aws marketplace

ReadMe

Reviews, tips, and advice from real users






Powered by PeerSpot

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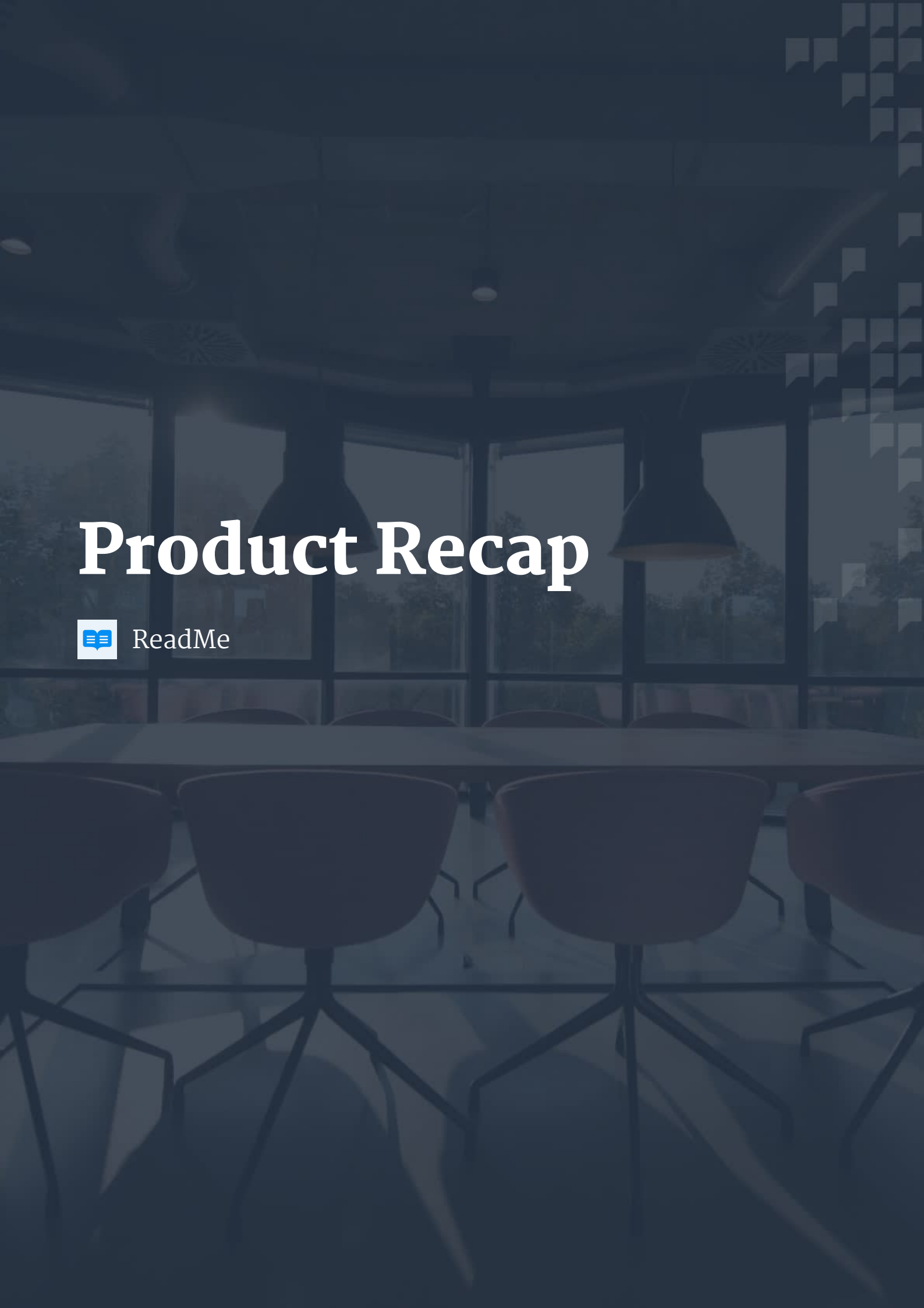

Product Recap

ReadMe

ReadMe Recap

ReadMe facilitates seamless integration of complex technical documentation into service platforms. With its intuitive interface, ReadMe enhances documentation creation and interaction by enabling real-time collaboration and dynamic content presentation.

ReadMe empowers development teams by offering a dynamic platform for creating, managing, and sharing intricate technical documentation. Its capabilities cater to the needs of teams seeking to improve communication and streamline documentation processes, making it easier to maintain and update as projects evolve. ReadMe encourages collaboration across teams, paving the way for transparent information exchange and efficient workflows.

What are the key features of ReadMe?

- Interactive Documentation: Enables creation of engaging technical documents with interactive elements for enhanced clarity.
- Real-time Collaboration: Allows team members to work simultaneously, keeping documentation accurate and up-to-date.
- API Explorer: Facilitates API testing and integration within the documentation platform itself.
- Dynamic Content: Supports the inclusion of live components and dynamic data display, enriching user engagement.

What benefits or ROI should users consider when evaluating ReadMe?

- Improved Communication: Enhance collaboration among development teams through shared documentation.
- Time Efficiency: Streamline the documentation process, reducing time spent on maintenance and updates.
- Enhanced User Engagement: Interactive and dynamic features lead to a richer, more engaging experience for users.
- Scalable Integration: Easily adapt to the growing needs of complex projects without compromising documentation quality.

Industries implementing ReadMe benefit from its adaptable documentation processes, which are crucial in sectors such as software development and IT services. These industries leverage its capabilities to efficiently manage and update API documents, ensuring teams can swiftly respond to technological changes and client requirements, ultimately improving service delivery and reducing time to market.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

"Overall, if your organization wants to improve the developer experience, reduce repetitive support questions, and provide a centralized and professional API portal, I think ReadMe is a strong choice."

TejaswiniAleti

Member Technical at ADP

"With ReadMe serving as a clear, self-service developer portal, our partners can now complete their integration in a fraction of the time, which has accelerated project delivery timelines, improved our partner satisfaction, and optimized engineering promises."

Amrit Dash

Automation Engineer at a educational organization with 11-50 employees

"Previously, our documentation was split up, but now it is unified through ReadMe, which gives a clear overview and is very easy to navigate, acting as a single source of truth for our business and providing more stability."

Adrian Gaborek

Software Engineer at a tech services company with 51-200 employees

What users had to say about valuable features:

“ReadMe has several best features that I appreciate. The interactive experience and look of the documentation make it easy to migrate to because of the Open API specification support. The interactivity allows you to test yourself directly. ReadMe has versioning built-in so you can select which version of the API you want to use or reference the old version.

“ReadMe also has a metrics page where you can see which endpoints and how often they were called. This is useful for judging how much time you should put into optimization work by seeing what the hot path is and focusing on that. It is also useful for having an audit of who called what.

“Previously, our documentation was split up, but now it is unified through ReadMe, which gives a clear overview and is very easy to navigate. This is a single source of truth for our business. Previously, we had problems with out-of-date documentation, and our business would ask about endpoints not working or error codes they did not understand. Now this information is documented with clear structure, so they know how to call the endpoints. Previously, we did not have stable APIs, and adding new parameters would cause them to break. Now our business can look up the documentation, and overall, ReadMe has given us more stability..”

Adrian Gaborek
Software Engineer at a tech services company with 51-200 employees

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"The features that stand out the most for me are OpenAPI integration, interactive API documentation, and automatic code examples. Since we work with multiple Spring Boot REST APIs, having our OpenAPI specification reflected directly in the documentation helps keep everything accurate and reduces the need to maintain documentation manually. The interactive API explorer is another feature I find valuable. It allows developers and QA engineers to understand an endpoint, review the required request parameters, and see the expected responses in one place. That makes it much easier to validate APIs and understand how they should be consumed without constantly reaching out to the backend team. I also appreciate how ReadMe presents the documentation in a clean and developer-friendly way. Navigation is straightforward, and built-in search makes it easy to find the right endpoint or reference quickly, especially when working across multiple services.

"What makes these features stand out is that they reduce communication overhead. Instead of spending time explaining request payloads, authentication requirements, or response structures, we can direct developers to the documentation. That helps new team members onboard faster, enables frontend and QA teams to work more independently, and lets backend developers spend more time building features instead of answering repetitive questions.

"ReadMe serves as a central source of truth for our APIs. As applications evolve and new endpoints are introduced, it is important that everyone is referring to the same, up-to-date documentation. I also appreciate that it fits naturally into our existing development workflow. When API specifications are updated, it is much easier to keep the documentation aligned with the implementation, which reduces inconsistencies and improves confidence during development and testing. Overall, it is not just a documentation tool. It improves collaboration across backend developers, frontend developers, QA teams, and other consumers of our APIs by giving everyone a consistent and reliable reference.."

TejaswiniAleti
Member Technical at ADP

Read full review

“Based on experience, the standout features that offer the most value to our workflow are probably the interactive API explorer. The 'try it' functionality is easily one of the platform's strongest features. It allows both our internal developers and external partners to test live API calls directly on the documentation page where they can use their own development keys or where we also provide the staging keys. This eliminates the need to configure any third-party tools such as Postman for a quick test. We can read through the documentation and run the test simultaneously in ReadMe portal, and it becomes straightforward.

“We also have automatic multi-language code snippets. Once ReadMe files are generated, it can auto-generate accurate code snippets in different languages such as Curl, Node.js, Python, and Ruby for each of the endpoints we document. For onboarding engineers and external partners who work in different tech stacks, this drastically reduces the time they take to write integration code. They can copy and paste the code in the language they are comfortable in, and it works.

“There is a seamless integration of OpenAPI. Instead of manually writing out tables of request parameters and response schemas, we simply upload our OpenAPI specification file. ReadMe parses it and generates the interactive UI automatically. This ensures our core database schemas and LMS endpoints are always accurate and well documented with minimal manual formatting.

“We also have a user-friendly Markdown editor, which strikes a very good balance between technical control and ease of use. It allows our team to insert styled warning blocks, info call-outs, or any code examples. This is particularly useful for highlighting guidelines in our integration, such as specific rate limits or Monday webhook behaviors. Majorly, the 'try it' functionality stands out, while the rest brings significant additional value.

“In terms of productivity, the 'try it' functionality has definitely been the single biggest driver of productivity in our integration workflows. Before ReadMe, when onboarding a new engineer or outsourcing a particular feature to an external partner, we had to export a Postman collection, email it to them, and then guide them on how to set up environment variables, configure the headers, and what the input authorization keys are. If they made a simple formatting mistake, it resulted

in a chain of Slack messages or we had to sit with them on Zoom calls and meetings to debug a basic payload. It was a friction-heavy process that took hours of coordination, and nothing at that point was self-service. We relied on how much the developers were picking up from what the senior developer was explaining.

“After ReadMe, we simply send them the link to our ReadMe portal. The developer inputs their staging keys into the authorization field of the web page, fills out the payload parameters in a clean visual form, and then clicks 'try it.' The live response is displayed instantly side-by-side within the document. There is quite a boost in productivity impact. By moving the testing environment directly into the browser, we have eliminated the Postman setup entirely. We no longer have to dedicate time to teaching sessions by senior engineers during work hours whenever we have a new hire. The new hires can work on their own and self-diagnose their integration issues directly on the spot. Apart from this, having documentation helps because we also have a RAG system where we can feed in these documents and create a robust MCB layer that enables us to handle our LMS platform directly from an LLM web agent..”

Amrit Dash

Automation Engineer at a educational organization with 11-50 employees

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Other Solutions Considered

“We evaluated other options, including continuing with Swagger UI, which we already had at the time, and also Stoplight. We decided that Stoplight is weaker than ReadMe and leans more toward being a design-time tool rather than a published developer hub..”

Adrian Gaborek
Software Engineer at a tech services company with 51-200 employees

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“We were using the built-in Swagger/Swashbuckle and Azure DevOps wiki for more documentation. The wiki drifted from the real controller code because we did not force documentation updates when the code changed. It looked worse in terms of user interface, and when our business wanted to try it out, they did not like the experience. We were looking for better solutions..”

Adrian Gaborek
Software Engineer at a tech services company with 51-200 employees

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"I was not directly involved in the product evaluation or purchasing process, so I cannot speak to every option that was considered. However, from a development perspective, the tools we commonly worked with included Swagger UI or OpenAPI for API specifications and Postman for API testing and sharing collections. ReadMe complemented those tools by providing a centralized, developer-friendly documentation portal with interactive documentation and a better overall experience for API consumers. From what I have seen, that improved usability and documentation experience were some of the key reasons we adopted it.."

TejaswiniAleti
Member Technical at ADP

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"Before using ReadMe, we mainly relied on Swagger or OpenAPI documentation along with internal documentation and Postman collections to share API information. While these tools worked for development and testing, the information was spread across multiple places, and it was not always the most convenient experience for developers who were new to the APIs. ReadMe gave us a more centralized and developer-friendly portal where API documentation, examples, and interactive exploration are available in one place. That made it easier for developers to discover APIs, understand request and response formats, and get started without switching between multiple tools. It was not so much that the previous solution was inadequate. It was more about providing a better developer experience and making our API documentation easier to consume and maintain.."

TejaswiniAleti
Member Technical at ADP

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ROI

Real user quotes about their ROI:

"I do not have specific return on investment data, but ReadMe has reduced support tickets because we also do second-level support. ReadMe has enabled faster onboarding for business clients and our team. There is also a significant win in manual documentation maintenance saved. Previously, documentation maintenance took three hours per release and is now reduced to thirty minutes.."

Adrian Gaborek
Software Engineer at a tech services company with 51-200 employees

Read full review

"While we did not formally calculate an ROI, we observed several practical improvements. Developer onboarding time reduced from around three to five days to one to two days for understanding and working with our APIs. API-related clarification requests reduced by approximately thirty to forty percent as developers could find answers directly in the documentation. Less time was spent by senior developers on walkthroughs and answering repetitive API questions, allowing them to focus more on feature development. Faster API integrations occurred because frontend developers and QA engineers had a clear understanding of request-response formats and error scenarios. Improved consistency across teams resulted since everyone referred to the same API documentation instead of relying on outdated documents or chat conversations.."

TejaswiniAleti
Member Technical at ADP

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Use Case

“My company has been using ReadMe for about two years. We use ReadMe to document the APIs exposed by our large finance-related application. We document internal-facing endpoints consumed by our team and a small set of external-facing APIs for our business clients who can use it to automate processes. Before adopting ReadMe, we had a small set of Swagger documentation, which is the default standard used in the .NET environment.

“ReadMe eases onboarding because the documentation is centralized in one place, and there is a nice 'try me' experience where you can build requests and see what they return. The structured documentation includes descriptions, and we built additional layers ourselves. It is also helpful in troubleshooting because it documents the errors returned from the endpoints, so you can check what kind of errors might be returned, and the descriptions explain when they are returned, helping identify what went wrong.

“ReadMe also has a nice feature that allows you to authenticate and provides an API key, which allows you to hit the authenticated endpoints that require authentication..”

Adrian Gaborek

Software Engineer at a tech services company with 51-200 employees

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“As an edtech platform, we have built our own LMS system and our own database system to provide a good understanding of how students are onboarded, how students are taken care of, and a database system where we have a Monday-based CRM. We primarily use ReadMe to host the interactive developer portals for documenting our LMS platform's API for external integrations and delivering professional API documentation to new team members that we onboard into our engineering team. The interactive console helps developers test endpoints quickly, which reduces our overall support load during handoffs.

“Here is a workflow that we tailor to our custom LMS, our database, and our CRM setup, and this is how ReadMe solves a practical problem for both of our internal onboarding and external integration systems. With ReadMe, there is a noticeable difference in how we are onboarding a new developer onto our engineering team. Since we have already built our LMS system and our database system that integrates with the Monday CRM to track student registrations and onboarding statuses, historically we had to have onboarding calls with team members and explain how these systems interact. We also had to have senior engineers hold multiple walkthrough sessions, share API keys, run manual requests in Postman, and give them a full demo. With ReadMe, the workflow becomes much more efficient because it becomes a self-guided onboarding experience. The new developer is simply handed the ReadMe portal where they have documentation of the entire endpoints responsible for syncing data from our LMS and utilizing other items in the LMS. We can use all the endpoints to see the current student status, invite a new user, re-invite a user, or add subjects to the portal. Things become much easier with interactive testing. We had development API keys that the developer used in the console to directly trigger mock student onboarding. This became friendlier with immediate feedback. They could instantly see how the database processed requests for each of the mock student statuses updated in our dev or staging CRM environment, all without having to write a single line of local code first. This reduced our developer onboarding time for the specific integration from days of back and forth to self-training and self-served afternoon tasks, freeing up the senior engineer to focus on the current development that they are working on..”

Amrit Dash

Automation Engineer at a educational organization with 11-50 employees

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"I have been using ReadMe for around two years. We adopted it as part of our API documentation workflow to make it easier for developers to understand and consume our REST APIs. During that time, I have used it primarily for documenting APIs, keeping documentation in sync with our OpenAPI specifications, and helping both internal developers and other teams understand our backend services more efficiently.

"Our primary use case for ReadMe is API documentation and making it easier for developers to consume our REST APIs. We build and maintain multiple Spring Boot services, so having clear, centralized documentation helps both our development team and other teams that integrate with our APIs. On a day-to-day basis, I use ReadMe to review and update API documentation whenever we introduce new endpoints or modify existing ones. Since our APIs are defined using OpenAPI specifications, we can keep the documentation synchronized with the implementation, which reduces manual effort and helps ensure accuracy. A good example is when we introduced new APIs and enhancements for our request page parameters and access control features. Instead of explaining the request and response formats individually to every developer or QA engineer, we updated the documentation in ReadMe. Team members could understand the endpoints, required parameters, expected responses, and error scenarios on their own, which reduced back-and-forth discussions and made onboarding to the feature much smoother.

"ReadMe serves as a single source of truth for our APIs. Instead of developers relying on emails, chat messages, or outdated documents, they can refer to the documentation whenever they need information about an endpoint, request parameters, authentication requirements, or response formats. It also improved collaboration between backend developers, frontend developers, and QA engineers. Since everyone refers to the same documentation, there are fewer misunderstandings about API contracts, and it becomes easier to validate integrations during the development and testing. Overall, ReadMe has helped standardize how we document and share APIs across the team. It has reduced the amount of time spent answering repetitive questions and made it easier for new team members to become productive more quickly.

"ReadMe is a cloud-hosted platform that integrates with our API documentation workflow. Our development teams access it through the web to publish and consume API documentation while our backend services continue to run in our enterprise cloud environment. From a developer's perspective, it is straightforward because we focus on maintaining the API specifications and documentation, while the platform itself is managed by ReadMe. That means we do not have to worry about maintaining the documentation infrastructure ourselves, and everyone on the team always has access to the latest published documentation.."

TejaswiniAleti
Member Technical at ADP

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Customer Service and Support

“ReadMe's customer support is decent but not very exceptional. ReadMe is available from 10:00 a.m. to 6:00 p.m. Pacific time. During backlog periods, the response time can be slower than usual, and they ask to be patient. Those working hours barely overlap with our Polish-German time zone, so it is hard to reach them. I would rate ReadMe customer support at four out of five, which would be eight out of ten..”

Adrian Gaborek
Software Engineer at a tech services company with 51-200 employees

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“I have not had many occasions to interact directly with ReadMe's support team. Since the platform has been straightforward to use and we have been able to find most of what we need through the documentation and available resources. On the few occasions where we needed guidance, the documentation was comprehensive enough that we were able to resolve our questions without significant delays. Based on that experience, we have not had any major support-related concerns. While I cannot extensively evaluate the support organization itself, my overall impression is positive because the platform is intuitive and well-documented, which reduces the need to contact support in the first place..”

TejaswiniAleti
Member Technical at ADP

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Other Advice

“You need to have a good Open API specification that is clean because if that is bad, then it is not ReadMe's fault that the documentation is bad, as the underlying data has to be there. My overall review rating for ReadMe is eight out of ten..”

Adrian Gaborek
Software Engineer at a tech services company with 51-200 employees

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“If you are an organization or company that is using a different documentation platform or a different testing platform for APIs, such as Postman, you can definitely look into using ReadMe. That would be quite interesting and provides a unified, single platform solution for all of it. The pricing is the reason I did not pick a perfect score. A rating of nine is chosen because the remaining features are amazing. I gave this product a rating of 9 out of 10..”

Amrit Dash
Automation Engineer at a educational organization with 11-50 employees

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“We did not formally track our KPIs specifically for ReadMe, but we did notice some measurable improvements. For example, new developers can casually get familiar with our APIs in a day or two instead of taking several days because most of the information they need is available in one place. We have also seen a reduction in routine clarification requests. Instead of scheduling walkthroughs or answering repetitive questions about request payloads, authentication, or response formats, developers can usually find those answers in the

documentation. That has probably reduced ad-hoc API-related discussions by around thirty to forty percent during feature development. Overall, while I cannot quote exact organization-wide numbers, the biggest measurable benefits have been faster onboarding, fewer repetitive support requests, and smoother API integrations, which allows senior developers to spend more time on development rather than documentation or knowledge-sharing sessions.

“My advice would be to start by defining a clear API documentation strategy before adopting any documentation platform. ReadMe works best when our APIs are well-designed and our OpenAPI specifications are kept up-to-date because that helps ensure the documentation stays accurate as your application evolves. If you are already building REST APIs with frameworks such as Spring Boot, I would recommend integrating ReadMe into your development workflow early rather than treating documentation as something that is done at the end of your project. Keeping the documentation synchronized with your APIs makes it much easier for developers to consume and maintain. I would also encourage teams to make full use of the interactive documentation and code examples, as those features can significantly reduce onboarding time and make API integrations much smoother for both internal and external developers. Overall, if your organization wants to improve the developer experience, reduce repetitive support questions, and provide a centralized and professional API portal, I think ReadMe is a strong choice. We have had a positive experience with it, and I would definitely recommend evaluating it.

“My experience with ReadMe has been very positive. From a developer's perspective, it helped make API documentation more organized, accessible, and easier to maintain. Having a centralized, interactive documentation portal has improved collaboration between backend developers, frontend developers, QA teams, and other API consumers, while also reducing the amount of time spent answering repetitive questions. One thing I particularly appreciate is how it fits into a modern API development workflow through its OpenAPI support. Keeping documentation aligned with the implementation has helped us maintain consistency as our APIs evolve. Overall, I would recommend ReadMe to organizations that want to improve their API documentation and developer experience. It has been a dependable part of our development workflow, and I

would be happy to continue using it. I would rate my overall experience with ReadMe as a nine out of ten.."

TejaswiniAleti
Member Technical at ADP

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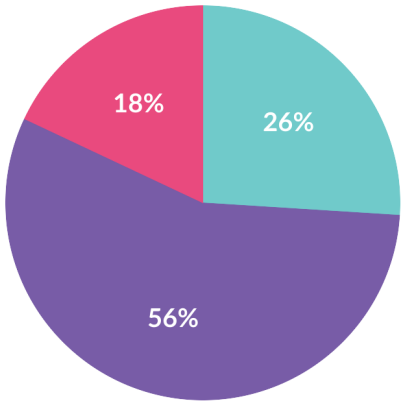
Comms Service Provider	12%
Healthcare Company	12%
Outsourcing Company	6%

Company Size

by reviewers

by visitors reading reviews



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

reports@peerspot.com

+1 646.328.1944