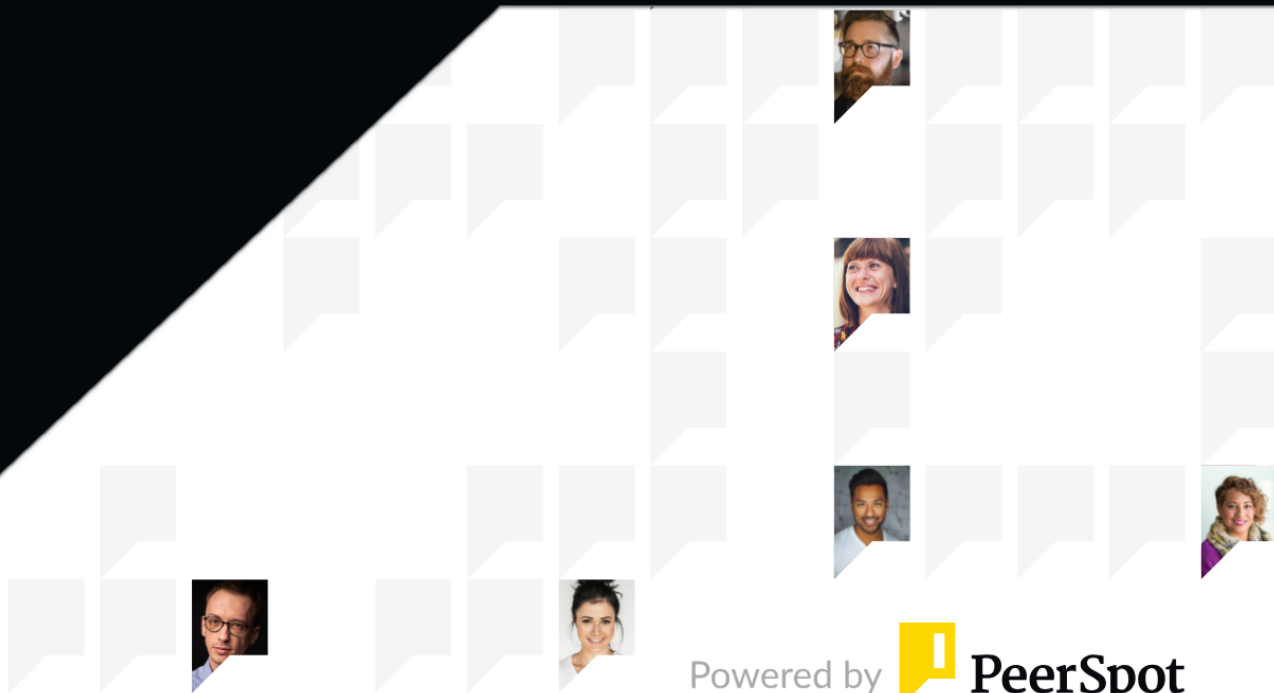


aws marketplace

GLPI by Teclib

Reviews, tips, and advice from real users



Powered by  PeerSpot

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 13

Other Solutions Considered..... 14 - 16

ROI..... 17 - 18

Use Case..... 19 - 21

Setup..... 22 - 24

Customer Service and Support..... 25 - 27

Other Advice..... 28 - 32

Trends..... 33 - 34

About PeerSpot..... 35 - 36

Product Recap



GLPI by Teclib

GLPI by Teclib Recap

GLPI by Teclib focuses on asset management and ticketing, utilizing agent-based asset tracking and offering integration with systems like Active Directory. It also serves as a CMDB, supporting functions such as financial and contract management alongside project tools and network monitoring.

GLPI by Teclib is leveraged for its comprehensive ITSM capabilities, allowing organizations to manage assets and support tickets effectively. It offers integration with LDAP and Active Directory for seamless asset tracking and ticket management. Financial tracking, contract management, and project tools bolster its functionality, while network monitoring and software inventory provide additional insights. Customization through plugins enhances its adaptability, operating efficiently across Linux servers. Despite challenges like plugin management and PHP issues, improvements in features such as communication error handling and permission flexibility can enhance its IT operations further.

What are the key features of GLPI by Teclib?

- **Asset Management:** Tracks and manages company hardware and software assets efficiently.
- **Ticket Management:** Streamlines user support through well-structured ticket handling.
- **CMDB:** Offers a centralized configuration management database for IT infrastructures.
- **Financial Tracking:** Monitors expenditures related to assets and IT services.
- **Contract Management:** Simplifies tracking and managing vendor contracts and SLAs.
- **Project Tools:** Assists in managing IT projects with integrated tools.

What benefits should users consider in reviews?

- **Customization:** Adapts to team needs with extensive plugin support.
- **User Experience:** Provides a comprehensive interface, enhancing ease of use.
- **ITSM Flexibility:** Automation and notification features streamline workflow.
- **Stability:** Promotes organized IT operations with robust tracking.
- **Data Visualization:** Offers insightful data presentation for informed decision-making.

GLPI by Teclib finds application across industries for its extensive ITSM functionalities. IT departments in healthcare, education, and finance sectors rely on it for efficient asset management and support ticket handling. Its role as a CMDB aids organizations in maintaining detailed records of their IT environments, while financial tracking and contract management functionalities cater to stringent compliance and regulatory needs. Educational institutions leverage GLPI's project management and network monitoring capabilities to oversee IT services and infrastructure effectively.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “GLPI by Teclib has positively impacted my organization by bringing structure and clarity to our daily work, improving our response time, reducing user downtime, and helping us keep total control of our IT assets.”



Verified user

IT Manager at a retailer with 1-10 employees

- ✓ “GLPI by Teclib has positively impacted my organization mainly with the stabilization of protocol, process, and organization of tickets, as I never lose a ticket anymore.”



Manoel Figueiredo

Engenheiro Informático, CEO at MFTech Solutions

- ✓ “GLPI by Teclib has had a positive impact on my organization and my clients' work because it has made it possible to better manage the equipment and then, regarding tickets, it allows fairly smooth ticket management across different sites, as well as being able to manage users well.”



Valentin Lezeau

Administrateur Systèmes Et Réseaux at a manufacturing company with 11-50 employees

- ✓ “GLPI by Teclib offers excellent asset management as one of its best features, while the ticketing system is adequate, and I need more detailed reporting.”



Hoaazure Hoaazure

IT at Vietnam

- ✓ “One thing I would mention about GLPI by Teclib as a positive is that it is very easy to use.”



Verified user

IT Officer

- ✓ “The best features GLPI by Teclib offers in my experience are its stability; I believe it is a very genuine technology because through my seven years working with GLPI by Teclib, everything has been stable.”



Verified user

IT Manager

- ✓ “GLPI by Teclib has impacted my organization positively as it helps me organize everything with VIP access.”



Djaafar Khelloufi

Engineer IT at a consultancy with 51-200 employees

What users had to say about valuable features:

I think the best features that GLPI by Teclib offers are the tickets and all the possible extensions, as well as inventory management.

Among all the extensions I mentioned, for inventory management, it is the implementation of the already pre-filled forms, all done in PDF, and also the barcodes. The scanning and completion thanks to the barcodes, as well as the ability to see my servers directly in GLPI, really makes my work easier. I can see the equipment that is out of order and that which is currently in use, as well as linking it to users. .”

Valentin Lezeau

Administrateur Systèmes Et Réseaux at a manufacturing company with 11-50 employees

[Read full review](#) 

“In my opinion, the best features that GLPI by Teclib offers our organization are its speed, smoothness, user-friendliness, and intuitiveness. It suits us perfectly.

“What makes GLPI by Teclib particularly intuitive, based on my daily experience, is that it is easy to use. I find that even to manually create a ticket, it is quite simple. You can hide fields, you can do many things, you can do exports, and more. I find it quite simple compared to other ticketing systems I have used. This one is quite easy and accessible to everyone.

“GLPI by Teclib has a positive impact on my organization as it allows us to centralize user requests. Inevitably, at some point, all the requests are centralized in one place. We log in, we check the users' requests, and it greatly facilitates our task of centralizing requests. This is also the purpose of this tool..”

Verified user

IT Help Desk Coordinator at a government with 11-50 employees

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“The best features that GLPI by Teclib offers include the communication between Active Directory and the machine the user is on, so I can be proactive when a device has a full disk or a memory problem, making it easier to understand.

“GLPI by Teclib had a positive impact on my organization as it was already being used in the company only for tickets, and then I implemented it to be able to do the inventory, helping a lot to have greater control of the inventory and even of Windows updates.

“After implementing the inventory with GLPI by Teclib, we were able to identify devices that were already obsolete in order to upgrade the machine or even sometimes replace it, leading to employees becoming more satisfied with their work tools and able to work better without the problems they sometimes had four or five times a day due to slowness, freezing, and other issues..”

MarceloAlmeida

coordenador de infraestrutura e suporte at a manufacturing company with 201-500 employees

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Asset tracking by far, order tracking, and the fact that GLPI by Teclib is an open-source solution, which still allows for quite advanced customization.

The customization in GLPI by Teclib was useful precisely for the ordering part, which is not included by default but is available via a plugin. For the asset management part, it is in daily use in an IT department where I often need to look for information about a PC or a printer, for example, and it is easier to search in GLPI by Teclib to find various information such as the serial number rather than going to look on the equipment, which is not necessarily directly accessible from where I am.

“GLPI by Teclib has had a positive impact on my organization as the documentation database has made it possible to make quite a lot of elements available to my employees, whether it is vacation request forms or various RSO, QSE procedures. For IT overall, it saves me a lot of time because I know I have a trusted data source that I can use whenever I want, and it is updated regularly.

“For the documentation database in GLPI by Teclib, it is very simple; it prevents people, the company's employees, from asking the IT department to provide them with vacation forms. There is a huge time saving as I no longer receive any emails asking for these documents. I went from a few requests per month to none at all, none whatsoever. This is a big time saver. .”

Verified user[Read full review](#) 

Administrateur Système at a transportation company with 501-1,000 employees

“GLPI by Teclib nearly covers our main use case completely. We have enabled SSO so users can connect using their main M365 account without creating a new account. GLPI by Teclib is quite complete, and there are different features that can be used. The workflow allows you to update the UI, which is very useful.

“Integration with GLPI by Teclib is nice. What we have done so far is enable SSO, which I mentioned previously, and the reporting is also nice for getting the KPIs to understand how fast tickets can be closed or how long it takes to complete a certain feature.

“First of all, GLPI by Teclib has impacted our organization positively with its price. We were using another technology before, which was a SaaS platform and quite expensive, so the price was very interesting considering the features available. We have not done much at the moment, but we were planning to do a bit more, and the fact that we could host it ourselves was very important to us.

“In terms of cost savings since switching to GLPI by Teclib, we probably reduced our IT support budget by about 50 percent. Regarding metrics, I am not sure if we really improved them. We did improve the account creation process, for example. Using the workflow was very interesting. It probably takes about a third of the time now because all the information is specifically entered by users for account creations. The same applies when we need to close an account; there is a list of different specific accounts to close at the same time, so the metrics are about the same for that process..”

Jean-Renaud Margelidon

Chief Technology Officer at Labrador

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“The best features GLPI by Teclib offers in my experience are its stability. I believe it is a very genuine technology because through my seven years working with GLPI by Teclib, everything has been stable. I have never had any issues with GLPI by Teclib and I think it was easy for the users who were sending requests. It was easy for them to understand how it works and it was a good experience for me.

“The ease for users in using GLPI by Teclib was evident in the ticket submission process, which is very straightforward. Users simply send an email and when we receive the email, we get it as an IT request on GLPI by Teclib. After working through the ticket, we go into the IT request, put our comments and feedback there. When we click close, an email is resent to the user and they can see the resolution that we implemented, along with all the details. It is easier for us to track user requests throughout time because sometimes users forget IT requests that they have sent, but through GLPI by Teclib tracking, we can always review previous tickets and see what happened at that point in time.

“Regarding reporting in GLPI by Teclib, I always extract the data through GLPI by Teclib, and I usually connect it to Power BI so that I can take all my data such as pending tickets, resolved tickets, and the IT people who have worked on the most tickets. I do those types of reporting by extracting the data, pulling it into Power BI, and preparing the reports there.

“GLPI by Teclib has positively impacted my organization by allowing us to manage user requests effectively. Sometimes users send requests to us but they forget that we have already worked on those requests and created documentation that we have sent to them. Normally, those users do not remember that, so every time they send the same request. Through GLPI by Teclib, we have the advantage of going back to resolved tickets and sending them back to the users to remind them that they already had those requests in the past and we have already given them the resolution. It makes it easier for us to focus on new issues, while for ones we have tackled previously, we just send the ticket numbers to users for them to review and take action accordingly.

“The ability to track and reference past tickets in GLPI by Teclib has greatly saved my team time and improved efficiency. When I was at VCFO, before we had GLPI by Teclib, we were repeatedly working on the same things and sending the same

answers to users again and again. Now, efficiency has improved significantly because our IT team can concentrate on new tickets and new issues. For those issues we have already worked on and resolved, we just tell the user to go back and see what we have done previously.

“In terms of repeated tickets, I can say that per month, we have benefited from avoiding around eighty to one hundred recurring tickets that we just send to users with the resolution. Previously, we were working on those tickets, resolving issues, and sending the same answers to users, but with GLPI by Teclib, it is easier..”

Verified user

IT Manager

[Read full review](#) 

Other Solutions Considered

“I have not seen any other solutions, so there might be better solutions out there. Considering also the economical factor as well, it might be a bit concerning..”

Verified user

IT Officer

[Read full review](#) 

I do not have the names in my head right now, and we considered several alternatives and solutions. I always try to look for open source or free solutions of this type that are really very well developed, but none of them ended up convincing us or getting close to what GLPI by Teclib offered. I always knew it from before and GLPI by Teclib always provided that simplicity that other tools end up turning into many complications.

Verified user

Infrastructure Engineer at Accionpoint

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Before choosing GLPI by Teclib, I do not remember evaluating other options specifically, although I did look at some others, but I do not remember their names, as it was a long time ago. I only trust GLPI by Teclib, and it works very well. There are others that are based on containers, Docker, they are installed, but those others are very vulnerable and open many ports. GLPI by Teclib is reliable because I know what I am dealing with.

Manoel Figueiredo

Engenheiro Informático, CEO at MFTech Solutions

[Read full review](#) 

“GLPI by Teclib was already in place at Cromex when I arrived, and in other companies, I used ServiceNow and Fluig, but I really appreciated GLPI by Teclib as soon as I arrived at Cromex. I did not evaluate other options before choosing GLPI by Teclib because it already existed in the company, so I just updated it to keep it as up to date as possible..”

MarceloAlmeida

coordenador de infraestrutura e suporte at a manufacturing company with 201-500 employees

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“Before GLPI by Teclib, I was using a ticketing system called NeoCase. After using NeoCase, we shifted to GLPI by Teclib.

“I decided to switch from NeoCase to GLPI by Teclib because GLPI by Teclib offers more advantages, especially regarding reporting and managing the number of requests. It was easier to handle with GLPI by Teclib than with NeoCase..”

Verified user

IT Manager

[Read full review](#) 

I did not evaluate other software before choosing GLPI by Teclib. In my previous professional experience, GLPI by Teclib had already been in place for some time, especially with the ticketing function, which is not yet used by me. It remains a tool that I liked and found easy to get to grips with. I decided to implement it as well in the company where I currently work.

I have always used GLPI by Teclib because it remains the reference for open-source asset management. .”

Verified user

Administrateur Système at a transportation company with 501-1,000 employees

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ROI

Real user quotes about their ROI:

I have not seen a return on investment since I started using GLPI by Teclib. The only metric was just to have better order; no other metrics were measured.

Verified user

Infrastructure Engineer at Accionpoint

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“I have seen a return on investment from using GLPI by Teclib since it saves time for IT support in financing for inventory, which works very well for me, but I have a technical focus..”

Hoaazure Hoaazure

IT at Vietnam

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“We've definitely seen a solid return on investment, mainly in time saved and loss prevention. By keeping every computer and device properly registered, we stopped losing hardware, which has saved us thousands of euros in replacement. Automatic ticket routing has saved our IT technicians several hours a week, which they now use for strategic tasks instead of manual tracking..”

Verified user

IT Manager at a retailer with 1-10 employees

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Use Case

“My main use case for GLPI by Teclib is to deploy the GLPI agent and manage assets, computers, desktops, laptops, and inventory hardware and network devices..”

Hoazure Hoazure

IT at Vietnam

[Read full review](#) 

“My main use case for GLPI by Teclib is equipment inventory. I can inventory the equipment by associating it with Active Directory using GLPI by Teclib as a specific example of how I use the equipment inventory..”

MarceloAlmeida

coordenador de infraestrutura e suporte at a manufacturing company with 201-500 employees

[Read full review](#) 

“Our main use case for GLPI by Teclib is support for IT and asset management. Users ask questions or describe issues, and people answer and attempt to fix them remotely or otherwise. We have preset use cases defined that users can apply to, such as creating a new user, with an assigned workflow. Additionally, we use GLPI by Teclib to store the list of all our IT assets and manage their normal lifecycle..”

Jean-Renaud Margelidon

Chief Technology Officer at Labrador

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“In our organization, the main use of GLPI by Teclib is user request ticket management. A user sends an email to our support address, which creates a ticket, and then we process the ticket. It is a way to centralize requests and dispatch them.

“We also have other use cases for GLPI by Teclib, as we use it to inventory our PCs..”

Verified user

IT Help Desk Coordinator at a government with 11-50 employees

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I use GLPI by Teclib for a bit of everything: asset tracking whether mobile, desktop PCs, laptops, order tracking, address book, documentation database, contracts with service providers, and the contacts of those providers.

For IT asset management with GLPI by Teclib, in general when I receive a new workstation, I install GLPI agent, which allows me to pull up all the information about the workstation. For order tracking, I have created, via a plugin, a small database in which I enter the various orders placed with our providers, and when I receive them, I process the receipt in a fairly classic way. .”

Verified user[Read full review](#) 

Administrateur Système at a transportation company with 501-1,000 employees

“My main use case for GLPI by Teclib is for ticketing, specifically IT ticketing purposes. For example, we have IT users from the sales department, logistic department, and finance department. Whenever they have issues with our ERP system, they send a ticket through email and we receive those IT requests as tickets on GLPI by Teclib.

“I use GLPI by Teclib for IT support requests, and I extract the data and pull it from Power BI to create reports on KPIs related to IT requests that we receive and the tickets that we have resolved..”

Verified user[Read full review](#) 

IT Manager

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 the pricing, setup costs, and licensing of GLPI by Teclib is zero, as I did it myself, I downloaded it myself, and I installed it myself.

Manoel Figueiredo

[Read full review](#) 

Engenheiro Informático, CEO at MFTech Solutions

Integrating GLPI by Teclib with Ansible caused me a bit of trouble, but mostly because of the plugin I am using, which is basically the only one I found. The integration with Active Directory was very simple, and I had no problems at all. The integrations are quite practical and simple to carry out.

Verified user

[Read full review](#) 

Infrastructure Engineer at Accionpoint

“My experience with the pricing, setup costs, and licensing of GLPI by Teclib was that it was quite impactful, but it was necessary, so it had to be implemented and paid for, and there was no way to complain about the costs..”

MarceloAlmeida

[Read full review](#) 

coordenador de infraestrutura e suporte at a manufacturing company with 201-500 employees

“The initial setup of GLPI is not difficult at all. With the help available on the website and clear documentation, it is easy for IT professionals to implement the solution. I would rate the ease of initial setup as eight or nine out of ten..”

Ahmed ACHOUR

[Read full review](#) 

General Manager at Beyond IT Services

“The initial setup is straightforward. I use GLPI with Docker, needing just a container to start the project. It's relatively easy to set up and start using in the browser on a Linux machine..”

Julio Cesar De Faria Junior

[Read full review](#) 

IT Security Admin at MeedBr

“When I first entered this position, one of my main projects that I was working on at the time was actually deploying GLPI by Teclib because we had a project running at the same time where we changed all of the PCs and the laptops of the company. We had to keep track of the new laptops being given to the users. It was actually pretty easy. Each time we put an image on a new PC, we used an agent called FusionInventory. It is an agent that you download on the specific PC that you want to create. It actually runs on a schedule that we set to run after three hours each time. It is a service that runs every three hours and receives all of the data needed. For example, the components of the laptop, the usage of the disks, what programs are downloaded, and what version of programs are downloaded. We could get this specific information all gathered up in the site. It was pretty easy. We just had to download one more program. I am not sure if the setup of this program was hard to build, but when we had to implement it on a system, it was pretty easy. We had to just set the specific ports needed and how to run it. Then we just had to run it one time and then it started the service after three hours..”

Verified user

IT Officer

[Read full review](#) 

Customer Service and Support

I have never contacted GLPI by Teclib's customer service. I have used the community forum a few times to help myself with certain problems, but I have never needed to call customer service.

Verified user

Administrateur Système at a transportation company with 501-1,000 employees

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“I mostly use community forums for support. I haven't used the paid technical support, but customers who work with integrators find the support satisfactory..”

Ahmed ACHOUR

General Manager at Beyond IT Services

[Read full review](#) 

“The technical support from GLPI is excellent. I frequently solve issues using their management and reporting tools, which are very effective. PeerSpot's support also provides great assistance..”

Julio Cesar De Faria Junior

IT Security Admin at MeedBr

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“It is an open source software with a good and big community around it. You can find help if needed, and there’s also the option to purchase support. We haven’t tried purchasing support..”

Viktor Nagy

Owner at Infrasec

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“I think it is very easy to find specific information on how to resolve issues, especially now with Copilot and AI in general.

“As long as I remember, we never had an issue with contacting them. It needs some trial and error to make something work, but it is in a manner that is acceptable..”

Verified user

IT Officer

[Read full review](#) 

“The customer support for GLPI by Teclib through Chilena is excellent. Having a dedicated local partner makes a huge difference because we get fast response times in our language, personalized resolution of incidents, and direct access to live official support whenever there's a complex software issue.

“I would rate the customer support a nine out of ten. They are very responsive and effective whenever we have an incident..”

Verified user

IT Manager at a retailer with 1-10 employees

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Other Advice

My advice to other people considering using GLPI by Teclib is that they should not hesitate to use it, but they must also be very meticulous about data entry if it is done manually, especially for mobile phones.

GLPI by Teclib is a very good tool, and I recommend it. I would rate this solution an 8 out of 10. .”

Verified user

Administrateur Système at a transportation company with 501-1,000 employees

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“When you mean maintenance, it is not that we have to take care of the site. Maybe sometimes the server is down, but that is not a GLPI by Teclib issue. The most problematic thing I would say is that everybody has to keep track of it so it is up to date. Again, this is not so much a GLPI by Teclib issue, but everyone has to use it as a single point. You cannot keep many sources of information. All of the IT officers have to use this specific platform. We had some issues, for example with the cartridges. We used some cartridge or some ink and somebody forgot to take it out or put it as used in the platform. The information in there was not quite correct. When we had to order, we did not order for the specific one because we had it as new and not as used. We had some shortages for some period, with some latencies. I would rate my overall experience with GLPI by Teclib as an eight out of ten..”

Verified user

IT Officer

[Read full review](#) 

“My advice to others looking into using GLPI by Teclib is to choose GLPI by Teclib if they do not have any ticketing solution. It is very stable and easy to use.

“I rate GLPI by Teclib a seven out of ten. I choose seven because GLPI by Teclib is a stable system but I do not give it a ten because it lacks some functionality regarding KPIs. For instance, if my department works on one thousand five hundred tickets a month, I need to present those results to management. I always have to take the data, input it into Power BI, and create reports there. If GLPI by Teclib had a functionality to show me the KPIs per month, it would be excellent for me as an IT manager to report those results to higher management..”

Verified user

IT Manager

[Read full review](#) 

I would give GLPI by Teclib a score of six and a half on a scale of one to ten.

I chose the score of six and a half for GLPI by Teclib because, as I mentioned, it is very useful for inventory and ticketing, but I have used Zendesk, and Zendesk is more modern and really allows me to see from the dashboard if someone is on a ticket. It allows me to see a live flow of who is on it, without refreshing the page, and who has taken the ticket, whereas GLPI is a bit more complex for people who are not used to IT. Even if it is simple and done properly, for people who struggle a bit with IT, I think it might put them off because of the design which is not appealing and very old-fashioned, along with a lack of modernity in some tools.

“My advice to someone considering using GLPI by Teclib in their organization or for a client is to start in a very simple way and then, if there is an expectation of growth, to structure the solution carefully. That means managing the groups properly for the inventory and managing it properly, because otherwise it can quickly turn into a mess with too much information. So, I have to manage it properly and structure it properly.

“I want to add that I do not know if it was GLPI by Teclib that handled it, but there was a solution at one point for [MDM](#) via GLPI by Teclib, and it was discontinued. If one day it could be brought back, I think it could really be useful and work properly with the solution. I gave GLPI by Teclib a rating of six and a half out of ten. .”

Valentin Lezeau

Administrateur Systèmes Et Réseaux at a manufacturing company with 11-50 employees

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“I find it manageable for all those devices and inventory because the agent automatically gets the ID and summary.

When I combine GLPI by Teclib to manage mobile devices and [Microsoft Intune](#), I find that Microsoft Intune is perfect.

I have not yet deployed the password management feature in GLPI by Teclib.

In my company, I use Microsoft Intune to manage mobile devices and more; however, I want to have one agent, GLPI by Teclib, for inventory. This is acceptable, but I need to combine other features, as currently I have one agent for assets and one agent for managing, for example, the GLPI agent and Microsoft Intune agent, which is difficult for me to manage.

I deploy GLPI by Teclib for the local network but have not yet deployed the API.

Regarding GLPI by Teclib's AI capabilities, AI is deployed in our cloud, but I have not yet used GLPI AI. I think I need to try its accuracy and reliability, and I need to use a demo and trial version.

My company has a development department, and we are deploying the assessment; however, one more feature from a previous solution was not good.

I would rate this product an 8 overall..”

Hoazure Hoazure
IT at Vietnam

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“A lot of different functionalities are offered by GLPI by Teclib, and you have different modules that you can plug in to accomplish different things, such as SSO. However, the look and feel for users is really complicated, which is a step back.

“We decided to host GLPI by Teclib on Amazon, which is on public cloud. This decision was made because we have different kinds of users that need to connect to it, and we did not want the private cloud option since it is secured and cannot be accessed without an account. We needed it to be accessible outside our organization, hence public cloud.

“We use [AWS](#) as our cloud provider for GLPI by Teclib.

“I would advise others looking into using GLPI by Teclib to do some tests. There is a cloud version available that you can test, and that is what we did; we created a test instance so we could test different use cases. The price is something important to consider, and it was something important to us, which is why we also chose it. However, you need to look into the different functionalities to see if there is a fit for your organization. You can either host it yourself or not, which is a very good point. I would rate GLPI by Teclib an eight on a scale of one to ten.

“GLPI by Teclib seems to be a very good tool. The price is good, you can use it for very large organizations, and you can host it with different modules that you can plug in. You just need to either enhance it or wait for Teclib to update the UI..”

Jean-Renaud Margelidon

Chief Technology Officer at Labrador

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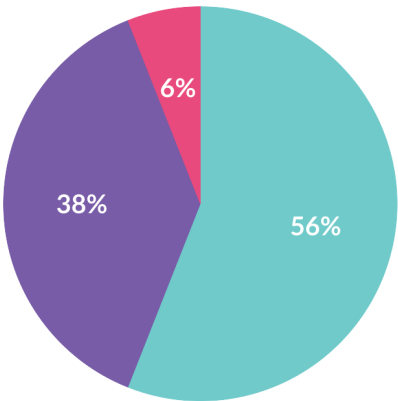
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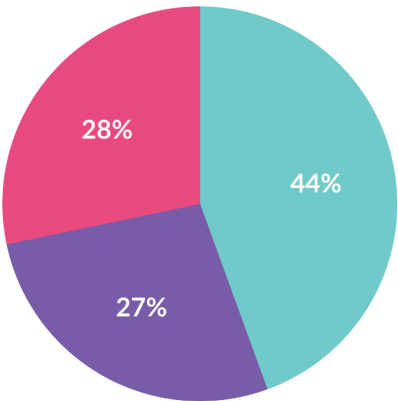


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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