

aws marketplace

Liferay Digital Experience Platform

**Reviews, tips, and
advice from real users**



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Contents

Product Recap.....	3 - 5
Valuable Features.....	6 - 11
Other Solutions Considered.....	12 - 14
ROI.....	15
Use Case.....	16 - 17
Setup.....	18 - 22
Customer Service and Support.....	23 - 25
Other Advice.....	26 - 29
Trends.....	30 - 31
About PeerSpot.....	32 - 33

Product Recap



Liferay Digital Experience Platform

Liferay Digital Experience Platform

Recap

Liferay is a top-ranking digital experience platform used by companies in industries such as financial services, manufacturing, and energy and utilities. This product allows companies to initiate highly personalized digital experiences through mobile, social, and web. Organizations can use Liferay DXP for customer, partner, supplier, or employee portals, as well as integrational platforms, taking advantage of the platform's many customization options to suit their needs completely. The Liferay Experience Cloud offers companies the ability to use the Liferay DXP to build their own digital experiences, as well as to use it as a fully managed cloud platform, including options for self-management and self-hosting.

Liferay Digital Experience Platform Features

Liferay Digital Experience Platform provides various features in the following categories:

- **Identity management and access control (application security):** These features include identity management support, user management, service access policies, and personal data management.
- **Platform services:** Clustering and performance monitoring, auditing and optimization, back-end APIs, dynamic virtual hosting, site and search administration, and single-page applications.
- **Integration and interoperability:** The features in this category include integration framework, developer studio, front-end toolkits, IntelliJ IDEA Plugin, Liferay connected services (LCS), Liferay marketplace and workspace, and Blade CLI.
- **Collaboration and social:** Blogs, knowledge base, social networking, wiki, forums, message boards, calendar, AlloyEditor, inline image editor, and polls, among other features.
- **Forms, workflow, and business process automation:** Features include forms, validation, field library, various types of form entries, data provider integration, and several other features.
- **Content management:** Vast array of features for companies to take advantage of when preparing and publishing different types of content, including text and images.
- **Experience management:** The features in the experience management category include building pages through fragments and editors for them, various widgets, as well as templates for pages, and SEO-friendly updates.

- **Segmentation and personalization:** These features are designed for the full personalization of the platform in order to reach different types of customers and appeal to their individual needs regarding the company that is using Liferay.
- **Multichannel support:** The features in multichannel support include APIs, adaptive media, and responsive design, providing companies with the ability to apply Liferay's full customization to their digital experience platform's design and function.
- **Search:** Liferay Digital Experience Platforms provide various features for search integrations, multi-language search, and options for filtering and sorting.
- **Analytics and optimization:** A crucial part of every digital experience platform is the analytics option for companies to monitor the data of their users and, based on it, improve their approach. That is why Liferay Digital Experience Platform provides five different analytics features.
- **Cloud capability:** To provide companies with the best possible experience, Liferay offers various features regarding the proper operation of the platforms, including real-time alerts, monitoring, and options for backup and restoration.

Liferay Digital Experience Platform Benefits

Liferay Digital Experience Platform offers the following benefits:

- Creation of custom solutions
- Simplification of IT management
- Unity of disparate systems
- Developer freedom.

Reviews from Real Users

According to a Communications head at a university, [Liferay is a secure platform and the interface is user-friendly, with a great look and feel.](#)

Preeti S., Senior Manager - Cloud Transformation at a computer software company, remarks that she's seen [multiple projects where Enterprise portals are implemented using Liferay](#), confirming the popularity and vast user base of this digital experience platform.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Liferay Digital Experience Platform has helped us optimize our digital presence and deliver rapid application development, every customer is happy, and they are giving us repeat orders for whatever we have delivered on Liferay Digital Experience Platform.”



PratyushRaj

E-Governance Head at Creant Technologies

- ✓ “The integration capabilities of the product are super easy to use.”



Bhavin Panchani

Chief Executive Officer at IGNEK

- ✓ “The look and feel and the user interface are great.”



Verified user

Communications head at a university with 51-200 employees



“The solution is easy to install.”



Rinaldo Bonazzo

Software Factory Manager at RealT Technology



“We chose Liferay because it is open-source and that we can make any number of users apply, register into the system and use the system, as opposed to other solutions where the cost is based on user licenses. This is one of the most attractive features.”



Robert Makale

IT Consultant at a manufacturing company with 1,001-5,000 employees



“Manageability is very good and probably the most valuable part of a tool of this type. There is a little more of a learning curve than you have with a simple tool, but a business user can learn to manage the system as an administrator very easily.”



Verified user

Founder & CEO at a tech services company with 11-50 employees



“I think that it could be interesting to expand the eCommerce capabilities to the B2C sector.”



Juan-Liedo

Owner at Revenue

What users had to say about valuable features:

“It allows us to arrange and develop new ideas, then incorporate them into the portal. We can create a one stop information center, so people can access the information from one window. It also allows us to actively receive data from different systems and publish it into the portal..”

Hari Kafley

Director at a tech services company with 51-200 employees

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“The most valuable features of the solution stem from security, easy functioning, and well-connected features. User management roles and permissions are super reliable. It is a highly scalable tool, specifically when the user has to face a scenario where the content handled grows in volume. Workflow is also a good feature of the tool. Recently, Liferay Objects was launched. Liferay Objects offers low code-no code capabilities, which are really good..”

Bhavin Panchani

Chief Executive Officer at IGNEK

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“The solution is easy to install.

There's a lot of plugins. It's an enterprise-level solution that is ready to use almost immediately and users can immediately share and collaborate once they've installed the application.

It's one of the best platforms I've used..”

RinaldoBonazzo

Software Factory Manager at RealT Technology

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“The most valuable features are the content manager, where you can configure events, the archival and preservation feature, and the workflow feature where before the document is scanned and awaiting approval to be archived, the chief archivist can provide an opinion of whether the content is of preservation value or archival value. He puts a comment in the workflow.

We chose Liferay because it is open-source and that we can make any number of users apply, register into the system and use the system, as opposed to other solutions where the cost is based on user licenses. This is one of the most attractive features..”

RobertMakale

IT Consultant at a manufacturing company with 1,001-5,000 employees

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“The most valuable features in Liferay Digital Experience Platform are out-of-box features such as document management, low-code no-code capability, and client extensions. These are very good features of Liferay Digital Experience Platform.

“I have utilized the content management feature in Liferay Digital Experience Platform, which is very good and user-friendly. Any layman can use the content management feature.

“Liferay Digital Experience Platform has helped us optimize our digital presence and deliver rapid application development. Every customer is happy, and they are giving us repeat orders for whatever we have delivered on Liferay Digital Experience Platform..”

PratyushRaj

E-Governance Head at Creant Technologies

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“I think that manageability is very good and probably the most valuable part of a tool of this type. You can manage pages and you can manage the layout of each webpage. You can create templates very easily — content templates or page templates — and you can manage these in one place. It is a page management area. You do not have to go into management areas separately, you do not have to go to secondary pages to manage the system. So it is very easy for the administrative user.

It is very scalable. On one deployment, you can create several solutions. It can be a website, it can be a portal, it can be an internal portal or intranet, and it can be a supplier portal. You can create all these various solutions and more on that one platform.

Customers like it because they do not have separate solutions for all their needs. It is not just for a website, for example. They have a platform that they can use for many use cases at the same time and learn one tool. It is very flexible in that way.

We have done things like putting two user directories in the portal which would allow us to work with several user groups, different user populations, and different kinds of users. One can be an internal user, one can be a supplier, or one can be a business partner. It gave us a good solution for that.

There is a little more of a learning curve than you have with a simple tool, but a business user can learn to manage the system as an administrator very easily. Deployment is not too hard. That is why I think the main advantage of this kind of system is manageability. .”

Verified user

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Founder & CEO at a tech services company with 11-50 employees

Other Solutions Considered

“I've also worked on Tableau, which is a social platform. Tableau is quite lightweight and easy to use, but the community is smaller. Liferay has a big community at the moment..”

Rinaldo Bonazzo

Software Factory Manager at RealT Technology

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“Liferay was mainly selected by me due to its collaboration and the digital features that help to make the digital platforms very strong for the customers..”

Verified user

Senior Solution Architect at a tech services company with 1,001-5,000 employees

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“I did not go for other products since the tool's open-source version was available. If I want to learn new features, I can easily try my luck using it to see if it offers enhanced security while getting to see how things work in the tool..”

Bhavin Panchani

Chief Executive Officer at IGNEK

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“We knew of applications like Drupal, but we did some research through Google. We settled on Liferay because of its open-source functionality and our end-user was keen on getting an open-source platform. It was exactly what Liferay offered.

We didn't have extensive comparison tests with other platforms or applications..”

RobertMakale

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IT Consultant at a manufacturing company with 1,001-5,000 employees

“As a national business portal, it is used as a content management solution and we have not used any other solution. For the archival and preservation system, we used an application called Saperion Enterprise Content Management System.

When compared to Saperion Enterprise Content Management System it can support more users without having an impact on the cost. That was favorable for us because we need any researcher anywhere in the world to be able to access the Tanzania National Archive without having any cost on the software. We chose Liferay mainly because of that..”

RobertMakale

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IT Consultant at a manufacturing company with 1,001-5,000 employees

“The key differences that prompted me to switch to Liferay Digital Experience Platform are many. A lot of features such as workflow management and document management are absent in other platforms. The frameworks on PHP and Java are more reliable and open-source where the Liferay Digital Experience Platform application is built on.

“I decided to go with Liferay Digital Experience Platform after evaluating many other options and solutions in the market. We found Liferay Digital Experience Platform more comfortable according to our customer requirements and as a digital experience platform..”

PratyushRaj

E-Governance Head at Creant Technologies

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ROI

Real user quotes about their ROI:

“I have seen a good return on investment with Liferay Digital Experience Platform. We have reused the same kind of model in many places and have reaped the return on investment..”

PratyushRaj

E-Governance Head at Creant Technologies

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“We have been using Liferay for our websites and intranet, and its difficult to calculate the ROI for that. But, since we adopted Liferay we have the ability to change contents and apps much faster, and that is invaluable , nowadays..”

Verified user

Information Systems Consultant at a tech services company with 51-200 employees

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Use Case

“We have two primary use cases for this solution between two installations. One is being used as a national business portal, and the other is used as an archival and preservation system..”

RobertMakale

IT Consultant at a manufacturing company with 1,001-5,000 employees

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“We use Liferay Digital Experience Platform for a lot of use cases. We have implemented it in oil and gas, manufacturing, petroleum, oil and gas manufacturing, heavy industries, governance, and e-governance..”

PratyushRaj

E-Governance Head at Creant Technologies

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“I use the solution in my company for various purposes in areas like public websites, customer portals, self-service portals, employee intranet portals, corporate portals, and partner portals. The tool has multiple use cases. The tool also has digital e-commerce..”

Bhavin Panchani

Chief Executive Officer at IGNEK

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“Our primary use case for this product is as a portal. This includes B2B portals, B2C portals, and B2E portals. It is good for any of those use cases. We have some solutions which include all three of these portal types in one deployment. It has the capability of providing good functionality for these portal types in a variety of ways. If you just need a marketing website, I'm not sure that you need a solution like Liferay Digital. You can just use WordPress which will serve your purpose in most cases. But if you need a website that has user authentication and you want to have additional functionalities like document storage, processes, forms, and generally more sophistication, you need a solution like Liferay.

It is better to use a portal solution, and not only a content management system. That's my opinion. .”

Verified user

Founder & CEO at a tech services company with 11-50 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 initial setup was pretty straightforward. The setup process is well documented in the official site. But the development curve is steeper and the documentation could be better..”

Aritra Ghosh

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

“The initial setup was quite straightforward with the bundled application. Just deploy and restart the server. For cloud, there were some extra settings, but it still was quite straightforward..”

Prakash Khanchandani

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Technical Lead at a tech services company with 501-1,000 employees

“The product's initial setup phase is easy.

The solution is deployed on the cloud and on an on-premises model. The product has its own cloud services. After the configuration of the cloud services tool is done in a certain environment, Liferay Digital Experience Platform can be installed on Liferay's cloud platform. Users can also get the tool as a bundle and install it on their preferred cloud, including AWS and Azure, or on an on-premises model.

From a deployment perspective, the tool is a great choice if you consider its quick time-to-market speed..”

Bhavin Panchani

Chief Executive Officer at IGNEK

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“Installation is easy, but preparing it for production mode is a bit more complex. I've found a lot of people in the market who can install Liferay, but the real problem is not the installation itself. The issue is to install it correctly and tune the product well by doing load tests and fine tuning Liferay and the JVM.

Another very important factor is to follow best practices in your development. My experience says that 90% of the performance issues came from the custom developments, where developers do not follow the recommendations and best practices, or use the product in a bad way.

For this reason, my company wrote a Liferay Best Practices book to share with any internal or external developers. We implemented a certification process to ensure stability, best practices, software quality, architecture, and security guidelines in order to avoid production issues..”

Verified user

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Head of Liferay Competence Center at a insurance company with 10,001+ employees

“Based on the document specifications, it was time-consuming because of the nature of the deployment.

Before even looking at Liferay, the system requirements took six months because we use different stakeholders from different government institutions and other stakeholders from the private sector.

The configuration of Liferay took six weeks.

Another task that took a lot of time was deployment because once it was set up, different people had to start testing the application. This took a lot of time because all of the different stakeholders had to be given time to test it.

Overall, it took a year, with ten staff to deploy and maintain.

We haven't had any issues with our deployment of Liferay..”

RobertMakale

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IT Consultant at a manufacturing company with 1,001-5,000 employees

“If you compare Liferay Digital to other portal products, it is really quite simple to set up. Like if you compare it with WebSphere Portal if you compare it to SharePoint if you compare it to other enterprise systems you have in the market, in my experience the setup is fine. You need some skills. But the complexity of the setup comes when you want to build out the solution. Let's say if you are a business user, then it is very easy to work with the system. If you are the tech and you are the one who needs to build out the solution and develop, you need to have skills with Java, you need to understand the J2EE stack, you need to understand working with databases, and all the technical stuff like that. It's not very simple on the development side. But for the normal business user that has to manage the system and not do the development, it is quite easy to do and simple to manage the system.

It usually takes three or four months to deploy this product using three to five technical people on the deployment side. From the client, customer side, usually it would be one or two employees. It depends on the complexity of the solution you need. If the deployment is meant to be a marketing solution, you have to work with the marketing team. If it is going to be something for internal use, you have to work with the appropriate department, like with HR. But the complexity depends on the extent of the deployment, what kind of solution you are going to build. For example, one of the companies we did the deployment for wanted to do B2B, B2C, and B2E. So we had to involve several departments in the deployment. We were working with HR, we had IT, we had the marketing manager, and maybe some other people.

For maintenance after the development — just to maintain the system — if the company has a system administrator, it is really enough. The total amount of time would just be a few dozen hours a month, usually. That is not talking about the stability of the system or disasters and stuff like that. If it is well-built it is usually very stable. Actually some customers do not have to watch their system at all. .”

Verified user

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Founder & CEO at a tech services company with 11-50 employees

Customer Service and Support

“My knowledge about Liferay Digital Experience Platform technical support is that there is L1, L2, and L3 support. The mail and voice support is good. The people are knowledgeable and can help with certain issues..”

PratyushRaj

E-Governance Head at Creant Technologies

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“I like to participate on some of Liferay's symposiums in Italy. We've found the company to be managing the architecture in Italy quite well, and we've been quite satisfied with them..”

RinaldoBonazzo

Software Factory Manager at RealT Technology

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“Support definitely takes their time in looking into issues and helping users. Information about bugs is publicly available and engineers can see how the bug fixing process is going. The community is active in several open channels where advice can be found for development and for administration alike..”

Verified user

Head Developer at a tech services company with 11-50 employees

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“We have not received support from Liferay because we have done everything through the integrator. We would prefer to have our people trained than getting support from Liferay itself.

This is something we are working on at the SLA level..”

RobertMakale

IT Consultant at a manufacturing company with 1,001-5,000 employees

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“I would give the technical support a rating 10/10. It is effective against bugs, with engineers replying to tickets very quickly. In the resolution, they provide you with patches in order to resolve issues as soon as possible.

You can count on different levels of support, according your requirements and budget..”

Verified user

Head of Liferay Competence Center at a insurance company with 10,001+ employees

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“My experience with the technical support has been very good. I can say for one example we had an issue with the system and we ended up calling them because we were not solving it quickly. Liferay support actually built the same deployment we had in order to reproduce the problem to diagnose it. They actually went all that way in order to understand what the issue was. They managed to give us a solution. It took some time because they really had to do a lot of work around that problem to discover where the issue was. But I don't see that kind of support from other vendors. They went a long way in order to help us. It was a crucial problem and it was not anything standard. If they are willing to do that much they are delivering excellent support. .”

Verified user

Founder & CEO at a tech services company with 11-50 employees

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Other Advice

“I would recommend Liferay to another company, but the price cannot be overlooked. Maintaining a license can be a hefty investment.

Due to the licensing and plugin costs, on a scale from one to ten, I would give this solution a rating of eight..”

Verified user

Communications head at a university with 51-200 employees

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“The solution is quite expensive, and, in the Italian market, it may be a barrier to entry for many companies.

I'd rate the solution eight out of ten. It's a good platform that's easy to install and easy to start to use. It's also easy to customize if you are only going to customize some CSR. Although I've never tested it, I know now that it's possible to have access to more direct APIs..”

RinaldoBonazzo

Software Factory Manager at RealT Technology

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“The integration capabilities of the product are super easy to use. I have integrated the tool with a lot of systems and other third-party solutions, and I have seen that it always works well. The integration part of the product is easy, efficient, and smooth.

Speaking about whether a beginner can easily learn to use it or not, I would say that it can be described as a moderately complex process for a new user.

Since it is a digital experience platform and new to digital e-commerce, I rate the tool an eight out of ten..”

Bhavin Panchani

Chief Executive Officer at IGNEK

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“With any application, the number one thing is to get the requirements-gathering stage done well, to identify your requirements to do your analysis properly.

The requirements gathering needs to be very thorough and all-inclusive. All stakeholders need to be involved.

Get a good company for the implementation.

You must have the proper hardware sizing.

I would recommend Liferay for any company that is looking at deploying an enterprise-wide content management system. I would recommend Liferay any day, anytime.

I would rate this solution a seven out of ten..”

RobertMakale

IT Consultant at a manufacturing company with 1,001-5,000 employees

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“The advice I would give to people considering this type of solution starts with the

fact that we really like this platform and it has worked well for us. If you are a developer, you have a lot of options, services, APIs, and everything is open for your development because it is an open-source product. You can change what you need to. You can put in hooks and actually create the solution your customer would like, or your manager, or whatever the person or the organization you are working for. It provides a very easy way to work and very easy to maintain and manage solutions.

If you need something that is scalable, that needs broader functionality, and you need to develop your own services, then this is an excellent solution. If you just need some simple, dedicated solutions like email, document management, and some web templates, it may be better to use something simple. You should not start working on something like Liferay, or SharePoint, or WebSphere if you only need a dedicated solution. If you need to integrate multiple solutions, that is when something like Liferay is more important.

I think the biggest lesson we learned using Liferay would be not to hesitate to open a support ticket if you have issues. Even if it is not really a product problem and it is more like something in development, you should try contacting support because they can give you a lot of good information about how to really create the solution you need. They have development knowledge on the technical side and, of course, they know the product well.

Other than that, I think you should prepare your team when taking on this kind of project. You need them to have the skills, and they may even need training or something. But once they have the skills and some familiarity with the tool, you can go very fast, create a very good custom solution that fits your needs.

On a scale from one to ten where one is the worst and ten is the best, I would rate Liferay as an eight-and-a-half. Nine would be okay. I really like the product, probably because I am technical. I think this is the best portal and system you can work with. .”

Verified user

Founder & CEO at a tech services company with 11-50 employees

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“The main benefits that Liferay Digital Experience Platform brings to the table are numerous. First is rapid application development and many features. Features such as content management and document management make your life easy; workflow management is also present. Workflow can be designed and derived. Form development and everything is very smooth and easy to deliver to the end customer, and you can find many features in one box. You have blogs, wikis, and everything with out-of-box functionality.

“My experience with actionable insights is positive; they help in refining content strategies. The content creation is helpful. For external content creation, I use headless CMS APIs for Liferay Digital Experience Platform, and headless APIs for content creation are also available.

“My thoughts on the integration capabilities are that integration is seamless. You have headless APIs where you can integrate seamlessly with any other application such as LDAP or [SSO](#), or you can also integrate with different external systems. You have an SAP connector; everything is available.

“Liferay Digital Experience Platform's open source flexibility has helped in customizing functionalities for the specific needs of my customers as it is a highly flexible application that can be optimized.

“My advice for other organizations considering Liferay Digital Experience Platform is that if it's available, we need to improve on the performance, which is currently what we are seeing. Otherwise, earlier Service Builder was acceptable.

“On a scale of 1-10, I rate Liferay Digital Experience Platform a 9..”

PratyushRaj

E-Governance Head at Creant Technologies

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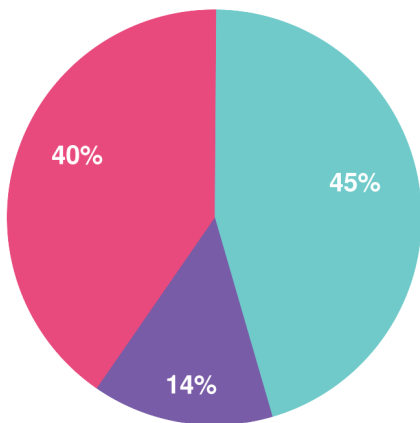
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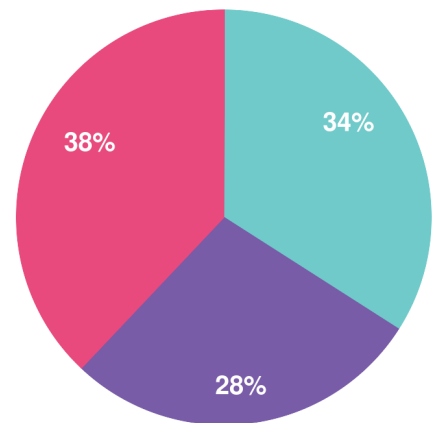
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Company Size

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Large Enterprise

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PeerSpot

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

reports@peerspot.com

+1 646.328.1944