aws marketplace

IBM Cognos

Reviews, tips, and advice from real users

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Product Recap

IBM Cognos

IBM Cognos Recap

IBM Cognos Business Intelligence provides a wide range of tools to help you analyze your organization's data. IBM Cognos BI allows businesses to monitor events and metrics, create and view business reports, and analyze data to help them make effective business decisions.

IBM Cognos applies techniques to describe, summarize, and compare data, and draw conclusions. This allows users to see trends and discover anomalies or variances that may not be evident by simply reading data. Data sources that contain information from different areas of a business can be stored in separate packages. Users can see only information that they have been granted access to, based on their group or role.

IBM Cognos BI consolidates the following business intelligence functions into a single web-based solution:

- **IBM Cognos Insight:** Create personal and managed workspaces for data analysis. Using these interactive workspaces, you can share insight results with managers. Cognos Insight supports write-back, and you can also use these workspaces to capture and integrate management goals, commitments, and forecasts.

- **IBM Cognos Workspace:** With IBM Cognos Workspace, you can create rich, interactive workspaces using IBM Cognos content as well as data from external sources. You can view and open your favorite workspaces and reports, edit content in your workspaces, and share your workspaces via email.

- **IBM Cognos Analytics:** IBM Cognos Analytics utilizes built-in AI and intuitive searches which helps users to quickly create the visualizations and a wide range of reports. Cognos Analytics provides cognitive and managed self-service, enabling you to gain insights from controlled and trusted data.

- **IBM Cognos Report Studio and IBM Cognos Query Studio:** Easily create structured and query reports. IBM Cognos allows users to create application and report templates. In addition, report authors can reuse report objects to apply filters, fields, and styles to reports. Users can set the language of the user interface and report content according to the user's native language.

- **IBM Cognos Event Studio:** Receive notifications of events that occur within your organization in real time. Event Studio enables the creation of agents that detect the occurrence of business events, failures, or anomalies, based on the change of specific events or data conditions. Notification can be sent via email, publication in the portal, or by triggering reports.

- **IBM Cognos Connection:** This is the Web portal for IBM Cognos BI and is the central

area for accessing all the IBM Cognos functions. In the web portal, users can schedule and distribute reports, create tasks, administer the server and the access permissions, and more.

Reviews from Real Users

IBM Cognos stands out among its competitors for a number of reasons. Two major ones are its powerful analysis tool and its reporting capabilities.

Prasad B., a senior software engineer at a financial services firm, notes, "The product is a very good reporting tool and is very flexible. It allows for the users to get a scheduled report. We can receive automated reports as well. They are easy to schedule on a weekly or monthly basis. It is very fast. I mean in means of report output, it's very fast compared to the actual clients involved."

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The initial setup was straightforward."

AMOL JAJU
Senior BI-ETL Consultant at CMA Consulting Services

✔ "IBM Cognos is a robust governed platform with significant security features and provides excellent graphics and reporting."

Robert Thorpe
head of commercial at Assimil8 Ltd.

✔ "We use the account statement report. When you use an account in HSBC, you receive various types of accounts, such as the stock market, fixed accounts, credit cards, and business accounts. We can create one consolidated report called CCS support, which includes all these accounts. In that statement, we are consolidating all those accounts."

Kumar Gurram
Senior Business Analyst at HSBC

✔ "When it comes to decision-making, the product is very useful and used in many departments since a lot of people prefer the reports to be generated by IBM Cognos."

Gnanavel-Chakkarapani
Junior Consultant at CMA CGM

✔ "The main difference that I like about Cognos compared to other solutions is its data splitting functionality. We have all our company data inside the Cognos environment and so we prefer to split the information Cognos itself. It's more efficient this way."

Carlos Larrad Salgado
Deputy Director Operations Management Control at Mapfre

✔ "The tool can join data from different sources, write back to databases, generate alerts, and be customized to our preferences. It's an enterprise BI tool that's more powerful than just visualization tools like Power BI or Tableau."

Amir Amin
Solution Architect - Data Engineering at Tenx

✔ "Stability-wise, I rate the solution a ten out of ten."

Mahmoud SAmi
Data & AI Solution Arch. at Alkan CIT Ethiopia

What users had to say about valuable features:

"The most valuable features of the solution are the ability to use the IBM Watson Applications and AR, along with its ability to generate new dashboards as needed.."

Mahmoud SAmi
Data & AI Solution Arch. at Alkan CIT Ethiopia

Read full review ↗

"IBM Cognos is a robust governed platform with significant security features and provides excellent graphics and reporting. One of our customers can get a full company update on a Monday morning from all of this data via Cognos Analytics.."

Robert Thorpe
head of commercial at Assimil8 Ltd.

Read full review ↗

"The TM1 feature is good because it produces numbers automatically. In addition, it has Super Excel, and there are big groups with a lot of information calculated quickly.

IBM Cognos is easy to use and helps connect with databases and the data from our systems. It is also easy to learn and teach new team members.."

Paulius Bistrickis
CFO at a consumer goods company with 1,001-5,000 employees

Read full review ↗

"I like being able to drill down to the details. The forecasting system is a valuable feature as well.

Recently, Python scripting was added, and there will be opportunities to integrate AI into the system to help provide a better experience for management staff when forecasting sales.."

SalmanAhmad
Head of ERP Application and Business Intelligence at Patel Hospital Karachi

Read full review ↗

"There used to be many valuable features, but in the last three or four years, whatever IBM is doing with enhancements, it has taken a lot of time to build and develop.

But the best usage of Cognos is the ad hoc analysis reports. I really like that. Our customers also like that. But now the usage of Cognos and OBIE is reduced by various business users because people and business users are now more focused on analytics, slice and dice, and the dashboard, and the widgets.."

AMOL JAJU   Read full review ↗
Senior BI-ETL Consultant at CMA Consulting Services

"The main difference that I like about Cognos compared to other solutions is its data splitting functionality. We have all our company data inside the Cognos environment and so we prefer to split the information Cognos itself. It's more efficient this way.

Tableau and Power BI also have similar features, where they try to use graphic functionality to analyze the data. And yes, there are more people using these solutions than Cognos, but for us the most important thing is that both the data and the data splitting functionality are in one place.."

Carlos Larrad Salgado   Read full review ↗
Deputy Director Operations Management Control at Mapfre

Other Solutions Considered

"We certainly looked at other BI products such as SAP BusinessObjects, OBIEE, Oracle Discoverer, WebFOCUS, Argos, and MicroStrategy but Cognos was our unanimous choice.."

Verified user
Principal Consultant at a tech company with 1,001-5,000 employees

Read full review ↗

"We previously used Microsoft Power BI, Qlik Sense, and Tableau but had licensing issues with them. We switched to IBM Cognos because it's a mature solution. Also, the user interface and integration are quite simple as compared to those of other solutions such as Power BI. Also, we liked that IBM Cognos has forecasting and data structuring capabilities.."

SalmanAhmad
Head of ERP Application and Business Intelligence at Patel Hospital Karachi

Read full review ↗

"There are other solutions we also use, such as Tableau and Power Bi, depending on the project. But in these applications, there isn't the same amount of data available to analyze, so you have to provide the data for each dashboard, in each case. For all the solutions we use, we have safety measures to ensure the security of the data, but with Tableau and Power BI, the setup is less organized than Cognos. ."

Carlos Larrad Salgado   Read full review ↗
Deputy Director Operations Management Control at Mapfre

"Many organizations are using a blend of different BI solutions and there are many products/solutions on the market today. I encourage my customers to evaluate different products. Based on their business/project needs, they can then choose the best solution that fits their criteria and culture.."

Lou Zunin   Read full review ↗
Managing Consultant at Adaptive USA

"I was not involved in this process. The product was chosen 18 years ago.

We always return to the same vendors, such as IBM, SAP, and Tableau. If there is an existing environment where a lot of reports are outdated, changes need to be made. If we have a running system that is up with no technical problems and the price is not changing drastically, then no change is necessary.."

BIMan297500   Read full review ↗
Manager BI Manufacturing at a paper AND forest products with 10,001+
employees

"I'm a BI architect. I'm a technical architect. So, I have experience with various tools to start with Cognos, Power BI, then OBIE, Tableau.

The difference between these products lies in terms of the setup, mainly the setup, and the availability of resources. Power BI is a good tool. It is easy to set up. Then, licensing cost and infrastructure. It is available on the cloud. One of the projects we just finished is using the cloud services of Power BI.."

AMOL JAJU   Read full review ↗
Senior BI-ETL Consultant at CMA Consulting Services

ROI

Real user quotes about their ROI:

"The tool's ROI part is something that can only be discussed by the managers who are responsible for using the product. I think the product is useful because my company gets many requests from our customers to upgrade or change some reports.."

Verified user   Read full review ↗

Consultant at a transportation company with 10,001+ employees

"We were able to save in excess of $650k per year using reports created through Cognos BI. In addition, we have achieved significant time savings from many of our end users. That ROI can't really be measured.."

Verified user   Read full review ↗

Business Intelligence Manager at Mspark

"The company I worked for got a better understanding of its poor data quality, and many inefficiences in its operations. But in their mindset, speed is everything, and precision is often regarded as something of a luxury. They got more insights, made a lot of noise about it, but made no structural efforts for improvement.."

Verified user
BI Engineer at a media company with 1,001-5,000 employees

Read full review ↗

"IBM Cognos can provide a substantial return on investment but it depends on the implementation and use case. I've been in organizations where I improved delivery from 24 hours to an hour. They had hardware coming in and it took them a long time to process it. I brought in easy-to-use reporting systems, which they could check the inventory coming in and approve it in less than an hour using barcodes.

The barcode would send the information to the ERP system in a way that was easy for it to receive. However, the process was very slow. We added a few things, and the operation was doing better. If you use it properly, you can improve your business services immensely.."

Barry Morris
BI Cognos Expert at Pilmark LTD

Read full review ↗

Use Case

"We use IBM Cognos for dynamic reporting to drill down to the details such as product category and item level. For example, call centers need data down to the entry level for a transaction. We use the solution to provide sales trends and forecasts as well.."

SalmanAhmad   Read full review ⬈

Head of ERP Application and Business Intelligence at Patel Hospital Karachi

"I have many use cases. Now, we are not using building a queue, but we are using Cognos Analytics for dashboarding, operational dashboarding, and all. We are using normal standard reports and tabular reports. I think I don't know the exact version of Cognos, but we use studios to build those operation reports.."

AMOL JAJU   Read full review ⬈

Senior BI-ETL Consultant at CMA Consulting Services

"I have used IBM Cognos for 15 years as a business user, but for most of this time I only used the basic functionality of Cognos with Analysis Studio. However, two years ago we started using the new version of Cognos (11) and it was then that we began using more functionality overall. Notably, there are more features for reporting, so we can simply create modules and explore them with dashboarding.

Our deployment is situated on-premises, although we do use external databases connected to Excel, for instance. The packages that we use are all made inside the Cognos 11 environment. ."

Carlos Larrad Salgado   Read full review ↗
Deputy Director Operations Management Control at Mapfre

"We're creating reports and modelling them for managers. We use IBM Cognos to clear log reports and address performance issues. If performance issues arise, we can access the production environment, login, and check server-side capacities. If we encounter any difficulties, we can directly connect with the support team to obtain necessary information and address issues on the server side. For example, we recently encountered an issue. We generate a large number of reports. During the first week of the month, each user runs approximately 2000 reports. However, we faced network latency issues in the PAM system. After analysis, we identified the issue in the capacity configuration within the administration console. We adjust values for services during peak times based on server specifications such as CPU and number of users. These configurations are managed through the administration console. Currently, we work in the HVAC sector, handling requirements from development to production using a single instance of IBM Cognos and a single database. ."

Kumar Gurram   Read full review ↗
Senior Business Analyst at HSBC

"When we started with the TM1 version of IBM Cognos, we developed budgeting projects, and it was successful. We also completed our first project five years ago using the solution.

IBM Cognos is an excellent solution for tax, planning, budgeting, profit and loss statements and balance sheets. We use it monthly for our tax numbers, and the solution automatically provides them.

The solution can be used for projects focused on employees' wages, contracts, contracted salaries, and additional outcomes.

With IBM Cognos Report Studio, we have a lot of operational information, which helps with sales, inventories, and costs from many different sources.

We have an analytical team, and they complete reports. We shuttle them, and many people in our company get information in Excel and email.."

Paulius Bistrickis   Read full review ↗
CFO at a consumer goods company with 1,001-5,000 employees

"I use IBM Cognos for various purposes in our business. We use it to generate email triggers based on alerts as a self-service BI tool where users can drag and drop for analysis and predictive analysis using the integrated IBM Watson. We also use it for presentations and business reporting.

You can customize your data according to your needs. It has all the functions and capabilities, making it easy to use. You can customize datasets at the business layer based on your preferences, which is very convenient. Compared to Power BI, IBM Cognos offers more flexibility, like joining data at the report level and applying any needed customizations. You can also set up role-level security so users only see the data they need. Additionally, you can distribute reports as needed. It's easy to integrate with other systems like Active Directory.

The tool integrates IBM Watson, which is used for predictive analysis. Simply dragging and dropping your data, IBM Watson provides trends and insights, making Cognos stronger in AI than other tools.."

Amir Amin
Solution Architect - Data Engineering at Tenx

Read full review ⬈

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 for this solution is straightforward, if the staff involved are experienced with the product. However, the deployment takes time to carry out.."

KARTHIKEYAN THANGARASU   Read full review ⤴

Database Administrator at American Savings Bank

"The tool's installation and maintenance are easy, and the setup process is quite easy—I'd rate it an eight out of ten. Deployment only takes about 30-40 minutes, involving exporting a package from development and importing it to production.."

Amir Amin   Read full review ⤴

Solution Architect - Data Engineering at Tenx

"The initial setup was straightforward for me because of my previous experience with Power BI and other solutions. I would rate the setup process at eight out of ten.

I created a prototype based on input provided by process owners. It took about six to seven months to deploy the solution.."

SalmanAhmad   Read full review [↗]

Head of ERP Application and Business Intelligence at Patel Hospital Karachi

"It was straightforward. Now I did not work on setting up the environment. I used to work a lot on the administration side. But since the last three, four years, I did not work on it.

But I hear from various people that setting up Docker, setting up LDAP, and setting up a metadata database is time-consuming. Also, deploying under which app server, like WebSphere or Tomcat, is also a little bit time-consuming. That's what I hear from our Cognos administration.."

AMOL JAJU   Read full review [↗]

Senior BI-ETL Consultant at CMA Consulting Services

"The product's initial setup phase is easy, but we are using it with another tool. When we use IBM Cognos with another tool, meaning when you plug it in for the first time, it is a little bit complicated, but once you have done it, the next time, it will be okay.

For the product's deployment phase, you have to follow the setup guide to create the deployment plan. My company plugs IBM Cognos with our database, which is populated by our main tool. My company gets the data from the database or one of the other tools we use and from the vendor of IBM Cognos.."

Verified user
Consultant at a transportation company with 10,001+ employees

Read full review ↗

"I rate the product's initial setup phase a nine on a scale of one to ten, where one is a difficult setup phase, and ten is an easy setup process.

The ease or difficulty experienced during the setup phase of the tool depends on the experience of the person involved in the installation process.

Most of our company's clients have confidential data, so the solution is deployed on an on-premises model.

The time taken to deploy the product varies from project to project. In the last project that I managed, the deployment process took around six months to complete.."

Mahmoud SAmi
Data & AI Solution Arch. at Alkan CIT Ethiopia

Read full review ↗

Customer Service and Support

"IBM's support community is excellent, and there's a large knowledge base if we have any problems. When I have a problem, and I reach out to the support team, my problem gets addressed within a couple of days.."

Mangai Murugan
Lead Technical Consultant at Perficient

Read full review ↗

"In my organization, I didn't directly interact with IBM, however, it is my understanding that support is good whenever you are facing trouble. Our team had connected with them and had success. ."

Hardik Parashar
Associate Data Engineer at Digit Insurance

Read full review ↗

"Technical support has been improving a lot over the last two years. I add my questions in an online IBM forum and people from the development have directly contacted me with a solution. I'm really happy with it.."

Barry Morris
BI Cognos Expert at Pilmark LTD

Read full review ↗

"The support isn't bad, but the user community is quite small to discuss certain topics, especially in comparison to those of competitors like Microsoft Power BI.."

Verified user   Read full review ⬈
Owner at a consultancy with 1-10 employees

"We had an issue with the dashboards and we were in touch with the technical support from IBM to resolve the problem.

On the overall experience with the technical support, I would rate them a four out of five. However, the initial response time could improve.."

SusheelA   Read full review ⬈
Director - Metrics & Analytics with 5,001-10,000 employees

" IBM Cognos technical support is very cumbersome. A large organization, such as IBM is very cumbersome when it comes to technical support because without having a dedicated support person for our company every time a ticket was called in, it was the same basic fundamental send me this file, send me that file. They didn't understand and we didn't have a dedicated source.

I rate the technical support from IBM Cognos a three out of five.."

Verified user   Read full review ⬈
Business Intelligence Data Warehouse Architect

Other Advice

"Overall, I would rate it a nine out of ten. I would recommend it to other users.

In operational reporting, the standard reporting, Cognos is the number one tool still in the market. ."

AMOL JAJU
Senior BI-ETL Consultant at CMA Consulting Services

"The solution's basic use cases are business reporting and data analysis, and it's bundled with most of the products. All IBM products in our region should be promoted more.

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

Dk Aggarwal
Advisor at DCM infotech

"My advice to others is to make solutions with a bridge between them to optimize the use of the data. In addition, it's important to structure your data well to facilitate better understanding among your users. When users use a data module, for example, it must have well-structured folders which include the documentation, the calculations, the KPIs, etc. We train to make all the KPIs in the data module, because if you make the KPIs in the report or in the dashboard, then you can't use those KPIs in other objects. We have had other solutions from

different consultants where they made the calculations with the reports, such that to make another report, you would have to repeat the calculation.

Another piece of advice is not to use the Analysis Studio's reporting tool, because it's very complex to maintain. Instead, we tend to use the dashboard, and that is what I would recommend to others as well.

On the whole, I would rate IBM Cognos an eight out of ten.."

Carlos Larrad Salgado
Deputy Director Operations Management Control at Mapfre

Read full review [↗]

"You can use the dashboard to determine where it stands based on the graph. The amount is included in the dashboard. We use data from the United States, the UK, Germany, and Japan. The data is stored in our CCS report. Based on the ID, we can retrieve specific data within that report. Certain portions of the data will display information for only one particular country. This restriction confines the data within the report. We are implementing security measures to ensure data integrity.

Some users access IBM Cognos directly for their businesses, while others log in to the Cognos console portal. These users interact with the actual JavaScript within the portal. This process may require additional time for adjustments, including those related to the DKA component.

If you have the budget, you can opt for Cognos; otherwise, you can opt for Power BI.

Overall, I rate the solution a nine out of ten.."

Kumar Gurram
Senior Business Analyst at HSBC

Read full review [↗]

"I would describe a specific scenario or project where the solution improved our company's decision-making process by giving us some organization.

My company uses the tool for reporting.

My company manages IBM Cognos with another tool. My company has seven people to manage not just IBM Cognos but also other tools. One person will be enough to manage IBM Cognos.

Honestly, IBM Cognos won't be the first choice if I have to recommend a solution to others.

If the price of IBM Cognos is not very expensive, people can buy it, but for the same price, they can have Microsoft Power BI. I think I will recommend Microsoft Power BI to others.

I rate the tool a seven out of ten.."

Verified user
Consultant at a transportation company with 10,001+ employees

Read full review [↗]

"When it comes to decision-making, the product is very useful and used in many departments since a lot of people prefer the reports to be generated by IBM Cognos. It is mainly useful for management meetings since it allows one to see KPIs, which helps the management-level people in a company to make decisions.

Speaking about the tool's valuable features for analytics needs, compared to the previous versions of the tool, I believe that the new version of the solution has introduced auto-generated facilities, like drag and drop, which is very useful for business users to develop reports easily. In the past, packages were deployed using a framework manager, but now, with the new functionalities, you can directly upload CSV files to deal with areas concerning the sales team or validation of payments. The sales team can directly import the payment validation files. The product helps sales teams since it allows users to directly upload and see the

results in reports without the help of any technical people.

I am very satisfied with the product's reporting capabilities. The use of Excel format before sending emails to users is very helpful, especially for those who are in different countries, like Australia or the USA. The sunburst part associated with reports is very helpful for many.

The scorecard widgets in the tool are mainly useful for the KPI part. It helps to keep a tab on the monthly achievements. It helps users to look at how much they have achieved in their company and the actual number of units booked or sold by their organization.

A minimum of two people are required to maintain the product.

With the new version of the tools having many additional integrations and connectivities, I can see technologies like Snowflake and Salesforce integrated with IBM Cognos. The tool's integration capabilities will be helpful in the future.

I recommend the product to those who plan to use it, especially for handling the reporting part. The product's security features are also very good compared to the other tools in the market.

I rate the tool a nine out of ten..''

Gnanavel-Chakkarapani
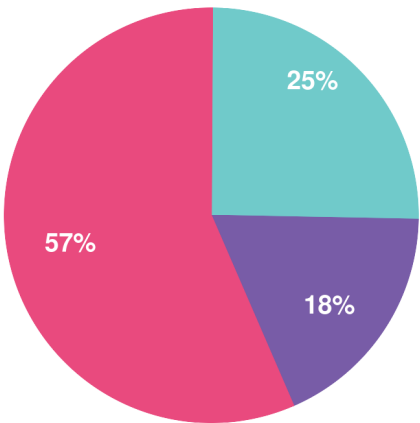Junior Consultant at CMA CGM

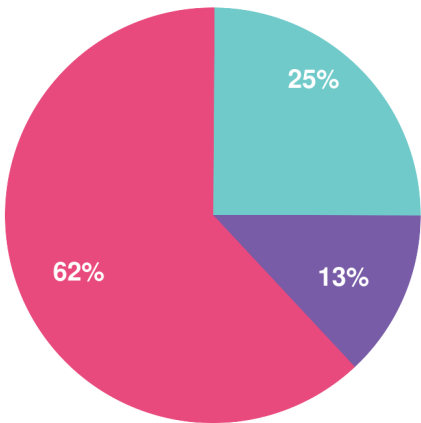Read full review ↗

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