aws marketplace

Control-M

Reviews, tips, and advice from real users

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Product Recap

Control-M

Control-M Recap

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

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

What are Control-M's most important features?

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

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

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

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

and secure operations.

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

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "The most effective feature of Control-M is the API integration."

> **Verified user**
> Associate Architect at a tech services company with 10,001+ employees

✔ "By implementing automation tools, you can minimize human errors and improve efficiency."

> **Verified user**
> Director of Sales at a tech services company with self employed

✔ "The flexibility of Helix Control-M allows us to manage tasks efficiently. The user interface is comprehensive and lets me view all my jobs on one page, monitor everything, and access the job history."

> **Verified user**
> Cloud Engineer at a healthcare company with 10,001+ employees

✔ "A large bank in South Africa would have more than one million jobs to be run each and every night. If something goes wrong in the middle of a million jobs, it can be very complicated if you're managing that via scripts or manually. Control-M solves that problem."

Verified user
Account Executive at a computer software company with 51-200 employees

✔ "The best feature is that we can automate everything. Moreover, we can access all the features through one dashboard, which is beneficial."

Sham Suresh
Assistant professor at J.P. College of Engineering

✔ "The best features of Control-M include the fact that you can easily connect different platforms—for anybody coming to it, if you needed to script a solution that connected Windows and Unix and mainframe, that would be difficult, but with Control-M, you can just sit back and connect a COBOL program running on the mainframe, trigger something on the Windows platform, then do a file transfer on Linux, and that's all basically just drag and drop."

Mark_Francome
Senior System Specialist at a financial services firm with 10,001+ employees

✔   "Control-M is a bit faster compared to other solutions. The job and coding
     are easier."

Ujjwal Sachdeva
Data scientist at Advarisk

What users had to say about valuable features:

"The best features include the solutions with the recent AI version. The recent
updates are impressive, as they allow for automatic jobs, which help improve our
productivity. It gives us accurate logs whenever we need them, especially for
Monday workloads that we have every Saturday or Sunday. Using it helps us solve
problems quickly with the help of remediation.."

Bhaskar Nethaji   Read full review ↗
Consultant at TE Connectivity

"The user experience with Control-M is good. Users can implement many customizations, and though the licensing is pricey, there are many competitive products available that can provide the same features as BMC. BMC support and some of the customizations are very good. Product support and the ability to manage distributed and mainframe workloads make Control-M an enterprise workload management solution. It is easy to integrate Control-M with technologies for data ops or DevOps processes as things change, and it is not complex compared to other workload automation tools available in the market.."

Verified user   Read full review ↗
architect at a tech vendor with 10,001+ employees

"Stability is crucial in the banking or financial sector, where operational downtime must be minimized. Control-M provides exceptional stability compared to competitors such as Redwood, Stonebranch, or Perpetuity. The second valuable feature is the user-friendliness of the tools, making it easy to learn and use.

Control-M can execute batch jobs and monitor the jobs it executes, though it does not monitor servers or other systems.."

Verified user   Read full review ↗
Director of Sales at a tech services company with self employed

"A large bank in South Africa would have more than one million jobs to be run each and every night. If something goes wrong in the middle of a million jobs, it can be very complicated if you're managing that via scripts or manually. Control-M solves that problem.

It has a graphic representation of the job flow. It has a very nice GUI to help you understand the sequence of events. On the GUI, if a job is green, it's running or it's completed. If a job is red, there's a problem. It uses alerting and color coding to assist the operator.."

Verified user   Read full review ↗
Account Executive at a computer software company with 51-200 employees

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"The best feature of Control-M is its orchestration capabilities for any orchestration that's required. Control-M has positively impacted my organization by helping with orchestrating complex tasks.

The Alerting and Notification system is quite sufficient. It does what it's required to do.

The ability to deploy Control-M both in the cloud and on-premises is very important because the organization has a hybrid strategy, so Control-M helps in scenarios of moving files between on-prem and clouds.."

Teddy Thembe   Read full review ↗
CIO at Tembe Mogale Group

"The best features of Control-M include the fact that you can easily connect different platforms. For anybody coming to it, if you needed to script a solution that connected Windows and Unix and mainframe, that would be difficult. But with Control-M, you can just sit back and connect a COBOL program running on the mainframe, trigger something on the Windows platform, then do a file transfer on Linux. That's all basically just drag and drop. You can just indicate that these lines between these boxes perform those actions. The fact that you can tie different platforms together, including the cloud now, which many people are starting to use extensively, is very helpful.

Integrating Control-M with technologies for Data Ops and DevOps processes can be easy or difficult depending on the site. Many people have embedded methods for these things, so it can be difficult sometimes at various different sites to get it to integrate. It's not the tech or Control-M itself that's the issue; it tends to be the processes at different locations. It is very good at handling DevOps and the change management on the operations side.."

Mark_Francome   Read full review ↗
Senior System Specialist at a financial services firm with 10,001+ employees

Other Solutions Considered

"There was a previous solution from either Redwood or Stonebranch, and another tool called Perpetuity. Customers were successfully persuaded to migrate from these solutions to Control-M. The success rate of migrations is usually more than 97%, and it may even be almost 100%.."

Verified user
Director of Sales at a tech services company with self employed

Read full review ↗

"I've made use of Pub/Sub in Google Cloud before using Control-M. I have not used any other solutions in this category. I would normally make use of the native tools in whatever cloud I was utilizing.."

Teddy Thembe
CIO at Tembe Mogale Group

Read full review ↗

"I am familiar with other workload automation tools and have used many. Our clients use IBM Workload Scheduler, Rocket Enterprise Orchestrator, CA ESP, and Stonebranch, though I cannot specify why we use BMC instead of those alternatives.."

Verified user
architect at a tech vendor with 10,001+ employees

Read full review ↗

"I would compare Control-M with Ansible. Comparatively, we have various tools such as Azure ADF and AWS crawler, and while Control-M provides a hybrid solution in multi-cloud environments, its role-based transfer capabilities significantly improve speed operations with simplified solutions.."

Bhaskar Nethaji
Consultant at TE Connectivity

Read full review ↗

"I have always used Control-M. I've worked at sites where they've installed Control-M as new and then migrated various things from CronTab. CronTab is just a Linux tool that comes with the Linux boxes to schedule, but it's the Linux native scheduling. It tends to be quite simple these days. BMC supplies scripts to do the conversion. Problems start to arise when people have created their own solutions on their own platforms, where 90% of the stuff is easily migrated, but 10% will be something specific to Broadcom or other schedulers, requiring script changes in Control-M. The same situation occurs when moving from Control-M, as people often leverage specific features that become problematic when trying to move to different solutions.."

Mark_Francome   Read full review ↗
Senior System Specialist at a financial services firm with 10,001+ employees

"Years ago, I was involved in a lot of Proof of Concepts (POC). Back then, IBM's Tivoli and Control-M were quite similar and difficult to differentiate. However, over the years, it's become clear that IBM has not developed Tivoli to the level that Control-M has achieved. In my opinion, Control-M is now the clear market leader.These days, you never know what new solutions might emerge that could disrupt the market. Nevertheless, Control-M has a robust footprint—it can integrate with many legacy systems, making it hard for competitors to come close to its capabilities.While there may be newer solutions out there, I'm not fully aware of all the latest developments. Control-M does have advanced workload balancing in the cloud, but I still believe it remains the top choice for me. I may be biased since I've always worked with Control-M, but when you compare it to alternative tools, you often question whether they can accomplish specific tasks or integrate with various third-party products. You soon discover that many alternatives simply don't offer the same level of functionality or integration, and even if they plan to provide those features in the future, they haven't yet delivered them.Overall, I am quite confident in saying that Control-M is the number one product in the market. Of course, if you visit a potential customer site and they have unique requirements—especially if they are primarily Windows-based—they might find another product that better meets their needs than Control-M. However, in general terms and across most scenarios, I firmly believe that Control-M is the market leader in 90% of cases.."

Mark_Francome   Read full review ⬈
Senior System Specialist at a financial services firm with 10,001+ employees

ROI

Real user quotes about their ROI:

"The main return on investment with Helix Control-M has been a reduction in downtime and minimization of manual interventions, which has improved our operational efficiency.."

Verified user
Cloud Engineer at a healthcare company with 10,001+ employees

"It has reduced the total cost of ownership by 30% to 40%.

It has saved a lot of time for our employees and staff members. For a small task, there have been about 40% to 50% time savings.."

Sham Suresh
Assistant professor at J.P. College of Engineering

"It's worth the money. It is cost-effective because you need fewer things. It has a high level of automation. Staff can go home at five o'clock. You can run a million batch jobs or tasks at night when all of your highly skilled people are at home sleeping. When your staff comes in the next morning, all of that work is completed, and the business is ready for the next day."

Verified user
Account Executive at a computer software company with 51-200 employees

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"We have seen an ROI. In theory, this third year, we will recover what we invested. It has helped us replace the cost of human resources.

For this tool, as we made the three-year contract, the cost of the licenses is maintained. If we had to hire people for this work, we would have had to increase their salaries every year.."

Alex Liendo
IT Supply Chain Manager at Alicorp

Read full review ↗

"Automation can benefit customers in many ways, particularly when it comes to saving money. For example, if we rely on human workers, we may face long Recovery Point Objective (RPO) times, which could extend up to 88 hours a day. Additionally, humans are prone to making mistakes. Let's consider a scenario where an operator is manually summarizing transactions from a single branch. If that branch has 10,000 transactions in one day, it can be quite challenging for the operator to keep track. This may lead to issues like double data entry, where the operator mistakenly inputs the same data twice. Such errors can be disastrous for a bank, potentially resulting in financial losses. By implementing automation tools, you can minimize human errors and improve efficiency.

The Total Cost of Ownership (TCO) for Control-M is more economical compared to other solutions. While competitors might offer lower initial prices, they often include hidden costs that emerge after the first year. Control-M maintains a straightforward pricing model based on license count, implementation, and training, without unexpected future costs.."

Verified user   Read full review [↗]
Director of Sales at a tech services company with self employed

"It's hard for me to determine, but at the current location, we did conduct a study. We use Control-M to run a data warehouse, and an external company evaluated our setup. They concluded that the way we operate with our existing tools and at our current scale is actually more efficient and cost-effective than purchasing a packaged data warehouse product, like Informatica.

At my previous employer, we performed a similar study, and the results showed that the product paid for itself within the first year. Moving forward, it continued to be very cost-effective. The benefits tend to be hidden—people often overlook them because these processes run in the background, handling file transfers and other tasks. If I had to hire a developer to script these operations, those costs would be substantial, along with ongoing maintenance.

With Control-M, you define the processes once and then let them run. The operations team can monitor it, which means it integrates seamlessly with existing systems. In terms of return on investment, it pays for itself quite quickly. However, because these advantages are often invisible, people don't fully appreciate the costs and savings involved. You really need to consider the expenses of hiring a developer or operations staff specifically for these tasks. If you use Control-M, those costs effectively disappear, and people tend to just assume that everything is functioning as it should. It's definitely worth noting the return on investment. I'm sure BMC would be happy to provide those figures, demonstrating that it quickly offsets its initial costs, even if there can be significant upfront expenses at times.."

Mark_Francome
Senior System Specialist at a financial services firm with 10,001+ employees

Read full review ↗

Use Case

"Over the years, I have worked with various firms to install and configure this system. The primary use case is automation, but the file transfer feature is also a valuable integration. Many people quickly understand the file transfer aspect because it is easy to set up. Therefore, automation is our top priority, followed by file transfer as a close second.."

Mark_Francome   Read full review ↗
Senior System Specialist at a financial services firm with 10,001+ employees

"We are a cloud service provider, and we have been using Control-M for integrating and automating the orchestrating applications in the data workflow in our production. This is the main use case for our flow.

We are using its cloud version, Helix Control-M.."

Verified user   Read full review ↗
Cloud Engineer at a healthcare company with 10,001+ employees

"Control-M is mainly used for our clients. We use workload automation and batch job automation with Control-M. There are many other BMC products that we use, such as AMI Ops automation, DB2 monitoring, and application infrastructure monitoring.."

Verified user

architect at a tech vendor with 10,001+ employees

Read full review [↗]

"From an administrative standpoint, we are mostly engaged in upgrading, downgrading, and fixing the issues on a day-to-day basis, such as integration with the cloud functionalities.

My only objective is that the application is up and running 99% of the time. I will make sure that it is not down, and it does not impact my application teams. If it goes down, it has a major impact on SLA, financial, and everything, so I make sure this is up and running 99%.."

Verified user

Associate Architect at a tech services company with 10,001+ employees

Read full review [↗]

"We have been using it in the institute to manage all the student data and post-study processes.

We have been using Control-M in our IT department to maintain server backups and database updates and schedule regular updates. Furthermore, it is being used in our library system to automate periodic updates of library catalogs. Control-M also automates email notifications for event announcements and fee structures.."

Sham Suresh
Assistant professor at J.P. College of Engineering

Read full review [↗]

"Control-M is similar to Stonebranch and Redwood. It is a workload automation system that automates steps typically defined by humans. Previously, if humans performed 100 steps to complete a task, they can now input these steps into Control-M and let the system run them automatically.

The most common use case is in banking. In banking operations, there are daily transactions between customers that need to be processed, closed, summarized, compiled, and sent to the core banking system for execution. Manually, this process could take more than eight hours per day. With Control-M automation, this time can be reduced to one hour or even 30 minutes. Before the cutoff time at 12:00 a.m., Control-M performs the batch job or end-of-day process, executes it, passes it to the core system, and marks it as a finished job for the day.."

Verified user
Director of Sales at a tech services company with self employed

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 was challenging due to network setup issues and a lack of timely support from the service team. Its implementation took about a month. We did not have any downtime.."

Verified user   Read full review ⬈

Cloud/Devops Engineer at a computer software company with 1,001-5,000 employees

"The migration to Helix Control-M was straightforward. We did not face any issues.

The initial setup was straightforward. It took about three or four months to settle down. It is also not difficult to maintain.."

Verified user   Read full review ⬈

Cloud Engineer at a healthcare company with 10,001+ employees

"The initial setup and configuration are a bit challenging. There is a bit of a learning curve for some people. It takes a few days.

At the time, there were not many recommendations or resources to understand and deploy it properly, so it took us a couple of weeks to understand and deploy. It has been simplified over the last eight to ten months.."

Sham Suresh   Read full review ↗
Assistant professor at J.P. College of Engineering

"The initial deployment of Control-M was straightforward. We started with version 6.4 and are now at 9.0.21.304.

When I started, it used to take about eight hours. We are now able to do it within 30 minutes, including the downtime.

We are using it on-premise because their SaaS solution is not capable of handling our workload. Its maintenance mostly involves upgrades.."

Verified user   Read full review ↗
Associate Architect at a tech services company with 10,001+ employees

"Implementing it is not straightforward. It requires careful installation, customization, and configuration. Unlike simply installing Microsoft Windows or Office, this solution demands significant effort and time. It is not as simple as it may seem.

Technical migration can be completed in a few months, but full implementation including user adoption and socialization typically takes about a year. This is because the tool has various users beyond IT, including business users, trade finance users, and branch users who need time to learn and become comfortable with the system.."

Verified user

Director of Sales at a tech services company with self employed

Read full review ↗

"It's on-premises. The organization I work for has IT operations in about 60 different countries around the world. We use Control-M in at least 15 or 16 of those locations, and each site can be quite different. For instance, in Paris, they only use it for the mainframe. Our main office is in Germany, where they are starting to use the test version, and they would like us to explore the SaaS version as well.

If I were to start looking into this, I think a hybrid approach would be the most logical way to organize things. This would allow us to have a clear view of both our on-premises and cloud environments, enabling a gradual migration to the cloud instead of making a major switch all at once. I've seen BMC presentations on this, and it looks promising. The advantage is that I wouldn't have to worry about where each workload is processed; everything can be monitored and managed from a single screen, which is very powerful.

Additionally, I've spoken with users who utilize cloud workloads, and their primary concern is cost rather than the specific platform. Control-M is effective at managing this. For example, if you're planning to deploy a workload on a specific server, the scripts can easily handle the transition to Amazon's cloud the following week. If a provider has a special offer in a month, like Google, it's straightforward to switch our workload to run there instead. With Control-M, this process is transparent and uncomplicated.

The maintenance is complicated. There is patching to consider on both the Control-M service side and for the agents and modules. When it comes to file transfers, you need a specific module from the Managed File Transfer (MFT) service. Typically, every few weeks, we need to install a new set of updates, whether due to a security issue or the introduction of a new feature. If you go to the Application Center (AC) and use that version with your account, you don't have to worry about caching, as they manage that on the systems. You could use it in a controlled manner, perhaps on a Sunday morning. However, using a basic version might present some challenges for us.

Usually, the Linux team handles the patching, but it's also necessary to conduct tests. Sometimes, the latest version can alter certain behaviors that might not be

acceptable in a production environment, so testing is crucial. It does require a separate environment dedicated to that. Overall, managing patches is a significant task. One key selling point of the SaaS solution is that you won't have to worry about it in the future; BMC takes care of that for you. However, some of my colleagues are concerned that implementing a SaaS version could mean losing a significant portion of their work to automation, particularly the patching responsibilities. It's definitely a complex situation.."

Mark_Francome   Read full review ↗

Senior System Specialist at a financial services firm with 10,001+ employees

Customer Service and Support

"Technical support has improved. In the past, they were not as supportive, but they are better now. Based on recent experiences, I would rate them an eight out of ten.."

Sham Suresh
Assistant professor at J.P. College of Engineering

"Control-M's technical support is very helpful. The immediate acknowledgment and solutions provided by BMC's support team make it stand out compared to other tools. I would rate them a ten out of ten.."

Verified user
Associate Architect at a tech services company with 10,001+ employees

"They are very good because this is a tool that requires 24/7 support. If something fails at 3 AM in the morning, you need to fix it and get it back up and working really quickly. You can't afford to have the tool down for long.."

Verified user
Account Executive at a computer software company with 51-200 employees

"I never had direct communication with technical support because solutions are available on the web. We didn't have a one-on-one conversation, but the support is adequate through online resources.."

Ujjwal Sachdeva
Data scientist at Advarisk

Read full review ↗

"Their support is excellent. If you encounter an issue that affects your business, you can call them at three o'clock in the morning, and they will help you find a solution.

I would rate the technical support a solid nine out of ten.."

Mark_Francome
Senior System Specialist at a financial services firm with 10,001+ employees

Read full review ↗

"On a scale of 1 to 10, I would rate BMC's support an eight. They have very good manuals, and they respond to tickets quickly. They provide clear details about issues. From the product support perspective, they always perform well. They continuously evolve rather than letting the product remain static. This is one of the differentiators compared to other products. They quickly evolve with changing technology trends, easily adopt new features, and incorporate them into the product.."

Verified user
architect at a tech vendor with 10,001+ employees

Read full review ↗

Other Advice

"It is difficult to clearly differentiate how Control-M has improved our organization's functions because many other products offer the same functionality. The key factors are how users can easily adapt to the product, the available functions and features in the BMC product, and mainly the product support.."

Verified user   Read full review ⬏
architect at a tech vendor with 10,001+ employees

"The fact that it has been in the top right-hand quadrant for 20 years tells you everything about the tool.

I would rate Control-M a nine out of ten. I have been a reseller of the tool for 20 years. I wouldn't be doing it if I didn't believe in the tool, and I didn't like it a lot. I am proud to say almost all of the banks in South Africa are using it. That speaks for itself.."

Verified user   Read full review ⬏
Account Executive at a computer software company with 51-200 employees

"BMC is an important strategic partner for our company. Around 70% to 80% of our business comes from working with BMC, or more specifically, from selling BMC products.

The biggest lesson learned is the importance of providing perspective to customers rather than simply following their requests. It's crucial to understand and discuss their requirements thoroughly, such as questioning why they need a specific number of jobs.

I would rate Control-M a nine out of ten.."

Verified user
Director of Sales at a tech services company with self employed

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"If you want to implement Control-M in your business, the first thing is to look at your budget. Checking affordability is key. Control-M has a lot of features, more than just scheduling batch jobs.

The biggest lesson I have learned from using Control-M is that you need to have patience. Errors or issues cannot be resolved without developer assistance, but once you get their help, you learn a lot.

I would rate Control-M a nine out of ten.."

Verified user
Associate Architect at a tech services company with 10,001+ employees

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"Our relationship with BMC has been transformative. However, I get the feeling that we are moving towards a more transactional relationship. Previously, they were very concerned about us using the products, growing with them, and deriving value from them. This was a refreshing attitude from a software company. That said, they are restructuring, and I get the impression that in the future, they may

want to accelerate revenue generation. So, the nature of our relationship could change. At present, though, it remains transformational. They have been very helpful, with excellent support, but who knows what the future holds?

I absolutely would recommend BMC Control-M to other users. My only reservation would be with the new licensing structure. If you are going to be paying per job and your batch process was very granular without the ability to restructure, then cost might be an issue. Also, it is the serious high-end scheduling solution, so smaller enterprises might want to consider whether they need all the features that come with Control-M. For small or medium-sized enterprises, different solutions might be more appropriate.

Overall, I would rate Control-M a nine out of ten.."

Mark_Francome
Senior System Specialist at a financial services firm with 10,001+ employees

Read full review ↗

"For DevOps processes, we have not yet established or expanded out, so integration has been difficult. I'm not using it for DevOps or DataOps at this time. Currently, we don't have any plans to increase the usage of Control-M.

Learning Control-M has been significant. Learning the solutions involves working as in a job as code scripts, particularly within the visual code IDE interface we use, along with the VS Studio code extension. For someone with non-technical skills, it's easier now. Earlier, it was a bit challenging, but we've picked up the programmatic interface, especially since it's a modern application release process.

My relationship with BMC is more transformative. I would recommend Control-M to other users because it integrates, automates, and functions as an orchestration application that helps in data workflows within complex and challenging technology ecosystems. Helix is one of the core leverages, utilizing the version

engine for fast performance and a level five assessment in execution. Reaching a ten would require better integration with various tools like ServiceNow, as we also utilize Ansible and AWS. The vendor can contact me if they have any questions about my review.
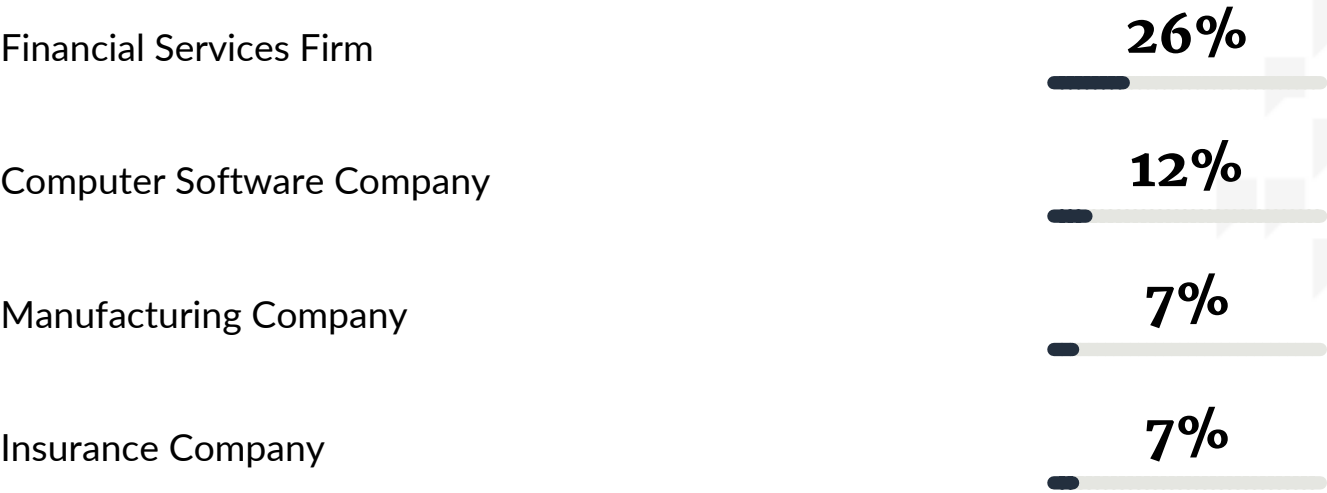
I rate Control-M a six out of ten.."

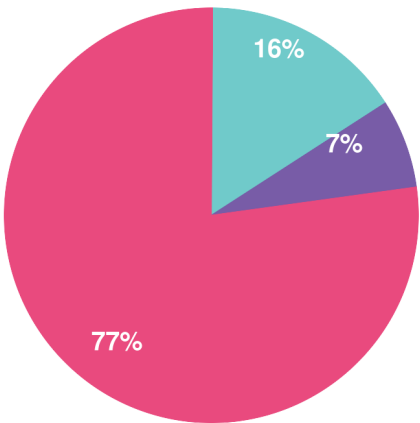**Bhaskar Nethaji**
Consultant at TE Connectivity

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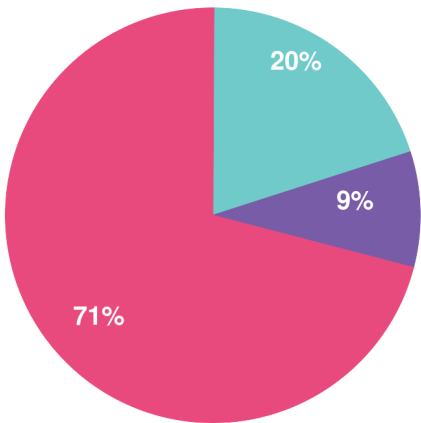
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7%

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7%

Company Size

by reviewers

16%

7%

77%

by visitors reading reviews

20%

9%

71%

● Large Enterprise   ● Midsize Enterprise   ● Small Business

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