



HCL Digital Commerce

Reviews, tips, and advice from real users



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Product Recap



HCL Digital Commerce

HCL Digital Commerce Recap

IBM Digital Commerce provides advanced commerce capabilities to help you quickly and easily create an engaging brand experience across every customer touch point. Using IBM, you can improve your business with personalized customer engagement, optimized shopping and order management and fulfillment across channels. This helps you accelerate time to market, improve customer engagement and drive revenue growth.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The tool is easy to use and flexible. It is flexible enough to tailor to your requirements.”



Jason Levine

CEO, Senior Consultant, Collaboration Platforms at Indeo Oy



“I haven't faced any issues with the product's stability.”



Amman Anup Kumar

Partner at R. Kumar



“It is a very mature product. It has a lot of features. It can also be very easily customized in order to reach goals or features that are not available, but mainly the fact that it's a very mature platform with all major features that are normally required by the clients is most valuable.”



Verified user

Head of Business Consulting at a computer software company with 1,001-5,000 employees



“Has all the modules needed for an order management solution.”



VivekRana

Technical lead at Royal Cyber Inc.



“The most valuable solution is that it allows you to adapt it according to the customer's needs.”



Verified user

Managing Director at a marketing services firm with 1-10 employees

What users had to say about valuable features:

“The value of HCL is that it provides a complete solution and there's no need to develop an application using multiple technologies or different platforms. If you need an order management module, Digital Commerce has everything from order capture to order fulfillment. As a registration module, it has all the details for registration, account management of users, and even B2B modules available for generating and deploying business-to-business contracts. It has all the features required for an e-commerce platform and is one of the leading e-commerce solution providers in the market today..”

VivekRana

Technical lead at Royal Cyber Inc.

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“The promotion engine is definitively one of the highlights. It facilitates precision marketing and dynamic segmentation (based on the shopper’s insights and behavior). Business user can set up promotion and segmentation rules simply by dragging and dropping the component icons.

All the B2C and B2B components are comprised in a single starter store template, which is great for customers with B2B2C aspirations. The template was recently enhanced with new functions that facilitate development as well as integrations with third party systems..”

Verified user

Director at Creatim

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Other Solutions Considered

“As I was facing some challenges with HCL Digital Commerce, my vendor suggested I move to Adobe Commerce. My vendor's suggestions are the reason why I was trying to weigh the pros and cons between HCL Digital Commerce and Adobe Commerce.

One of the vendors with whom I am in touch suggested that my company should plan to switch from HCL Digital Commerce to Magento.

I am looking for a product that offers simplicity. I am a business person whose core competency is in areas other than IT. E-commerce is supposed to be another channel for me and HCL Digital Commerce shouldn't take away all the time and energy from my core business so that I can just set it up..”

Amman Anup Kumar

Partner at R. Kumar

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Use Case

“This is basically an e-commerce packaged solution. It gives you an end-to-end solution for your e-commerce platform for products and it enables the publication of catalogs. I'm a technical lead..”

VivekRana

Technical lead at Royal Cyber Inc.

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“There are different use cases such as fashion retail eCommerce and B2B-component manufacturing. We also have B2B Info Commerce that can be reached and browsed by many people, including end-users, but only a specific B2B client can view prices and acquire the product. So, we have very different use cases.

We have clients with version 8, version 9, and version 9.1.”

Verified user

Head of Business Consulting at a computer software company with 1,001-5,000 employees

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Setup

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

“Although quite complex, deployment is a very predictable process, if you follow the rules. The only issues you can expect are from the custom developed components..”

Verified user

Director at Creatim

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“We have been working with it for more than 10 years. So, for us, it is pretty easy now. It's not a friendly technology from a technical standpoint. If you are a new company or a new business partner, it may take some time for you to understand how to implement it..”

Verified user

Head of Business Consulting at a computer software company with 1,001-5,000 employees

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“The implementation is quite complex. I can't compare it with other products because they don't have the experience.

Definitely, SAP Upscale is a much easier product because they offer much less functionality. For this reason, I should not compare them to each other..”

Verified user

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Managing Director at a marketing services firm with 1-10 employees

“The initial setup is relatively easy. The solution comes as docker images that you download and you can just simply start the docker. Deployment shouldn't take more than a few hours but requires some experience so if you don't have that in-house, a vendor can provide the service. Deployment and maintenance require two to three people because of customizations and changes that will need to be made to the UI. Complete implementation can take about a year depending on the size of the organization and the customizations required..”

VivekRana

[Read full review](#) 

Technical lead at Royal Cyber Inc.

Customer Service and Support

“First level technical support is conducted via IBM partners (Creatim being one of them). The IBM partners are backed up with an excellent second and third level support provided by IBM technical service..”

Verified user

Director at Creatim

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“Their support is not amazingly good. We had a lot of trouble moving from version 8 to version 9. It was also due to the fact that HCL acquired the platform from IBM. There was a time when we had a little bit of a problem in getting the right support.

They have very technical documentation, but sometimes, technical documentation is not enough. You also need something for a business user..”

Verified user

Head of Business Consulting at a computer software company with 1,001-5,000 employees

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Other Advice

“As I have not compared it with other platforms, it is difficult to offer an opinion. We have only one other platform, which is SAP Upscale, but you can't compare the two.

Overall, we are satisfied with this product.

I would rate HCL Digital Commerce a seven out of ten..”

Verified user

Managing Director at a marketing services firm with 1-10 employees

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“I would definitely recommend this solution. If you are looking for a large e-commerce platform where you can reach many customers, then this is definitely a good solution. If you're a smaller company with a restricted budget, it's worth looking at smaller platforms like Magento, an open-source solution, or possibly a microservice-based platform. So it all depends on what kind of business you're looking into.

I rate this solution nine out of 10. .”

VivekRana

Technical lead at Royal Cyber Inc.

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“I won't recommend the product to those who plan to use it.

I would suggest that HCL go closer to customers and give a more direct and frank presentation when they are initially setting up the tool. HCL should also explain the technical nuances before a person decides to really buy a product. At this moment, I feel that I was mis-sold a product by HCL.

I rate the tool a one out of ten..”

Amman Anup Kumar

Partner at R. Kumar

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“Prepare ahead. Extensive planning is needed, and try to leverage the out of the box components (there are many) to avoid unnecessary custom development costs. Find a reliable Websphere partner who can help you accomplish the recommendations mentioned above.

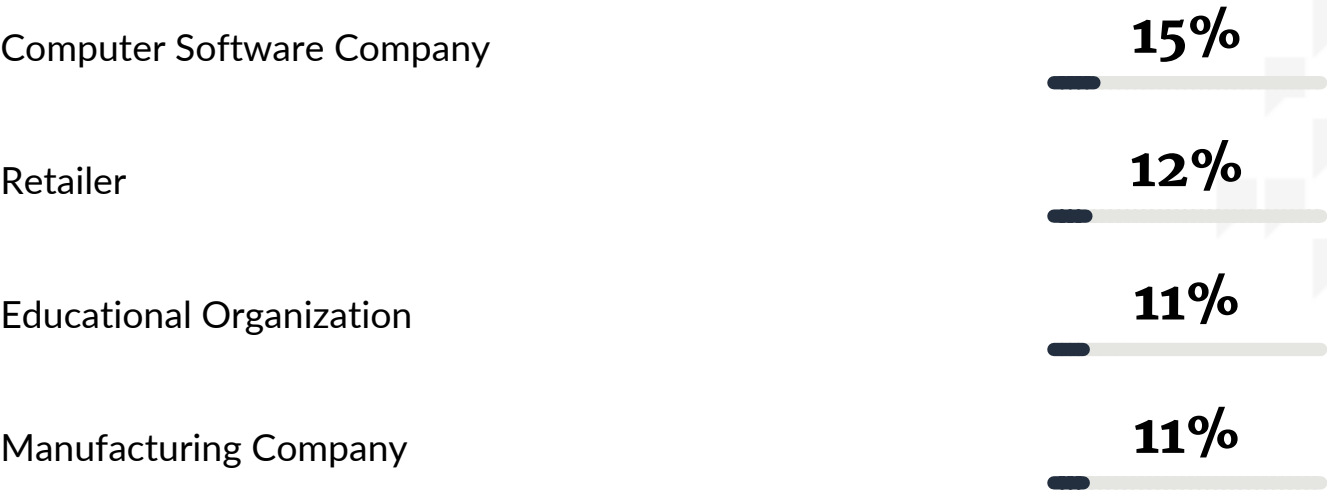
Verified user

Director at Creatim

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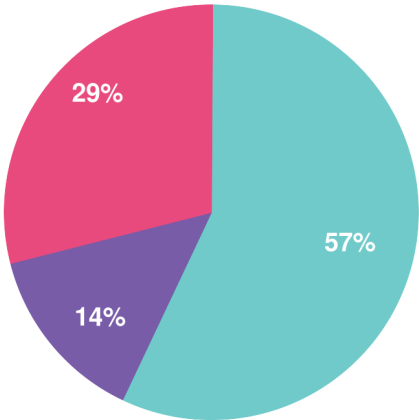
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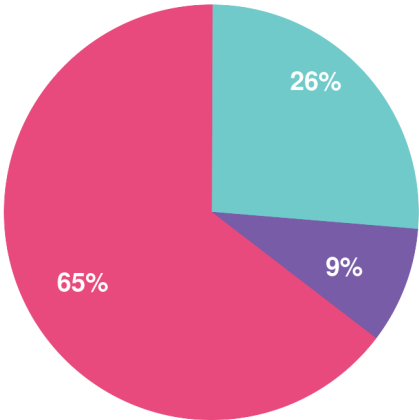


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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