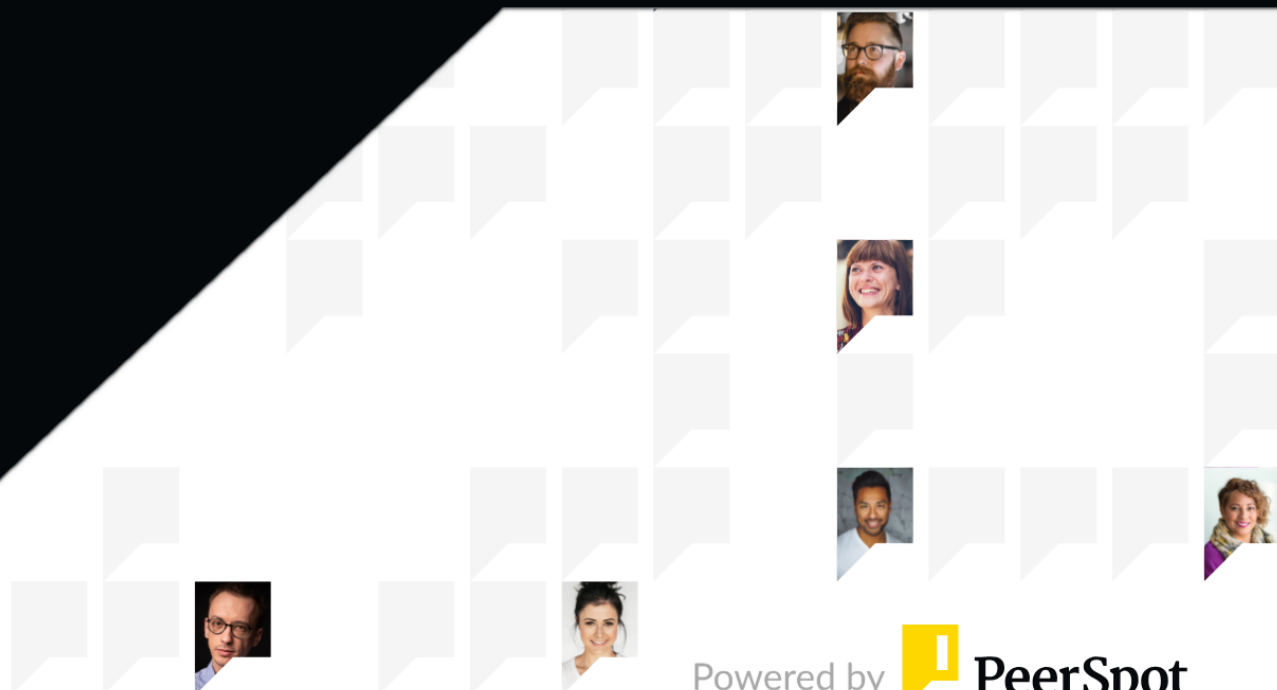




IBM App Connect

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

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Product Recap



IBM App Connect

IBM App Connect Recap

IBM App Connect provides efficient and secure app integration with expansive connectors and a low-code interface that simplifies complex integrations and supports Kubernetes scalability.

IBM App Connect is designed for seamless integration of applications, offering extensive security and scalability features. Its intuitive interface leverages a low-code approach to save time and simplify integrations. The platform supports hybrid environments with adapters that reduce custom API work, while advanced features such as message routing, transformation, and protocol translation enhance its functionality. Built-in error handling and comprehensive documentation aid in efficient operations. Users highlight areas for improvement in command line integration, community support, and CI/CD capabilities. More connectors and enhanced event streaming can better meet modern needs.

What are the key features of IBM App Connect?

- Extensive Connectors: Simplifies integration across systems.
- Low-Code Interface: Streamlines complex tasks.
- Message Routing & Transformation: Enhances data processing.
- Protocol Translation: Supports seamless communication.
- Error Handling & Documentation: Improves operational efficiency.

What benefits should users expect in reviews?

- Time Savings: Quick deployment with low-code tools.
- Scalability: Supports back-end Kubernetes infrastructure.
- Security: Ensures reliable integration processes.
- Hybrid Support: Facilitates cloud and on-premises operations.

Organizations use IBM App Connect to integrate applications, orchestrate data, and implement enterprise service bus functionalities. It connects applications, validates data, and facilitates communication between diverse systems. Serving as an integration hub, it supports cloud and on-premises infrastructures crucial in sectors like banking, e-commerce, and CRM. Many users rely on it for API development, ETL tasks, and automating workflows with both cloud and on-premises setups.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“IBM App Connect definitely saves a lot of time, approximately 50 to 60%, and based on the time savings, we can reduce the number of employees needed and save money on reduced resources.”



Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees



“The transformation capabilities in IBM App Connect are particularly beneficial.”



Emirhan Guven

Team Leader, Software Development at a manufacturing company with 11-50 employees



“I recommend IBM App Connect Enterprise to everyone.”



AvinashArepaka1

Developer at a tech vendor with 10,001+ employees

- ✓ “The solution is very fast-paced when it comes to making things right. We can quickly download what we need if we need any app migrations for our software business. We can download it plenty of times when we need to use it. It gives us very high speed for delivering any development.”

**Verified user**

Information Technology Product Manager at a manufacturing company with 10,001+ employees

- ✓ “One of the most beneficial features is the ability to handle multiple communication technologies, like integrating Kafka flows, which is helpful as other teams heavily use it. Regarding error handling, I initially wrote most of the handling myself. While built-in features for error handling are built-in, it largely depends on the developer. We use a custom solution that catches all exceptions, logs them in a database, and replays them as needed. It has been effective for us for over twenty years.”

**Verified user**

Senior Developer at a comms service provider with 10,001+ employees

- ✓ “I like the adapters. The adapters help us achieve scalability. If you want to connect to SAP, there's an adapter. Salesforce? There's an adapter. You want to connect to another system? There's likely an adapter for that.”

**Mehdi-El Filahi**

Middleware Tech Lead at MQnovaTool



“We use IBM App Connect for the integration between the applications.”



Khaled AlKadi

Sales Director at Jordan Business Systems

What users had to say about valuable features:

“The platform's most valuable feature is ease of use. It has an efficient design flow. We can receive or use the resources and integrate them with other software as gateway integrations..”

Verified user

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Project Consultant at a computer software company with 5,001-10,000 employees

“The features I find most valuable are message routing, message transformation, and protocol translation. IBM App Connect is a market leader and has been migrated to the cloud, allowing it to run efficiently in that environment..”

AvinashArepaka1

[Read full review](#)

Developer at a tech vendor with 10,001+ employees

“I like the adapters. The adapters help us achieve scalability. If you want to connect to SAP, there's an adapter. Salesforce? There's an adapter. You want to connect to another system? There's likely an adapter for that.

You want to connect to various services like Gmail, email, FTP, SFTP, MQ, JMS – anything you want, it's likely included in App Connect through the adapters.

The main advantage is that it's a central point. If we compare it to a country, it's the post office..”

Mehdi-El Filahi

Middleware Tech Lead at MQnovaTool

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“The transformation capabilities in IBM App Connect are particularly beneficial. When consuming SAP data, converting data fields is straightforward. File operations are simple to execute, and converting between XML to JSON formats is effortless with IBM App Connect.

“The mapping node functionality for data transformation enhances the integration workflow significantly. Users can utilize mapping nodes or SQL, though the mapping node provides a more streamlined approach for transformations. Additionally, containerizing applications is very straightforward with this solution..”

Emirhan Guven

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“The solution is very fast-paced when it comes to making things right. We can quickly download what we need if we need any app migrations for our software business. We can download it plenty of times when we need to use it. It gives us very high speed for delivering any development.

The tool's automation capabilities have given us great automation abilities, especially on the factory side. We have many integrations, creating value by using this capability. We're canceling many manual processes and migrating them to IBM App Connect automation. This is improving and helping our way of working and developing many integrations.

We can handle many complex integrations that were difficult with other solutions. In other tools, we often needed to do a lot of coding and write many things from scratch. But with the solution, many things are already ready in the platform. This gives us high confidence and saves time, especially for complex integrations.

For simple tasks, the difference between products might not be obvious. However, IBM App Connect makes it easy in complex environments where we take data from many different applications, send it to another app, and apply algorithms. It's useful for these more complicated integrations. The solution is also more mature than other products. .”

Verified user

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Information Technology Product Manager at a manufacturing company with 10,001+ employees

“With minimal code, we can easily integrate with other systems. IBM App Connect offers a low-code, no-code approach. Sometimes we don't need any code, and sometimes we need a little bit of code. There are hundreds of connectors available, which reduces custom API work. The data mapping UI provides visual mapping, auto-suggest, and field mapping. Transmission between JSON, XML, and CSV formats is also possible. IBM App Connect provides hybrid integration support, which I really appreciate. Built-in error handling and security features are included, such as OAuth 2.0, TLS, secret management, and role-based access. One main feature is that IBM App Connect is Kubernetes-friendly, running well on the OpenShift container in my runtime environment.

The low-code approach significantly reduces the time of our resources. We can even reduce the number of resources because the integration doesn't require heavy coding. This saves both time and money.

I don't have an exact number, but for traditional coding that would take one day, IBM App Connect can finish the work in about four hours. Authorization and authentication API setup, which would typically require one to two days, can be finished within one to two hours maximum. Data mapping that would take around six to eight hours can be done within one hour using IBM App Connect. The same applies to error handling, testing, and fixing. Overall, 50 to 60% of the time is saved when using IBM App Connect.

IBM App Connect definitely saves a lot of time, approximately 50 to 60%. Based on the time savings, we can reduce the number of employees needed. For resource utilization, we can use fewer resources. With the time saved, we need fewer employees, and based on that, we save money on reduced resources..”

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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Other Solutions Considered

“I have used MuleSoft before. Both products have similar capabilities. Large enterprises use App Connect more, while MuleSoft is more suitable for medium or small enterprises..”

Harimohan Pathak

Integration Specialist - Solution Architect at LTIMindtree

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“Before IBM App Connect, I used a few solutions, including custom point-to-point integration. There were problems with tight coupling, central bottlenecks everywhere, and long release cycles. IBM App Connect overcomes these issues..”

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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“As an IBM App Connect developer, we have customers interested in comparing other ESB tools, particularly webMethods, which was previously owned by Software AG company before IBM acquired the product..”

Emirhan Guven

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“Regarding similar products, occasionally, we've had proposals for other products, but I find IBM App Connect to be the most compatible and reliable for our needs. When comparing it to Kafka, for example, I prefer IBM App Connect because of its ease of deployment, control, and stability..”

Verified user

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Senior Developer at a comms service provider with 10,001+ employees

“We also looked at open source solutions.

We tried to start using other solutions in our projects, but found they were not simple to use. We are using App Connect because it's a more comprehensive solution that can handle many projects..”

SergeySidorov

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CEO at a tech services company with 1-10 employees

“We went with IBM for Cast Iron because we had already been using IBM products. This solution fits with what we needed it to do and with the rest of our landscape, i.e., the other IBM products.

A vendor that we trust and that's been around, is the most important criteria while selecting a vendor..”

Verified user

System Engineer with 1,001-5,000 employees

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ROI

Real user quotes about their ROI:

“The system has demonstrated its value by efficiently handling the transfer of services to ESB IBM App Connect, managing large service volumes effectively..”

Emirhan Guven

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“I think they are seeing a return on investment otherwise they would have moved to another solution. There is a lot of value and benefits being generated..”

Mukesh RajSankara Raj

Student at a university with 1,001-5,000 employees

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“We always have ROI when we use IBM products. If you're using multiple products from IBM, you will see ROI. If not, you'll definitely see some variation..”

DhivakarSekar

Enterprise Software Engineer at Wolters kluwer

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“The ROI for the platform at my current customer's site predominantly revolves around long-term usage and centralizing integrations. It proves beneficial in managing critical operations like banking. By avoiding issues from scattered integration points, the time taken to resolve problems has notably decreased, contributing to operational efficiency. However, quantifying the exact financial savings, particularly regarding reduced downtime or post-implementation updates, would require detailed analysis by someone well-versed in the financial aspects..”

Verified user[Read full review](#) 

Project Consultant at a computer software company with 5,001-10,000 employees

“IBM App Connect's low-code approach allows us to reduce the time required from our resources. We can even reduce the number of resources because integration doesn't require heavy coding, saving both time and money.

IBM App Connect definitely saves significant time, approximately 50 to 60%. Based on the time savings, we can reduce the number of employees needed. For resource utilization, we can use fewer resources. With the time saved, we need fewer employees, and based on that, we save money on reduced resources..”

Nirav Patel[Read full review](#) 

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

“For a good ROI, you need to find someone who works well. If the person isn't skilled, your ROI will suffer. The problem is there aren't many of us with this expertise.

If a company has a good individual or, better yet, a good team, then App Connect works well. But many young people don't want to put in the effort. It requires a wide knowledge base – Salesforce, SAP, SFTP, HTTP, security, and more. They'd rather specialize in Java or .NET.

With any ESB (not just App Connect), you need patience and a willingness to learn. It's a common problem with other ESBs like Fuse and Mule, too..”

Mehdi-El Filahi

Middleware Tech Lead at MQnovaTool

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Use Case

“Currently, we are using the product as our central middleware. We are using it to eliminate all point connections and expose data centralized service hub for consumers..”

Lakshan Jinasena

IT Specialist at ICAP

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“We use it to transform data, route data, and validate data. So, App Connect is an enterprise service bus (ESB), like Mule, Fuse, or Appian. This means it's really an enterprise service bus, and we use it for integration. We interconnect applications and protocols with App Connect..”

Mehdi-El Filahi

Middleware Tech Lead at MQnovaTool

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“Our company has a big project for delivery and e-commerce sites. We use IBM App Connect to deliver information to our end users after they buy our products. We get information from many places, such as enterprise solutions and other applications. We send information and gather information from them to use in our web applications. We give our end users updates on the status of the products they bought from us..”

Verified user

[Read full review](#) 

Information Technology Product Manager at a manufacturing company with 10,001+ employees

“We use IBM App Connect for business use cases involving data transformations. It can perform tasks such as converting XML to JSON, XML to CSV, or vice versa. Additionally, it can handle API conversions with mapping and transformation rules, simplifying the development process. It offers security features for APIs. It includes support for TLS (Transport Layer Security) and encryption mechanisms..”

Harimohan Pathak

[Read full review](#) 

Integration Specialist - Solution Architect at LTIMindtree

“I am a developer specializing in IBM App Connect. We have a customer interested in comparing ESB tools, such as webMethods, which was previously owned by Software AG company before IBM acquired the product.

“We work with the on-premises version because in Turkiye, our customers cannot use cloud platforms due to data privacy policies. They must use on-premises solutions.

“We primarily work with banking and insurance company solutions. At the bank where I work, our company provides support to other companies. Their developers are not highly experienced, so they contact our company for assistance. We help with direct connection to their services and solve problems when IBM App Connect encounters issues..”

Emirhan Guven

Team Leader, Software Development at a manufacturing company with 11-50 employees

[Read full review](#) 

“IBM App Connect serves as our integration platform, allowing us to connect application systems and data without heavy load or heavy coding. In my current organization, we use the AWS cloud, and IBM App Connect enables us to easily integrate with that AWS cloud. We also have Salesforce and Slack alerts, so we can handle Slack channels, pop-ups, and file uploads using the platform.

Everything is on the cloud right now, so we need cloud-to-cloud support. IBM App Connect makes it very easy to integrate from cloud to cloud. The platform also supports cloud, on-premises, and hybrid integration. We are using the cloud integration for all our requirements.

Since everything is on the cloud, we have to integrate everything on the cloud for whatever we require. We use IBM App Connect for anything we need to build, any Slack-related work, and ServiceNow automation. We have ServiceNow trigger new incidents, and we have to alert those things via mail and Teams. This kind of automation is easily handled through the platform..”

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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Setup

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

“The product's deployment for on-premise servers is easy. At the same time, it is tedious to deploy on clusters. We use the DevOps pipeline for on-cloud deployments. It takes a few seconds to complete the process..”

Harimohan Pathak

[Read full review](#) 

Integration Specialist - Solution Architect at LTIMindtree

“The basic installation process takes approximately 5 minutes, involving a download and setup wizard. However, additional configuration time is required for implementing IBM MQ, ODBC, JDBC, and other tools. The complete setup process, including all configurations, typically takes around two weeks..”

Emirhan Guven

[Read full review](#) 

Team Leader, Software Development at a manufacturing company with 11-50 employees

“For IBM App Connect, deployment and installation are straightforward for us. We use Jenkins scripts for automated functionality, making the process easy. It typically takes around forty-five minutes to complete all the steps, including dropping the existing broker version, installing the code, setting up links, restarting with new code, creating a new broker, and deploying.

One engineer is enough to handle the deployment process, as it's automated with Jenkins. Maintenance is minimal, and upgrades are usually straightforward. We encountered a bug with the MQTT model in version twelve, but IBM provided a patch and a script to test it, and the team completed the upgrade in fifteen minutes. Overall, maintenance and upgrades are relatively easy with App Connect..”

Verified user

[Read full review](#) 

Senior Developer at a comms service provider with 10,001+ employees

“If you have experience with other similar systems, the tool's deployment is straightforward; I can say that. But if you're new to it, it can be difficult to understand which menu you must download, what kind of files you need, and many other things. It's not easy to understand at first. However, after one or two installations, it becomes very straightforward to do further implementations and installations.

Our deployment strategy for IBM App Connect is part of our larger plan to move all applications to the cloud. However, we face some challenges, especially in Europe due to GDPR and in Turkey due to local laws like KVKK. These regulations make moving to global cloud providers like AWS, Azure, or Google Cloud difficult.

Deploying to some local providers isn't easy, and this is a major consideration in our strategy for installing IBM App Connect or any other applications in the cloud. We must consider this and arrange all other steps for solutions accordingly.

Deployment is usually easier with global cloud providers like AWS, Google Cloud, and Azure because their service management works well with App Connect. As I mentioned before, App Connect Enterprise supports OpenShift very well, which is powerful.

However, in some cases, we need to expand the environment for our applications. This is another point to consider when planning our cloud deployment strategies. The deployment process can be completed in two weeks, depending on the environment we're working with. If we're working with a local cloud provider, it can get more complex. This is because local cloud providers often don't have experts familiar with OpenShift, so we need more parties involved in installing IBM App Connect in the cloud.

However, if we work with a global cloud provider like AWS, we can install with a smaller team. Maintaining the tool isn't difficult if it runs on a stable infrastructure. The maintenance process is straightforward in a secure and stable environment. However, maintenance becomes more complex if the infrastructure is unstable or insecure..”

“The cloud platform integration's complexity depends on the prior experience working with it. For a beginner, the process would take a lot of work. It is straightforward once one gets familiar with it.

In implementing IBM App Connect, multiple options are available, each with its complexity and steps. You can set it up on a single virtual machine, which is comparatively simpler. Next, deploying it within a Kubernetes environment or as a Docker container requires additional steps for configuration but provides more flexibility. The recommended approach is deploying in OpenShift, which offers advantages but might involve a more comprehensive setup process.

Utilizing pre-existing operators created by IBM significantly simplifies the setup, reducing complexity for implementation. Once set up, developers gain convenient access, enabling them to swiftly create the instances, possibly automating the process with minimal effort. This advantage makes the Kubernetes or OpenShift environment particularly favorable, offering scalability and ease of use for App Connect instances.

Various roles handle different aspects of IBM App Connect deployment and management in organizational settings. For instance, an integration specialist or administrator may focus on IBM App Connect's configuration and management, while developers require access to the environment for development. Additionally, some organizations might have specific roles dedicated to supporting production environments, restricting access accordingly. While in certain scenarios, one person might fulfill multiple roles; larger organizations tend to separate these responsibilities among different individuals or teams to maintain control, security, and proper governance over the deployment and usage of the product.

It is easy to maintain. When IBM releases a new version or features, upgrading to these updates via the new operator is relatively straightforward. It typically involves just a few clicks to upgrade to the latest version. While there are considerations and guidelines to follow during these updates, adhering to these steps makes the process simple and manageable. Overall, with proper adherence to guidelines and instructions, the maintenance, updates, and upgrades within

Kubernetes environments are simple and can be handled efficiently..”

Verified user

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Project Consultant at a computer software company with 5,001-10,000 employees

“Every company I've been to, I had to redo everything. I connect to their Linux system – just dev, not even quality, UAT, or production. They give me dev access, I connect, and I test things.

it's not that the setup is difficult, but there are many factors.

I send an email explaining the issues I find. Twice in my life, this email went all the way to the board with the CIO and others. They questioned my findings, and after I provided detailed explanations, they asked me to fix the problems.

There are two main things. First, App Connect is very strict software. You need to read every line of the documentation. If the documentation says 'don't do this', then don't do it. People sometimes don't have time and skip around in the documentation.

Then, I come in and find issues. Like, I've been to a company – a big insurance company managing millions – where there were no passwords or restrictions on their production App Connect and MQ systems. I asked what was going on!

This is just one example. I went to another company where they changed the file access rights ('chmod' in Linux) on MQ, even though the MQ documentation specifically says not to touch them or that it will break. It's written in the PDF, and someone changed it anyway to make their life easier. But those changes create problems because you're paid to manage complexity, not avoid it.

So, installation is not easy, and there are many options. Also, you need to understand the contract you signed with IBM. If you signed up for active-active clusters, don't set it up as active-passive. IBM can take legal action if you violate the contract terms. And so on.

It's the same for MQ because MQ is strongly linked with App Connect. They can be installed independently now (that wasn't possible in old versions like IIB), but many clients only wanted the ESB. So, IBM separated them. There's a strong relationship between MQ and App Connect, and some App Connect features

require MQ.

There are two different versions of App Connect Cloud – Smart Connect and one that's similar to the on-premises version. So, it can be confusing for someone new to it..”

Mehdi-El Filahi

Middleware Tech Lead at MQnovaTool

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Customer Service and Support

“I don't work directly with tech support but I know they are very quick in dealing with fixes. Some can be dealt with on the spot but if it requires rolling out a fix, they create a ticket and are very responsive. .”

DeepikaSharma

Senior Software Engineer at CIMB Bank Berhad

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“The overall competence of the solution's first-tier support should be improved since the second and third-tiers are good. The solution also needs to enhance remote support, including opening remote sessions with customers and not depending only on collecting logs. They need to go to layers two and three to connect with you on your system. Having it in earlier stages can speed up solving the problems quickly..”

Khaled AlKadi

Sales Director at Jordan Business Systems

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“It's the typical IBM support experience. Sometimes, you send a message, and you can tell it'll be handled in India or some other company.

You get the feeling that some support staff are just waiting to go home, but sometimes you get a really good person who follows through. It's inconsistent.

Support is definitely a weak point..”

Mehdi-El Filahi

Middleware Tech Lead at MQnovaTool

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“Critical issues are resolved quickly by technical support, but there is a delay in response to items related to the product, deployment, or low production environments.

My colleagues and I have discussed that PMRs will take some time to resolve because the product is newer and only launched a few years ago.

If a customer reports an issue, support should at least acknowledge it quickly. .”

Rajender Reddy

Software Development Manager at Reliance Jio

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“Global IBM support is excellent. When we encounter problems in Turkiye with banking customers, the local IBM partner sometimes struggles to resolve issues. However, when opening a ticket with the global team, problems are resolved promptly and effectively.

“The official IBM support in Turkiye, while functional, is not as experienced as the global team in problem-solving capabilities..”

Emirhan Guven

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“Most of my interactions with customer service and support were related to infrastructure queries rather than platform-specific issues. Initially, when we began using the containerization approach, some hidden issues were inherent to this new method, which required support. While I would classify the support as something other than the best, they eventually resolve issues. Quick responses were typical for simpler queries, but resolution could take anywhere from a week to two weeks for more complex or bug-related issues. For these instances, they often needed to escalate the matter to their development team for a comprehensive solution..”

Verified user

Project Consultant at a computer software company with 5,001-10,000 employees

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Other Advice

“I recommend IBM App Connect Enterprise to everyone. It is suitable for all company sizes, from small domestic banks to large corporations in various industries such as banking, insurance, and airlines. I would rate the overall solution as eight or nine..”

AvinashArepaka1

Developer at a tech vendor with 10,001+ employees

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“The global technical support rates a nine out of ten, while the Turkiye support receives a seven out of ten. The product itself is good, rating an eight out of ten for pricing, though this is influenced by country-specific exchange rates. Overall, I would rate IBM App Connect as nine out of ten..”

Emirhan Guven

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“We are using the private cloud deployment on AWS. My company purchased IBM App Connect through the [AWS Marketplace](#). IBM App Connect is a very user-friendly tool, and we can very easily integrate with other applications. I would definitely recommend it. The overall review rating for IBM App Connect is 7.5 out of 10..”

Nirav Patel

Senior QA Engineer at a tech vendor with 1,001-5,000 employees

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“If you're not missing any business opportunities, IBM App Connect is a great tool to work with as an enterprise service for managing many tasks. It is excellent for developing APIs, integrating various services, and simplifying development processes. It offers easy development and integration capabilities, making it a highly recommended tool. I rate the overall solution a nine out of ten. .”

Verified user

Information Technology Product Manager at a manufacturing company with 10,001+ employees

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“As for new features, I haven't explored all of them yet, but I appreciate the plug-and-play nature of App Connect with different interfaces.

Overall, I would rate IBM App Connect as nine out of ten, but with the disclaimer that I haven't tested all features extensively. The usual explanation for any drawbacks relates to the pricing and justification for the cost..”

Verified user

Senior Developer at a comms service provider with 10,001+ employees

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“My recommendation depends on lots of factors. Things like architecture, design, existing IBM products, and budget all play a role in the decision. For a small company, I might suggest something cheaper.

But App Connect is a very good tool.

Overall, I would rate the solution a seven out of ten..”

Mehdi-El Filahi

Middleware Tech Lead at MQnovaTool

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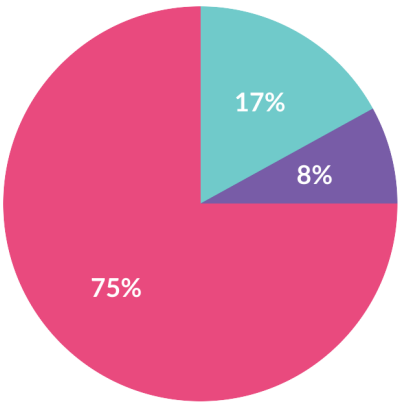
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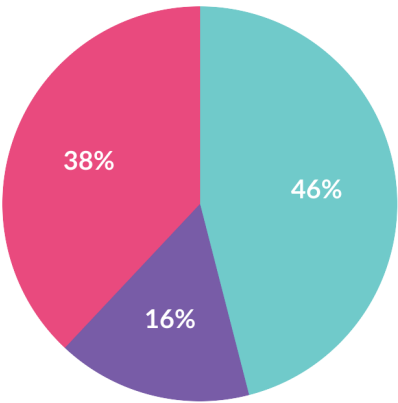


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Large Enterprise Midsized Enterprise Small Business

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