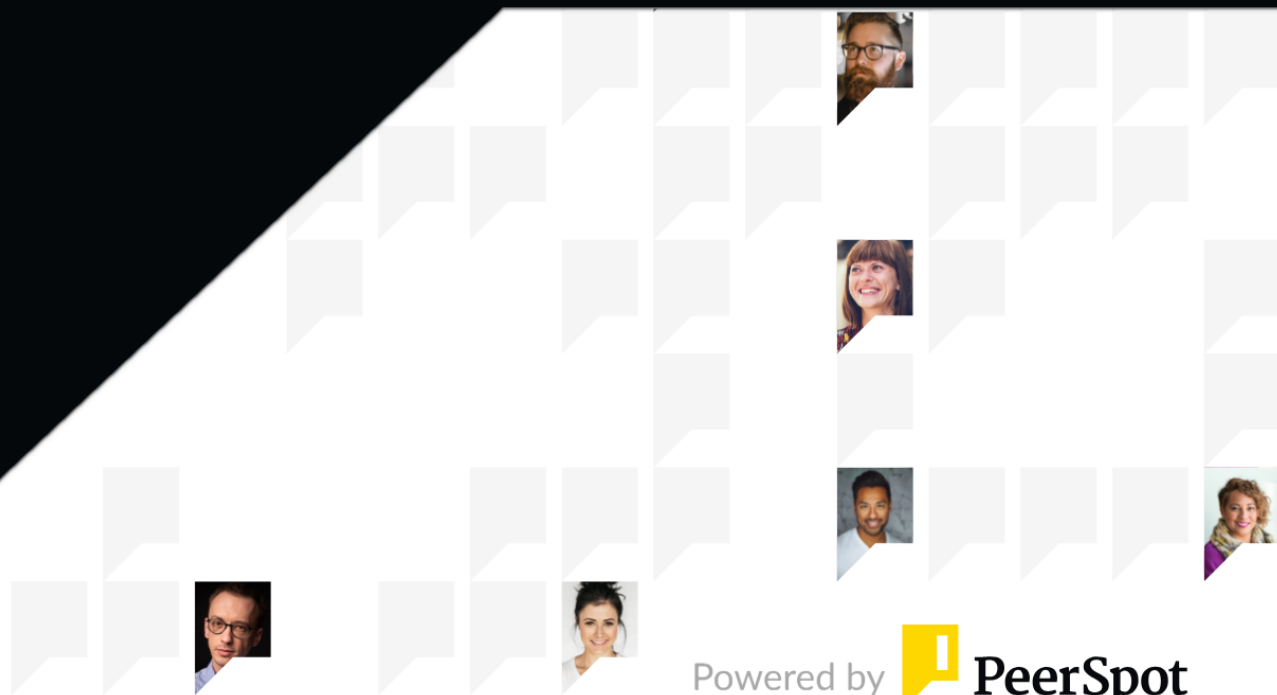




Control-M

Reviews, tips, and advice from real users



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Product Recap



Control-M

Control-M Recap

Control-M is used for enterprise workload automation, orchestrating finance, retail, healthcare, and supply chain processes. It handles batch job scheduling, managed file transfers, cloud integrations, and compliance auditing across on-premises, cloud, and hybrid environments.

Organizations leverage Control-M to efficiently monitor and manage business-critical processes like payroll, HR, SAP, Informatica, and database tasks. It enhances visibility, security, and error resolution. Automating and optimizing workflows in data centers, AWS, Azure, and Google Cloud Platform, Control-M supports diverse technological environments. The platform's robust capabilities make it suitable for effective centralized management of applications and data pipelines, ensuring enhanced collaboration and scalability.

What are Control-M's most important features?

- Integration capabilities: Seamlessly integrates with various systems
- Automation API: Facilitates automation through APIs
- Managed File Transfer: Simplifies secure file transfers
- GUI console: Intuitive graphical user interface
- Role-based administration: Provides access control
- Single-pane view: Centralized monitoring dashboard
- Scheduling options: Flexible job scheduling
- Workflow orchestration: Coordinates complex workflows
- Reporting: Generates insightful reports
- Monitoring: Tracks and manages tasks
- Forecasting: Predicts future workloads
- Self-service portal: Empowers users with self-service tools
- Plugins: Extends functionality through additional plugins

What are the benefits or ROI of using Control-M?

- Enhanced visibility: Centralized view of all processes
- Ease of use: User-friendly interface
- Error reduction: Minimizes manual errors
- Improved collaboration: Facilitates teamwork
- Scalability: Supports growth and scale
- Support: Comprehensive customer support

Control-M is implemented in industries like finance to handle payroll and HR tasks, in retail for inventory management and supply chain processes, and in healthcare for compliance auditing and patient data processing. Organizations benefit from streamlined workflows and automated processes across on-premises, cloud, and hybrid environments, ensuring efficient

and secure operations.

Designed to support growing teams, BMC's Starter Pack offers essential orchestration capabilities for managing hybrid cloud workflows with Control-M SaaS — starting at \$29,000 annually.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The biggest return on investment utilizing Control-M is its ability to simplify operations by consolidating multiple tasks and data into one platform.”



Raj Pattni

Batch Admin at NBC Universal



“Control-M orchestrates all processes with dependencies that can be time-based, event-based, or scheduled batch jobs running automatically at defined times.”



Jojimon Charuvakalayil

Team Lead Support Analyst at Officeworks



“Control-M is very helpful for building, scheduling, managing, and monitoring our workflows, and it is a very mature, highly reliable platform that performs particularly well in large enterprise environments with complex and business-critical operations.”



Prateek Agarwal

Senior Manager at HCL Tech

- ✓ “The biggest lesson I have learned from using Control-M is that it is a best-in-class workload automation platform, effective in building, scheduling, managing, and monitoring complex workflows, especially for critical applications such as DataOps and enterprise DevOps environments where reliability and SLAs play a major role.”



Greeshma N

Lead Technical Manager at ANZ Banking Group

- ✓ “Control-M visualizes from point A to point B on the screen similar to how Google Maps shows routes, providing easy navigation so users understand what to do next and where to look to find problems easily.”



Raj Balani

IT Specialist at VicRoads Registration & Licencing

- ✓ “The best features and what I appreciate about Control-M are the power of the tool, the ability to manage different applications, and to have a comprehensive overview of the production plan.”



Dan AISENBERG

Co Founder & CEO at Sylkane



“We've tripled our workflow and we are doing more in less time than we used to previously.”



Patrick Byrne

Controller Administrator at a government with 10,001+ employees

What users had to say about valuable features:

“Personally speaking, I value the Managed File Transfer functionality of Control-M the most because we have been using it vastly in our organization, as we receive a lot of files from third parties, process them, and send back the files to the third parties.

“Apart from that, we also run OS jobs, which are basically running some commands and running scripts on Control-M..”

Divesh Motwani

Control-m Administrator at UniSuper

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“The biggest benefits I have seen from using Control-M as a company are around its seamless operation. Within IT, no one appreciates what we do until something happens. When nothing happens, we know it is working well and operating smoothly. We are a large organization with multi-million dollar operations. With these change requests, if there were to be a failure and if it goes undetected in a timely manner, it can cost and have serious implications with major business disruptions to our organization. As such, the use of Control-M is beneficial in that way..”

Du Vo

Manager, Commercial at Nutrien Ag Solutions Australia

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“The features of Control-M I value the most probably aren't sold as a feature, but one of the strong suits has been its reliability. Throughout the 14 years with Control-M, it's always been able to run on time and efficiently. This year, we're actually migrating to the SaaS platform, and the first thing I checked was the SLAs, which are actually 99.95, a very impressive score and one of the reasons why we are doing that migration. I think this is more of an attribute and a credit to the whole team rather than being a specific product feature, but it's the support and what the team at BMC provides for the product..”

Yan In

Technical Service Manager at UniSuper

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“In my opinion, the best features in Control-M are the options it provides.

“The workflow is the most valuable aspect.

“With Control-M, I think it is mostly possible to integrate AI or machine learning workloads in the cloud version, the SaaS model. Currently, we have not utilized this capability in the on-premises version.

“I think the integration with SAP is seamless and comfortable to use.

“Overall, Control-M integrates seamlessly with our DataOps and DevOps stack, with no challenges..”

Vijay Kumar Kalekar

Infrastructure Senior Manager, Information Technology at Victoria's Secret

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“In my opinion, the most valuable features of Control-M are the GUI interface, which provides the facility for other parties to use the tool without a huge learning curve, as well as a very good intuitive view of my workflow that allows me to find issues and rectify them in a timely manner. With the new features, such as AI coming along, it's going to be even more exciting. I find that another aspect is the capability of the tool to connect to many different environments and be platform agnostic, so I don't have to worry about operating systems or what I'm connecting to, thanks to the built-in plug-in control modules.

“From my perspective, the beauty of Control-M is that I don't have to think about managing integration and sequencing of data processing across diverse data platforms and cloud environments. I simply have the interface, and I define the workflow to communicate with those environments using the tool's capabilities that provide that connectivity. Therefore, I'm not too concerned about the specifics of what I'm trying to achieve in the backend, as the tool facilitates that without needing to know the target tool or environment..”

Validated user

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Business Systems Analyst at a outsourcing company with 1,001-5,000 employees

“The features of Control-M that I appreciate the most include the managed file transfer protocol, which Control-M comes with as a native feature. What we basically do with managed file transfer is that Bupa has many different very critical partners sitting outside Bupa, and it is very difficult to maintain the file transfer or maintain the communication in a manual way. Control-M seamlessly automates everything from Bupa to the partners and vice versa.

“Control-M can easily integrate with a cloud environment. For example, we have a Microsoft Azure-based platform. We have different containers inside Azure and have a business requirement that an upstream process creates some data flow into a container, into a blob directory. We need to log into the blob directory, send the file, encrypt the file, and send it to a different business owner. Control-M can easily automate that because it has seamless integration with Azure Cloud, including service principals, allowing us to orchestrate that flow with very minimum effort.

“Control-M is already operating at a very advanced level when it comes to communication between cloud-native and batch processing. The main focus is on easier connection. Control-M, with service principal access or CyberArk-related access, can easily provide different authentication methods to connect to the cloud. This makes my job as an integration engineer much easier, as a seamless connection allows us to execute many tasks effectively, making the whole organization operate in a faster environment.

“Control-M has various methods for addressing compliance requirements. What we use extensively for auditing is Control-M reports. We have an external reporting vendor, and for auditing purposes, we need to comply with their requirements every six months. They come back with numerous questions, and with Control-M's reporting feature, it is so easy to generate the report and provide all critical failures and changes that happen within Control-M planning domain or Control-M database. Control-M reports is the go-to platform for us for any audit or security review..”

Souparna Chatterjee

Lead Engineer at Bupa Australia & New Zealand

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Other Solutions Considered

“I can't speak to what was used before adopting Control-M for this organization because when I joined five years ago, Control-M was already in use since 2011..”

Validated user

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Business Systems Analyst at a outsourcing company with 1,001-5,000 employees

“We have not really considered any other previous solutions. At one stage, we did contemplate whether to continue using Control-M, switch to an alternative, or not renew the product, particularly because we are part of a global business and typically prefer to be globally aligned. Fortunately for us, our parent company also uses Control-M, so that makes the business case much easier. More importantly, it is about the benefits we can see and derive from Control-M that have gained the support of senior management to continue using the product..”

Du Vo

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Manager, Commercial at Nutrien Ag Solutions Australia

“Traditional SAP scheduling tools run jobs within the SAP system only. If dependencies exist between non-SAP or non-legacy systems, creating these dependencies requires manual activity followed by emails, Teams messages, or phone calls to notify colleagues when jobs complete. Control-M orchestrates all chain events within the system itself, removing the burden of manual coordination. Once a job finishes, Control-M automatically triggers the next step without manual intervention. If processes break, Control-M creates events, alarms, or incidents in systems like Snow, allowing respective teams to take required action. This capability helps larger organizations manage operations effectively..”

Jojimon Charuvakalayil

Team Lead Support Analyst at Officeworks

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“We evaluated similar solutions. We ran a few POCs with other orchestration provider tools, but Control-M consistently proved superior, particularly as an enterprise-level solution offering comprehensive integration with tools such as ServiceNow and various APIs.

“We evaluated several different tools, including JAMS Scheduler and Apache Airflow. What we noticed is that while they offer orchestration capabilities, Control-M stands out due to its criticality and user-friendly GUI features. Additionally, when comparing costs, Control-M offers a competitive price for the services provided along with the package, especially as Control-M continuously evolves towards modern technologies..”

Souparna Chatterjee

Lead Engineer at Bupa Australia & New Zealand

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“There was no evaluation of similar tools during my time, as the current upgrade was always intended to be Control-M focused. The emphasis lies on changing the delivery model to transition to SaaS architecture rather than conducting a straightforward on-premises upgrade due to the associated costs and complexities.

“Reflecting on my experience with other tools, I recall being involved in a project decades ago to evaluate alternatives at a different organization. At that time, it involved comparing mainframe solutions, where Control-M proved to be a simpler tool to understand, while alternatives were often quite complex. Notably, I find the learning curve for Control-M to be less steep. I simply define what I want my jobs to do and link them together, while other tools require more complex workflow projections, such as ESP or CA 7, which aren't as intuitive in my opinion..”

Validated user

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Business Systems Analyst at a outsourcing company with 1,001-5,000 employees

“Before choosing Control-M, I haven't evaluated other solutions because I wasn't there during the original decision. I think we've had a very long partnership with Control-M, as I said, 14 years already. I wasn't actually there during the actual choice to move on to Control-M on-prem, but I did get involved as a part of the Control-M SaaS migration. I didn't actually go through any other products. The main reason is how reliable Control-M has been. Given the actual reliability and the mission-critical processes that are on the system, it was actually not much of a decision factor really, because it's kind of an automatic answer that the SaaS is actually a better fit for us rather than investigating other platforms and introducing risk to the migration.

“We haven't evaluated other solutions because the system has been working so reliably. We get really good customer service from the company, both from an account management point of view as well as a technical perspective. When we actually made a decision to move to SaaS, Control-M SaaS was the obvious choice..”

Yan In

Technical Service Manager at UniSuper

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ROI

Real user quotes about their ROI:

“Control-M has definitely saved us time, money, and resources by allowing a lot of automations that save the time and effort needed to do it manually, so there is definitely a lot of ROI on that.

“We have seen approximately a 70% return on investment..”

Vijay Kumar Kalekar

Infrastructure Senior Manager, Information Technology at Victoria's Secret

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“I can't quote a specific number when discussing cost-effectiveness in relation to Control-M because I'm more on the technical side and not privy to the commercial details. However, I do know that the project I'm currently working on will produce savings by doing platform consolidation, illustrating the kind of advantages Control-M allows me to achieve due to its platform-agnostic nature and comprehensive functionality. I can't provide a number regarding reduced spend with Control-M..”

Validated user

Business Systems Analyst at a outsourcing company with 1,001-5,000 employees

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“I have seen a return on my investment in Control-M. We don't actually use a monetary metric in terms of ROI, but I definitely would see benefits that are coming through that may be intangible by utilizing Control-M. The features, obviously the automation feature being able to allow us to automatically run 24/7, mean that had we not had this feature, we would need manual work to monitor and ensure each job is running correctly. Other things such as the reporting and all the functionalities we're doing and providing value to the business are enabled from what Control-M is providing. If we did not have those, we probably would have needed to have an alternative product, and that's actually providing great business value..”

Yan In

Technical Service Manager at UniSuper

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“From an operational perspective, there is a huge benefit and vast increase since we brought Control-M into the picture, centralizing all individual scheduled jobs that were previously managed by different applications.

“For operational purposes, having a centralized point of monitoring and scheduling is very important.

“If one job fails for a certain application, a centralized point allows us to easily identify which job has failed, its related application, and what the issue is..”

Divesh Motwani

Control-m Administrator at UniSuper

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“As for realizing a return on our investment, I can provide an example involving our Control-M and ServiceNow integration. ServiceNow is the ITSM platform used for generating various priority tickets. With Control-M, we manage many critical jobs, and if one fails, it can immediately escalate to a priority one incident, requiring the technology team to resolve it without leaving the room. This can be quite hectic, but with Control-M and ServiceNow integration, critical failures generate real-time incidents by calling ServiceNow API. Moreover, the L1 monitoring team can see alerts easily. Consequently, our SLA response time has significantly reduced; for instance, if the L1 team has a 50-minute SLA for a response, they can now respond within five minutes..”

Souparna Chatterjee

Lead Engineer at Bupa Australia & New Zealand

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“The ROI we have seen with Control-M is huge in terms of its usage, particularly the fact that when an error has been identified, it is addressed in a timely manner. Our business and how we operate involve processing a lot of change requests in SAP, including price updates and changes. In the event of a failure, it takes minutes to resolve rather than hours, and this can translate to serious financial savings for the business. Conversely, it could impact business disruptions if it was not resolved in a timely manner.

“The benefits of Control-M are substantial in terms of time savings that could be hours when trying to identify, detect, and solve a problem when an issue occurs. From a business disruptions or cost avoidance perspective, that could be in the millions. Any change request that is unable to be processed due to an incorrect price change, whether that goes from a ten dollar to fifteen dollar perspective, creates a five dollar delta. If that fails to be resolved, goods or products would be sold at the old price instead of the new price. Depending on when we can resolve that particular problem, it means we have missed the opportunity of selling the product at the correct price due to changes in the supply chain and disruptions happening around the world..”

Du Vo

Manager, Commercial at Nutrien Ag Solutions Australia

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Use Case

“Our main use cases for Control-M include batch scheduling, so all the change requests and job scheduling within SAP are managed through Control-M.

“We have been developing our own AI within our organization by encouraging employees to be more creative and to solve general day-to-day problems, whether that involves seeking documentation, contract analysis, or automating processes. In terms of AI relating to Control-M itself, this is an area that we are looking to develop in the coming years.

“I envision that predictive analysis with Control-M and AI would help us manage batch volume, identify peak and troughs, and determine if there are any issues if we were to exceed the batch limit that we have. Additionally, there may be a way to spread batches more evenly over the course of the period as opposed to scheduling all on a particular day, which could cause more pressure in terms of workload. Hopefully, predictive analysis will help us manage our batch process more efficiently.

“Control-M already addresses compliance requirements..”

Du Vo

Manager, Commercial at Nutrien Ag Solutions Australia

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“Control-M is primarily used for process automation in our organization.

“We have not utilized the policy, approval, or risk-gating capabilities within our automated workflows, and these features do not influence how our business operates.

“Control-M does not contribute to our governance requirements, such as workflow audit trails or lineage tracking.

“We have SAP working with Control-M, including SAP S/4HANA and BW.

“We currently do not utilize specific functionalities within Control-M for compliance trail generation or regulatory reporting.

“Integrating Control-M with our ITSM or change management tools like ServiceNow is in the pipeline but has not yet been completed..”

Vijay Kumar Kalekar

Infrastructure Senior Manager, Information Technology at Victoria's Secret

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“My main uses of Control-M are quite varied, ranging from operational and transactional reporting to automated jobs for many of our teams and systems. In terms of jobs, we manage approximately 600 jobs in our production environment. Some of them are business-critical with high SLAs, while others are smaller types of jobs. However, Control-M provides a core pillar to our daily operational needs and a core pillar for our efficiency gains through automation.

“From a data processing point of view and understanding of the workflows, I manage the integration and sequencing by working with my team as well as all the participants in the process to collaborate on the end-to-end flow, understanding the requirements from every system. Control-M helps with that by providing the flexibility of different kinds of solutions that it can support so that we can ensure the data that's coming to Control-M can be sequenced and is adaptable for each individual and end user.

“My company is currently not using Control-M to support AI or ML workloads. However, we do have an AI strategy to move towards it. One of the reasons we haven't onboarded yet is that Control-M has been such a reliable platform, and to combine it with AI is a no-brainer because AI is so creative. However, one of the concerns with AI is hallucinations, which would mean we lose the reliability that Control-M provides. We do have a plan moving forward, and it's great to see the Control-M team is adding more and embedding AI into their systems. Once we have confirmed that AI hallucination will not exist, we'll slowly embed more AI into our systems going forward.

“I think this is more about using a risk-based approach by identifying low-risk jobs to firstly integrate AI into those and being able to record them, which is one of the great features of Control-M—the traceability and ability to trace and identify the occasions or occurrences of hallucinations. Once we have a reliable history of the AI running properly, then we'll integrate more or migrate more of our high-risk jobs.

“In terms of Kubernetes or cloud-native workflows within my company, we currently do not have Kubernetes in our environment, and we also do not have cloud-native workflows..”

“Control-M has many use cases with four or five very critical use cases within Bupa. The first is to manage the payment gateway and payment domain. The second is to manage the integration of end-to-end file transfer with many different critical Bupa partners because it is very critical to maintain seamless file transfer for them. Control-M uses this in a very extensive way. The third one is to obviously manage Control-M in such a way that it is up and ready for all the customers who are using Control-M. We have some end users, such as service desk who use many different applications including add user, modify user, and many other functions. All these are automated by Control-M with no human interaction. We are trying to do agent-based automation as well with Control-M, but that is something for the future.

“The primary use cases are very different and vary from day to day. One of the most critical use cases is manage file transfer, which basically allows Bupa to connect and interact with various partners and vendors who are sitting outside Bupa. Everything is governed by security, but it reduces the manual effort, allowing us to automate everything, so basically no human interaction is required when it comes to sending or receiving very critical information files from different vendors. Other critical use cases include payment gateway and payment file transfer, which allows Bupa to talk with different payment providers. The whole workflow is automated and orchestrated by Control-M.

“For Kubernetes, we have not explored that part yet. However, we are moving towards Kubernetes-related deployments in Control-M. We are open to exploring that in the future.

“We do use cloud-native workflows with traditional batch processing. For example, the main system of Bupa, including payment and claims systems, is still running on-premise. We have many integrations moving data and information from the cloud to different environments, specifically payment providers or third-party providers.

“We are not currently using Control-M to support AI or ML workloads, but we plan to. We have a dashboard feature that utilizes our own created AI which leverages Control-M automation API to provide job failure notifications. We look forward to using Control-M's workflow creation magic or JetAI whenever we transition to

SaaS. Currently, we are still on-premise, but we are looking to move to a SaaS version very soon..”

Souparna Chatterjee

Lead Engineer at Bupa Australia & New Zealand

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“My main use cases for Control-M are managing file transfers and running the database management programs for the enterprise.

“When I mention connections in terms of Control-M, I'm thinking of connecting to databases to run database queries and updates, connecting to file transfer facilities to move files across the organization, and communicating with API environments using the API interface. Those are the sorts of capabilities I'm referring to.

“We haven't actually started down the path of using Control-M to support AI or ML workloads yet. Currently, I'm working on a project to upgrade and migrate our on-premises Control-M to the cloud, specifically to SaaS Control-M. The next step after this migration would be to begin integrating AI capabilities into our workflows, but that journey hasn't started yet as we need to get internal approval and review the AI offerings from BMC first. Right now, my focus is on transitioning to the SaaS platform instead of jumping straight into AI integration.

“So far, the thinking around how to use AI integrations with Control-M is not advanced. Initially, I consider utilizing AI's facilities and capabilities to help with day-to-day management of the environment. For example, a simple use case could be using AI to reduce call-outs to on-call staff because the tool will provide guidance for the 24/7 staff on how to investigate a problem or rectify issues. The capability of AI could help with triage and sorting out problems before the need to call someone to fix it, addressing the tendency of 24/7 teams to only react to failures without engaging in investigation.

“At this stage, we don't use Control-M to facilitate integration of Kubernetes or cloud-native workflows with traditional batch processing. My main focus remains on file transfer activity and simple interfaces to run batch processes for managing database updates, data extracts, and reporting.

“From my perspective, my role doesn't involve corporate compliance and auditing, but I utilize Control-M to monitor its use through audit reports and logging. I ensure I capture and retain that information for historical purposes over several years so that if there's a need to review events from six months ago, that data is available. However, I'm not involved in corporate-wide auditing and

compliance aspects..”

Validated user

Business Systems Analyst at a outsourcing company with 1,001-5,000 employees

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“Our primary use case for Control-M at UniSuper is workload automation and orchestration, which involves different business processes such as getting a file from a third party, extracting some data from that file, and finally uploading that file to the database.

“In this way, the primary use case is managing the workload and being a central point of scheduling in UniSuper.

“Currently, our usage of cloud environments is very limited, as we are migrating Control-M from an on-premises environment to a SaaS environment.

“After we migrate to SaaS, we will be more focused on utilizing cloud integration or cloud-based features.

“Control-M is playing a major role in UniSuper for integrating with different applications.

“We have integrated Control-M with CyberArk for security purposes, ensuring that all passwords are stored securely and retrieved automatically rather than being copied as plain text.

“We are also in the process of integrating Control-M with Azure Key Vault to securely manage connection profiles for transferring files to Azure Blob storage, which is a best practice.

“In the future, we are planning to integrate Control-M with AI and ML workloads, utilizing AI features mainly for workload automation, such as using the inbuilt AI agent, Jet, to create jobs, dependencies, and workflows.

“Control-M plays a very critical role in UniSuper's compliance, especially with PayDay Super coming in Australia by July 2026.

“Control-M is essential for processing employer contributions from third parties and ensuring timely responses under the SLA..”

Divesh Motwani

Control-m Administrator at UniSuper

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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.

“I wasn't involved in the deployment, but Control-M is simple, out of the box, and easy to replicate. We've actually got it running in at least four different environments, all of them alike and similar, so we've got production and non-production environments, all installed nice and easy..”

Graeme Byrnes

Mainframe Support Engineer at VicRoads Registration & Licencing

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“I was not involved in the initial deployment, but I participated in subsequent upgrades, and those upgrades were very smooth. We took appropriate steps to minimize downtime, and BMC support was instrumental in coordinating efforts to ensure that we completed the upgrade with the least amount of downtime possible..”

Pavan Chundi

Assistant Consultant at Tata Consultancy

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“As an end user of Control-M, the organization uses the application rather than implementing it directly. Earlier in the Officeworks career, the GUI was used as a client, making migration to SaaS seamless. No hiccups or roadblocks occurred during migration. Jobs visible in the on-premise system maintained the same status in the SaaS product. Whether executing, executed, or successfully processed, the same job status replica appeared in SaaS. No disruption occurred in processes, and no issues were encountered during migration..”

Jojimon Charuvakalayil

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Team Lead Support Analyst at Officeworks

“I'm currently migrating from on-premises Control-M to SaaS Control-M. This process involves two components: building the new environment and migrating workflows. While it's SaaS, deploying on-premises components is still necessary to run workloads. The methods for transitioning workflows from the old environment to the new have not been mature or well developed, which has posed challenges, requiring discussions with BMC to find the best path forward. Additionally, evolving security requirements have made the build and deployment processes more time-consuming than initially planned. The recent engagement with security teams shows that early involvement is essential for understanding their expectations for securing the environment, especially given the pressing concerns around cyber threats..”

Validated user

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Business Systems Analyst at a outsourcing company with 1,001-5,000 employees

“From a deployment perspective, while I wasn't involved with the actual broad introduction of Control-M 14 years ago, I am involved this year in terms of onboarding Control-M SaaS and doing that migration. That experience has been excellent from multiple perspectives. To start off, I want to call out my account manager, Tanya, who was supporting our process over six months, initially doing the planning for the migration and giving our business stakeholders comfort that we're migrating this critical system that's running business-critical jobs without impacting our production. Then we came up with a plan on the project execution, working with our implementation partners, BQPM, to work out what the best timeline for the project would be. I'm happy to say the project is going, we're in the implementation phase now, and we're on track for our delivery in the new year..”

Yan In

Technical Service Manager at UniSuper

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“The on-premises deployment for Control-M is easy.

“It takes about a day in general, depending on how many systems you want to connect to, as our updates and other tasks are quite easy.

“It is easy to maintain Control-M.

“I do maintenance monthly..”

Vijay Kumar Kalekar

Infrastructure Senior Manager, Information Technology at Victoria's Secret

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Customer Service and Support

“I have worked with BMC Support, and I would rate their support nine out of ten.

“They help us resolve issues quickly, and their documentation is self-explanatory, often allowing us to solve problems without direct support..”

Divesh Motwani

Control-m Administrator at UniSuper

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“I think the technical support is mostly available in the US time zone, which is where we struggle a bit. If we had a contact for support in India or Asia, I think that would have been much better, and we feel it is an opportunity.

“I rate the technical support an eight..”

Vijay Kumar Kalekar

Infrastructure Senior Manager, Information Technology at Victoria's Secret

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“I utilize BMC support as my go-to guide. We run a critical business, particularly concerning payments orchestrated inside Control-M. If any issues arise, I raise a critical ticket with BMC support, and someone calls immediately. Just yesterday, we experienced this; support reached out promptly and we began troubleshooting the issue via a Teams call. I find that the intelligence level and technical expertise of BMC engineers are exceptional, which aligns well with our platform..”

Souparna Chatterjee

Lead Engineer at Bupa Australia & New Zealand

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“My experience with BMC support has been quite good overall. Although I faced some challenges during this particular upgrade and had to send assertive emails to the account manager and support teams, I must commend them for taking my concerns seriously and addressing them effectively. It seems the personnel I interacted with weren't entirely familiar with the new SaaS architecture, resulting in extensive correspondence with higher levels of support. I believe this experience will improve over time, and more recently, support has indeed been satisfactory..”

Validated user

Business Systems Analyst at a outsourcing company with 1,001-5,000 employees

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“BMC continues to engage us on a regular basis, and the dialogue remains open. They are always very supportive, and if an issue does occur, they are very responsive to our requests.

“My relationship with BMC started many years ago when I first joined my organization. We were working with a different partner at that time, and my first experience was not overall positive. However, as we matured as an organization with a different partner, that relationship was able to turn around to a more favorable and positive one. It is about understanding and getting to know the client, and likewise, we also have to understand the perspective from BMC. There were instances in the early days where we exceeded what we were licensed to permit, and we worked through that together between BMC and our organization. Fast forward to 2026, and we are still together, which is a testament to the relationship we have developed over the years..”

Du Vo

Manager, Commercial at Nutrien Ag Solutions Australia

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“I would rate the BMC team in terms of support a ten out of ten. My experience so far with Control-M's customer service and support has been excellent because I usually don't give a ten since I usually find room to improve, but I can give examples on my rating. Going back to our journey from a migration point of view, Tanya, our account manager, was deeply involved in providing and helping with the business case for the migration, including providing reporting and financial data, and assurance on how the benefits in the SaaS environment that we will be getting for the migration. That gave our business stakeholders assurance, both from an operational perspective as well as from an ROI perspective, that it is the right move. That level of customer service has been really over and above and beyond from my experience.

“From a technical service point of view, I have to say the Control-M tech team is really well on top of the technology. I remember when we had a security scanning that had a potential vulnerability which our security team was investigating. We sent off a support ticket to Control-M and we actually got a reply right away to talk about the vulnerability in detail. We went through every single point and detail and they gave us a reason why the vulnerability doesn't apply to us. That was a great outcome. We were able to communicate this to our security team and lower the ratings and mitigate the risk of that finding. It's been a great experience so far, and I'm hoping to continue that relationship..”

Yan In

Technical Service Manager at UniSuper

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Other Advice

“I think a proof of concept is necessary for every tool that any organization wants to adopt. It is best to look at ROI or total cost of ownership, whether you want to go for an on-premises model or a SaaS model, and then make that rightful decision. I rate Control-M a 9 out of 10..”

Vijay Kumar Kalekar

Infrastructure Senior Manager, Information Technology at Victoria's Secret

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“I have worked in the business for close to seven years, and my relationship with Control-M involves looking after the procurement, vendor management, and commercial side of the business. I rate Control-M a nine out of ten because there is always room for improvement. For me, I always want the best in terms of the commercials and value proposition. Ideally, I would prefer it to be a lot cheaper than what it is today, and that is why I give it a nine. If it were a lot cheaper and more affordable, then it could have a ten. However, that is not currently the case, which is understandably so..”

Du Vo

Manager, Commercial at Nutrien Ag Solutions Australia

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“Control-M serves as a central point for workload automation and orchestration, aiding in the creation and monitoring of business workflows.

“The only improvement I see is the need for better migration methods.

“I rate Control-M nine out of ten..”

Divesh Motwani

Control-m Administrator at UniSuper

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“I would rate Control-M very high on a scale of 10. This is not just an emotional connection developed over 12 years, but also due to the advanced technology Control-M is implementing, including new AI, data orchestration, security standards, and governance perspectives. Control-M is innovating rapidly with technology. I would rate Control-M as nine out of ten, leaving one point for improvement, as I believe every software has some scope for enhancement. I wish the whole Control-M team all the best. They are moving very fast towards advanced technologies, and I fully support their efforts as we look forward to utilizing all the features. My overall rating for Control-M is nine out of ten..”

Souparna Chatterjee

Lead Engineer at Bupa Australia & New Zealand

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“Based on my migration experience, I would advise anyone transitioning to a new SaaS platform to engage the security team early in the process and involve them in the solution design. Even in a SaaS model, there's a need for an architecture accommodating on-premises components. It's also crucial to recognize that moving workflows may not be a straightforward like-for-like transition;

customization and potential rewrites of flows should be anticipated, especially now with the capabilities of AI potentially allowing for automation in this process.

“I would rate Control-M an 8 on a scale of one to ten, simply because I don't believe in giving a perfect score. The reasons I don't give it a 10 include minor quirks such as the interface design in SaaS Control-M needing improvements. Some customizable features aren't easily accessible at the user level and can be somewhat global instead. Although the documentation is comprehensive, its search functionality isn't effective, making information hard to locate. I hope the emerging AI capabilities can significantly enhance this aspect..”

Validated user

Business Systems Analyst at a outsourcing company with 1,001-5,000 employees

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“I would definitely give Control-M a rating of ten out of ten. I'm really happy with both the technology, service, and its growth potential. It's great to see that the team is working to their customers' demands, especially towards AI, which is something that all customers are looking forward to and moving towards. The fact that they're taking the front foot and making sure those demands are met even before their customers are ready actually provides a positive experience, and I also believe that this partnership is an everlasting one.

“I would like to say that the BMC team has actually provided more than just a system; they're actually providing a great experience for their customers. Being able to listen to customer requirements and come up with a solution that meets the requirements, or even though there are instances where potentially the requirements can't be met right now, they've always given us a timeline or a potential alternative. It's not just that we're buying software off the shelf; it's actually a whole package: the solution, the reliability, and the whole customer support team has been a great experience. My overall rating for Control-M is ten out of ten..”

Yan In

Technical Service Manager at UniSuper
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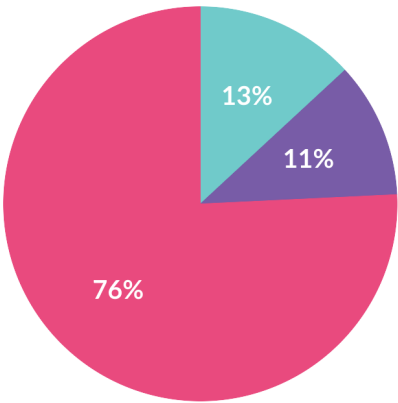
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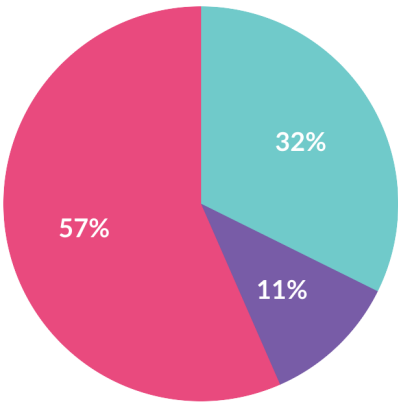


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244 5th Avenue, Suite R-230 • New York, NY 10001

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+1 646.328.1944