a scale level. It is ideal for those looking to utilize successful real-world stories from top industry levels to demonstrate how AI can transform industries, cut costs, and drive innovation. I have provided this review a rating of eight out of ten..”

Validated user

Quality Engineering Specialist at a consultancy with 1,001-5,000 employees

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“I would rate DataRobot a 10 on a scale of 1 to 10.

“I choose 10 because DataRobot stood out to me because the platform provided the answers to questions that are being asked by many organizations today. These questions include how do I manage my AI environment, how do I control my data access, how do I deploy apps, and how do I work with my models. They have the complete workflow automated. This is the platform you start with. This is the platform that becomes the hub and spoke model for organizations to rapidly move

in today's environment with predictive and generative AI in the current business workflow.

“The cloud provider I use for the SaaS or managed solution is that DataRobot is cloud agnostic. It can work with any cloud vendor. The requirements of an organization would shape which cloud provider that you would integrate with. DataRobot integrates with all of those on day one, right out of the box.

“If you're looking into evaluating DataRobot, you need to understand the entire workflow for machine learning. When you see the entire workflow and you're able to do it in the platform, it's lightning in a bottle. Where people, data scientists such as myself, may get tripped up is that they're used to working one way, and the platform has a slightly different approach. The first couple of times getting used to finding where everything is, don't let that impact your decision on the functionality. It's just learning where the button is, not that the functionality isn't there. It's an amazing platform..”

Daniel Jensen

Founder & Chief Architect

[Read full review](#) 

“When it comes to the faster deployment times and improved accuracy, it has greatly affected my team's workflow and the business results day-to-day. Workflow-wise, before DataRobot, data scientists spent two weeks cleaning data, two weeks testing two models by hand, and one month fighting with IT to deploy the API, while business teams waited three months and then asked why it wasn't live yet. When model drift occurred, nobody noticed for two months. After implementing DataRobot, on day one to three, analysts could upload data and kick off AutoML, which would run overnight. By day four, the team could review the top models and select one based on accuracy and speed, and by day five, they could deploy it to API with one click. The ongoing process included DataRobot emailing alerts about drift detected on customer age, so analysts could retrain in 30 minutes instead of rebuilding for three weeks. As for the day-to-day result, data scientists

stop being model babysitters and can focus on new problems, while analysts can test ideas without waiting for the data science backlog. Business results have also improved; speed means decisions can happen sooner. For example, a retailer wants to forecast Diwali demand; previously, models would be ready after Diwali, but with DataRobot, the model goes live three weeks before the impact, saving real revenue from fewer stockouts. Regarding accuracy, less firefighting is needed; the old bank fraud model flagged 500 transactions a day, with 90% being legitimate customers who got angry calls. The new model flags only 20 transactions per day, with 80% being actual fraud, which stops the fraud team from drowning in false alarms and reduces customer complaints on Twitter. Finally, trust has improved; business teams use models actively; when DataRobot shows a loan was denied due to debt-to-income being greater than 42%, loan officers trust that decision and use it daily without letting the model sit unused.

“If I had to give advice to others considering using DataRobot, I would advise them to be honest about their needs first. You should only buy DataRobot if you need five or more models in production, require compliance or auditing, have model needs, and lack a substantial ML engineering team. However, if you only need one or two models, have three or more strong ML engineers, and if cost is a critical factor for you, it is better to use alternatives such as PyCaret and AutoGluon, potentially saving \$150,000 annually. For prospective users, I recommend testing with your data rather than relying on their demo; during the 30-day POC, focus on one real business problem rather than a sample dataset such as Iris. Measure three crucial aspects: the time to first model, accuracy compared to your current method, and time to deploy. It is wise to test their support by filing a ticket because if they are slow during the trial, they will likely be slow after you commit to a purchase. Budget for the complete costs, not just the license; you should think about production on day one. Remember, the easiest part is building models, but the challenging parts involve obtaining approvals, monitoring for drift, and ensuring everything works if an AWS region goes down. Aim to have 20 or more POCs and a technical account manager assigned; utilize DataRobot's MLOps monitoring from the first week rather than waiting for six months. Negotiate favorable terms before clicking subscribe on the Marketplace by pushing for AWS credits, access to professionals, and setting a success criterion.

“In my final thoughts about DataRobot, I would say it excels in AutoML with MLOps at scale. However, it struggles with pricing; the costs can be significant alongside AWS compute costs. If I compare DataRobot with [AWS SageMaker](#), I find SageMaker is cheaper and provides more control, enabling traditional coding with DevOps. On the other hand, DataRobot is faster, more user-friendly for business needs, and features better monitoring out of the box. If speed and governance are more important to you than cost, then choose DataRobot. Its stability, scalability, and support are outstanding, but be sure to conduct thorough testing before making a purchase. My overall rating for DataRobot is 8 out of 10..”

Nishant Chauhan

Senior Data Engineer at LTM

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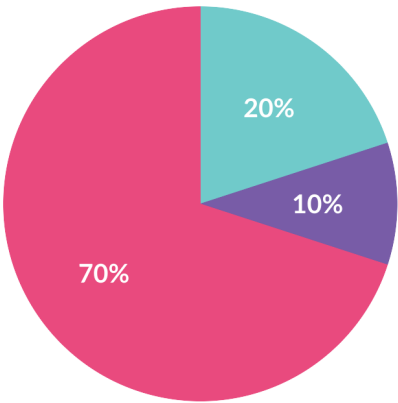
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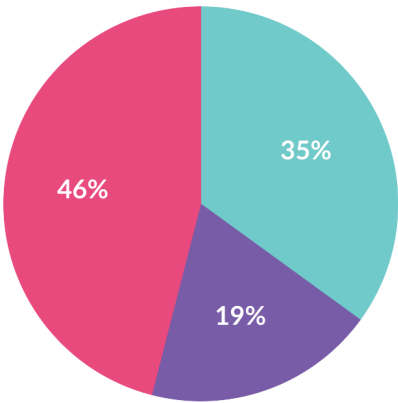


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