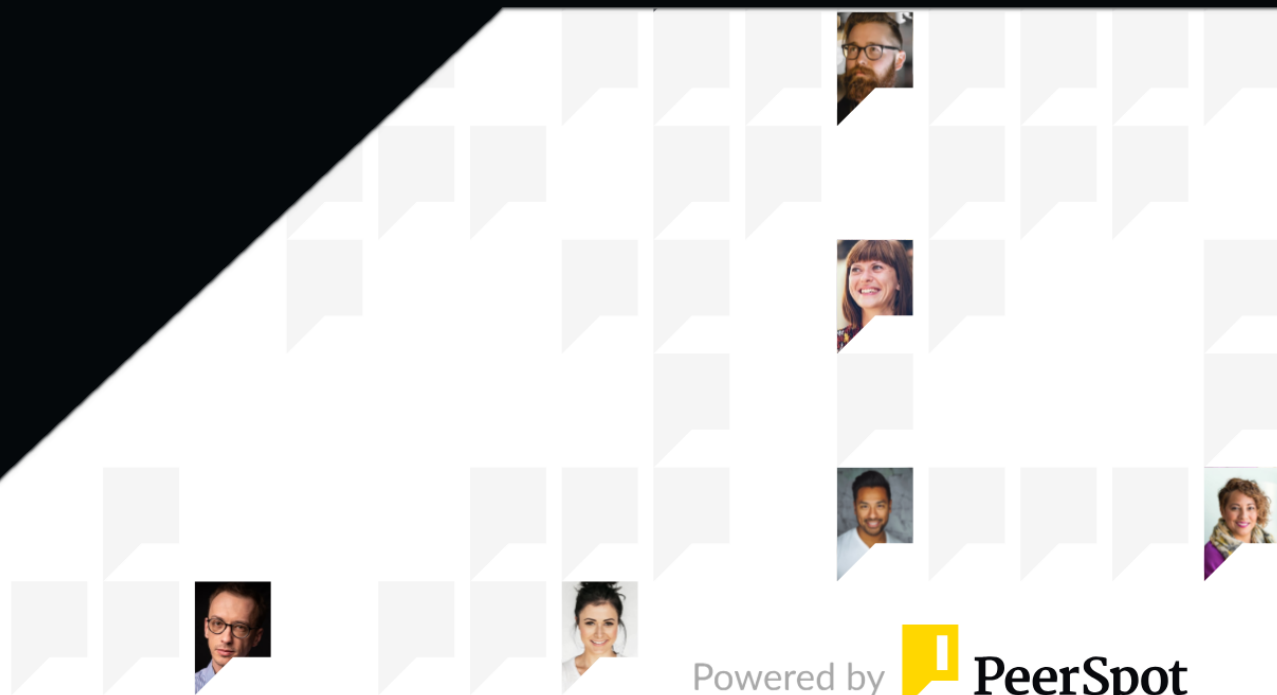




**IBM App Connect**

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



Powered by  **PeerSpot**

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# Product Recap



IBM App Connect

# IBM App Connect Recap

Rapidly connect public clouds, private clouds and on-premises application

App Connect Professional is IBM's cloud integration offering which delivers an integration solution

- With ease-of-use, flexibility and increased responsiveness to the evolving business needs, while removing the daunting complexities of integration.
- Provides the powerful combination of a 'simple integration experience' for business users looking to automate how their applications talk to each other; coupled with a 'configuration based integration' approach for IT.
- App Connect Professional is for the teams and integration developers who need to solve more complex problems and need powerful tooling for integration scenarios

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The transformation capabilities in IBM App Connect are particularly beneficial.”



**Emirhan Guven**

Team Leader, Software Development at a manufacturing company with 11-50 employees



“I recommend IBM App Connect Enterprise to everyone.”



**AvinashArepaka1**

Developer at a tech vendor with 10,001+ employees



“I like the adapters. The adapters help us achieve scalability. If you want to connect to SAP, there's an adapter. Salesforce? There's an adapter. You want to connect to another system? There's likely an adapter for that.”



**Mehdi El Filahi**

Co-Founder at tenekit

- ✓ “The solution is very fast-paced when it comes to making things right. We can quickly download what we need if we need any app migrations for our software business. We can download it plenty of times when we need to use it. It gives us very high speed for delivering any development.”

**Verified user**

Information Technology Product Manager at a manufacturing company with 10,001+ employees

- ✓ “One of the most beneficial features is the ability to handle multiple communication technologies, like integrating Kafka flows, which is helpful as other teams heavily use it. Regarding error handling, I initially wrote most of the handling myself. While built-in features for error handling are built-in, it largely depends on the developer. We use a custom solution that catches all exceptions, logs them in a database, and replays them as needed. It has been effective for us for over twenty years.”

**Verified user**

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

- ✓ “Very scalable, flexible, and user-friendly.”

**Deepika Sharma**

Senior Software Engineer at CIMB Bank Berhad



“The solution is fast and supports Open UI 3.0 certification.”



**Rajender Reddy**

Software Development Manager at Reliance Jio

What users had to say about valuable features:

“The platform's most valuable feature is ease of use. It has an efficient design flow. We can receive or use the resources and integrate them with other software as gateway integrations..”

**Verified user**

[Read full review](#)

Project Consultant at a computer software company with 5,001-10,000 employees

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“The features I find most valuable are message routing, message transformation, and protocol translation. IBM App Connect is a market leader and has been migrated to the cloud, allowing it to run efficiently in that environment..”

**AvinashArepaka1**

[Read full review](#)

Developer at a tech vendor with 10,001+ employees

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“I like the adapters. The adapters help us achieve scalability. If you want to connect to SAP, there's an adapter. Salesforce? There's an adapter. You want to connect to another system? There's likely an adapter for that.

You want to connect to various services like Gmail, email, FTP, SFTP, MQ, JMS – anything you want, it's likely included in App Connect through the adapters.

The main advantage is that it's a central point. If we compare it to a country, it's the post office..”

**Mehdi El Filahi**

Co-Founder at tenekit

[Read full review](#) 

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“The transformation capabilities in IBM App Connect are particularly beneficial. When consuming SAP data, converting data fields is straightforward. File operations are simple to execute, and converting between XML to JSON formats is effortless with IBM App Connect.

“The mapping node functionality for data transformation enhances the integration workflow significantly. Users can utilize mapping nodes or SQL, though the mapping node provides a more streamlined approach for transformations. Additionally, containerizing applications is very straightforward with this solution..”

**Emirhan Guven**

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“IBM App Connect is a mature product because it's been there since the mainframe time, and it's evolving.

We use IBM App Connect for the integration between the applications. You can unify the integration layer into one layer, where you manage the whole integration process. You can simplify the management, operation, and maintenance of the integration layer.

If you want to fix any of your APIs or integration connections, you don't need to do it on all tenants. You need to do it only once in one place, and it will reflect on only one channel. It works with multiple languages and protocols. So, you need to create it once and use it on any different applications that you have..”

**Khaled AlKadi**

Sales Director at Jordan Business Systems


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“The solution is very fast-paced when it comes to making things right. We can quickly download what we need if we need any app migrations for our software business. We can download it plenty of times when we need to use it. It gives us very high speed for delivering any development.

The tool's automation capabilities have given us great automation abilities, especially on the factory side. We have many integrations, creating value by using this capability. We're canceling many manual processes and migrating them to IBM App Connect automation. This is improving and helping our way of working and developing many integrations.

We can handle many complex integrations that were difficult with other solutions. In other tools, we often needed to do a lot of coding and write many things from scratch. But with the solution, many things are already ready in the platform. This gives us high confidence and saves time, especially for complex integrations.

For simple tasks, the difference between products might not be obvious. However, IBM App Connect makes it easy in complex environments where we take data from many different applications, send it to another app, and apply algorithms. It's useful for these more complicated integrations. The solution is also more mature than other products. .”

**Verified user**[Read full review](#) 

Information Technology Product Manager at a manufacturing company with 10,001+ employees

## Other Solutions Considered

“I have used MuleSoft before. Both products have similar capabilities. Large enterprises use App Connect more, while MuleSoft is more suitable for medium or small enterprises..”

**Harimohan Pathak**

Integration Specialist - Solution Architect at LTIMindtree

[Read full review](#) 

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“We weren't using any other solution. We wanted to be able to connect to Salesforce. We have IBM InfoSphere DataStage and the connector for DataStage was a lot more expensive at the time..”

**Verified user**

System Engineer with 1,001-5,000 employees

[Read full review](#) 

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“As an IBM App Connect developer, we have customers interested in comparing other ESB tools, particularly webMethods, which was previously owned by Software AG company before IBM acquired the product..”

**Emirhan Guven**

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“Regarding similar products, occasionally, we've had proposals for other products, but I find IBM App Connect to be the most compatible and reliable for our needs. When comparing it to Kafka, for example, I prefer IBM App Connect because of its ease of deployment, control, and stability..”

**Verified user**

[Read full review](#) 


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

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“We also looked at open source solutions.

We tried to start using other solutions in our projects, but found they were not simple to use. We are using App Connect because it's a more comprehensive solution that can handle many projects..”

**SergeySidorov**

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CEO at a tech services company with 1-10 employees

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“We went with IBM for Cast Iron because we had already been using IBM products. This solution fits with what we needed it to do and with the rest of our landscape, i.e., the other IBM products.

A vendor that we trust and that's been around, is the most important criteria while selecting a vendor..”

**Verified user**

System Engineer with 1,001-5,000 employees

[Read full review](#) 

# ROI

Real user quotes about their ROI:

“The system has demonstrated its value by efficiently handling the transfer of services to ESB IBM App Connect, managing large service volumes effectively..”

**Emirhan Guven**

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“I think they are seeing a return on investment otherwise they would have moved to another solution. There is a lot of value and benefits being generated..”

**Mukesh RajSankara Raj**

Student at a university with 1,001-5,000 employees

[Read full review](#) 

“We always have ROI when we use IBM products. If you're using multiple products from IBM, you will see ROI. If not, you'll definitely see some variation..”

**DhivakarSekar**

Enterprise Software Engineer at Wolters kluwer

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“The ROI for the platform at my current customer's site predominantly revolves around long-term usage and centralizing integrations. It proves beneficial in managing critical operations like banking. By avoiding issues from scattered integration points, the time taken to resolve problems has notably decreased, contributing to operational efficiency. However, quantifying the exact financial savings, particularly regarding reduced downtime or post-implementation updates, would require detailed analysis by someone well-versed in the financial aspects..”

**Verified user**[Read full review](#) 


Project Consultant at a computer software company with 5,001-10,000 employees

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“For a good ROI, you need to find someone who works well. If the person isn't skilled, your ROI will suffer. The problem is there aren't many of us with this expertise.

If a company has a good individual or, better yet, a good team, then App Connect works well. But many young people don't want to put in the effort. It requires a wide knowledge base – Salesforce, SAP, SFTP, HTTP, security, and more. They'd rather specialize in Java or .NET.

With any ESB (not just App Connect), you need patience and a willingness to learn. It's a common problem with other ESBs like Fuse and Mule, too..”

**Mehdi El Filahi**[Read full review](#) 

Co-Founder at tenekit

# Use Case

“Currently, we are using the product as our central middleware. We are using it to eliminate all point connections and expose data centralized service hub for consumers..”

**Lakshan Jinasena**

IT Specialist at ICAP


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“We use it to transform data, route data, and validate data. So, App Connect is an enterprise service bus (ESB), like Mule, Fuse, or Appian. This means it's really an enterprise service bus, and we use it for integration. We interconnect applications and protocols with App Connect..”

**Mehdi El Filahi**

Co-Founder at tenekit

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“We strategically decided to move all companies' data change with third parties. We control the Enterprise Service Bus platform. We also decided to change over to advanced systems to centralized management since we have several applications. We wanted a single point from which we could exchange data..”

**Verified user**

[Read full review](#) 

Head of ICT division at a energy/utilities company with 201-500 employees

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“Our company has a big project for delivery and e-commerce sites. We use IBM App Connect to deliver information to our end users after they buy our products. We get information from many places, such as enterprise solutions and other applications. We send information and gather information from them to use in our web applications. We give our end users updates on the status of the products they bought from us..”

**Verified user**

[Read full review](#) 

Information Technology Product Manager at a manufacturing company with 10,001+ employees

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“We use IBM App Connect for business use cases involving data transformations. It can perform tasks such as converting XML to JSON, XML to CSV, or vice versa. Additionally, it can handle API conversions with mapping and transformation rules, simplifying the development process. It offers security features for APIs. It includes support for TLS (Transport Layer Security) and encryption mechanisms..”

**Harimohan Pathak**

Integration Specialist - Solution Architect at LTIMindtree

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“I am a developer specializing in IBM App Connect. We have a customer interested in comparing ESB tools, such as webMethods, which was previously owned by Software AG company before IBM acquired the product.

“We work with the on-premises version because in Turkiye, our customers cannot use cloud platforms due to data privacy policies. They must use on-premises solutions.

“We primarily work with banking and insurance company solutions. At the bank where I work, our company provides support to other companies. Their developers are not highly experienced, so they contact our company for assistance. We help with direct connection to their services and solve problems when IBM App Connect encounters issues..”

**Emirhan Guven**

Team Leader, Software Development at a manufacturing company with 11-50 employees

[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 product's deployment for on-premise servers is easy. At the same time, it is tedious to deploy on clusters. We use the DevOps pipeline for on-cloud deployments. It takes a few seconds to complete the process..”

**Harimohan Pathak**

[Read full review](#) 

Integration Specialist - Solution Architect at LTIMindtree

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“The basic installation process takes approximately 5 minutes, involving a download and setup wizard. However, additional configuration time is required for implementing IBM MQ, ODBC, JDBC, and other tools. The complete setup process, including all configurations, typically takes around two weeks..”

**Emirhan Guven**

[Read full review](#) 


Team Leader, Software Development at a manufacturing company with 11-50 employees

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“For IBM App Connect, deployment and installation are straightforward for us. We use Jenkins scripts for automated functionality, making the process easy. It typically takes around forty-five minutes to complete all the steps, including dropping the existing broker version, installing the code, setting up links, restarting with new code, creating a new broker, and deploying.

One engineer is enough to handle the deployment process, as it's automated with Jenkins. Maintenance is minimal, and upgrades are usually straightforward. We encountered a bug with the MQTT model in version twelve, but IBM provided a patch and a script to test it, and the team completed the upgrade in fifteen minutes. Overall, maintenance and upgrades are relatively easy with App Connect..”

**Verified user**

[Read full review](#) 

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

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“If you have experience with other similar systems, the tool's deployment is straightforward; I can say that. But if you're new to it, it can be difficult to understand which menu you must download, what kind of files you need, and many other things. It's not easy to understand at first. However, after one or two installations, it becomes very straightforward to do further implementations and installations.

Our deployment strategy for IBM App Connect is part of our larger plan to move all applications to the cloud. However, we face some challenges, especially in Europe due to GDPR and in Turkey due to local laws like KVKK. These regulations make moving to global cloud providers like AWS, Azure, or Google Cloud difficult.

Deploying to some local providers isn't easy, and this is a major consideration in our strategy for installing IBM App Connect or any other applications in the cloud. We must consider this and arrange all other steps for solutions accordingly.

Deployment is usually easier with global cloud providers like AWS, Google Cloud, and Azure because their service management works well with App Connect. As I mentioned before, App Connect Enterprise supports OpenShift very well, which is powerful.

However, in some cases, we need to expand the environment for our applications. This is another point to consider when planning our cloud deployment strategies. The deployment process can be completed in two weeks, depending on the environment we're working with. If we're working with a local cloud provider, it can get more complex. This is because local cloud providers often don't have experts familiar with OpenShift, so we need more parties involved in installing IBM App Connect in the cloud.

However, if we work with a global cloud provider like AWS, we can install with a smaller team. Maintaining the tool isn't difficult if it runs on a stable infrastructure. The maintenance process is straightforward in a secure and stable environment. However, maintenance becomes more complex if the infrastructure is unstable or insecure..”

“The cloud platform integration's complexity depends on the prior experience working with it. For a beginner, the process would take a lot of work. It is straightforward once one gets familiar with it.

In implementing IBM App Connect, multiple options are available, each with its complexity and steps. You can set it up on a single virtual machine, which is comparatively simpler. Next, deploying it within a Kubernetes environment or as a Docker container requires additional steps for configuration but provides more flexibility. The recommended approach is deploying in OpenShift, which offers advantages but might involve a more comprehensive setup process.

Utilizing pre-existing operators created by IBM significantly simplifies the setup, reducing complexity for implementation. Once set up, developers gain convenient access, enabling them to swiftly create the instances, possibly automating the process with minimal effort. This advantage makes the Kubernetes or OpenShift environment particularly favorable, offering scalability and ease of use for App Connect instances.

Various roles handle different aspects of IBM App Connect deployment and management in organizational settings. For instance, an integration specialist or administrator may focus on IBM App Connect's configuration and management, while developers require access to the environment for development. Additionally, some organizations might have specific roles dedicated to supporting production environments, restricting access accordingly. While in certain scenarios, one person might fulfill multiple roles; larger organizations tend to separate these responsibilities among different individuals or teams to maintain control, security, and proper governance over the deployment and usage of the product.

It is easy to maintain. When IBM releases a new version or features, upgrading to these updates via the new operator is relatively straightforward. It typically involves just a few clicks to upgrade to the latest version. While there are considerations and guidelines to follow during these updates, adhering to these steps makes the process simple and manageable. Overall, with proper adherence to guidelines and instructions, the maintenance, updates, and upgrades within

Kubernetes environments are simple and can be handled efficiently..”

**Verified user**

[Read full review](#) 

Project Consultant at a computer software company with 5,001-10,000 employees

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“Every company I've been to, I had to redo everything. I connect to their Linux system – just dev, not even quality, UAT, or production. They give me dev access, I connect, and I test things.

it's not that the setup is difficult, but there are many factors.

I send an email explaining the issues I find. Twice in my life, this email went all the way to the board with the CIO and others. They questioned my findings, and after I provided detailed explanations, they asked me to fix the problems.

There are two main things. First, App Connect is very strict software. You need to read every line of the documentation. If the documentation says 'don't do this', then don't do it. People sometimes don't have time and skip around in the documentation.

Then, I come in and find issues. Like, I've been to a company – a big insurance company managing millions – where there were no passwords or restrictions on their production App Connect and MQ systems. I asked what was going on!

This is just one example. I went to another company where they changed the file access rights ('chmod' in Linux) on MQ, even though the MQ documentation specifically says not to touch them or that it will break. It's written in the PDF, and someone changed it anyway to make their life easier. But those changes create problems because you're paid to manage complexity, not avoid it.

So, installation is not easy, and there are many options. Also, you need to understand the contract you signed with IBM. If you signed up for active-active clusters, don't set it up as active-passive. IBM can take legal action if you violate the contract terms. And so on.

It's the same for MQ because MQ is strongly linked with App Connect. They can be installed independently now (that wasn't possible in old versions like IIB), but many clients only wanted the ESB. So, IBM separated them. There's a strong relationship between MQ and App Connect, and some App Connect features




require MQ.

There are two different versions of App Connect Cloud – Smart Connect and one that's similar to the on-premises version. So, it can be confusing for someone new to it..”

**Mehdi El Filahi**

Co-Founder at tenekit

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# Customer Service and Support

“I don't work directly with tech support but I know they are very quick in dealing with fixes. Some can be dealt with on the spot but if it requires rolling out a fix, they create a ticket and are very responsive. .”

**DeepikaSharma**

Senior Software Engineer at CIMB Bank Berhad

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“The overall competence of the solution's first-tier support should be improved since the second and third-tiers are good. The solution also needs to enhance remote support, including opening remote sessions with customers and not depending only on collecting logs. They need to go to layers two and three to connect with you on your system. Having it in earlier stages can speed up solving the problems quickly..”

**Khaled AlKadi**

Sales Director at Jordan Business Systems

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“It's the typical IBM support experience. Sometimes, you send a message, and you can tell it'll be handled in India or some other company.

You get the feeling that some support staff are just waiting to go home, but sometimes you get a really good person who follows through. It's inconsistent.

Support is definitely a weak point..”

**Mehdi El Filahi**

Co-Founder at tenekit

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“Critical issues are resolved quickly by technical support, but there is a delay in response to items related to the product, deployment, or low production environments.

My colleagues and I have discussed that PMRs will take some time to resolve because the product is newer and only launched a few years ago.

If a customer reports an issue, support should at least acknowledge it quickly. .”

**Rajender Reddy**

Software Development Manager at Reliance Jio

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“Global IBM support is excellent. When we encounter problems in Turkiye with banking customers, the local IBM partner sometimes struggles to resolve issues. However, when opening a ticket with the global team, problems are resolved promptly and effectively.

“The official IBM support in Turkiye, while functional, is not as experienced as the global team in problem-solving capabilities..”

**Emirhan Guven**

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“Most of my interactions with customer service and support were related to infrastructure queries rather than platform-specific issues. Initially, when we began using the containerization approach, some hidden issues were inherent to this new method, which required support. While I would classify the support as something other than the best, they eventually resolve issues. Quick responses were typical for simpler queries, but resolution could take anywhere from a week to two weeks for more complex or bug-related issues. For these instances, they often needed to escalate the matter to their development team for a comprehensive solution..”

**Verified user**

Project Consultant at a computer software company with 5,001-10,000 employees

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# Other Advice

“I recommend IBM App Connect Enterprise to everyone. It is suitable for all company sizes, from small domestic banks to large corporations in various industries such as banking, insurance, and airlines. I would rate the overall solution as eight or nine..”

**AvinashArepaka1**

Developer at a tech vendor with 10,001+ employees

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“The global technical support rates a nine out of ten, while the Turkiye support receives a seven out of ten. The product itself is good, rating an eight out of ten for pricing, though this is influenced by country-specific exchange rates. Overall, I would rate IBM App Connect as nine out of ten..”

**Emirhan Guven**

Team Leader, Software Development at a manufacturing company with 11-50 employees

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“If you're not missing any business opportunities, IBM App Connect is a great tool to work with as an enterprise service for managing many tasks. It is excellent for developing APIs, integrating various services, and simplifying development processes. It offers easy development and integration capabilities, making it a highly recommended tool. I rate the overall solution a nine out of ten. .”

**Verified user**

Information Technology Product Manager at a manufacturing company with 10,001+ employees

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“As for new features, I haven't explored all of them yet, but I appreciate the plug-and-play nature of App Connect with different interfaces.

Overall, I would rate IBM App Connect as nine out of ten, but with the disclaimer that I haven't tested all features extensively. The usual explanation for any drawbacks relates to the pricing and justification for the cost..”

**Verified user**

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

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“My recommendation depends on lots of factors. Things like architecture, design, existing IBM products, and budget all play a role in the decision. For a small company, I might suggest something cheaper.

But App Connect is a very good tool.

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

**Mehdi El Filahi**

Co-Founder at tenekit

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“IBM App Connect is a part of Cloud Pak. Thus, it benefits us with the ease of integration of multiple components. We can overview the integration capabilities as well.

Those using IBM App Connect should opt for a containerized solution rather than a VPN-based one. Containerization offers greater flexibility and can resolve several issues compared to a more traditional VPN setup.

I rate it an eight out of ten..”

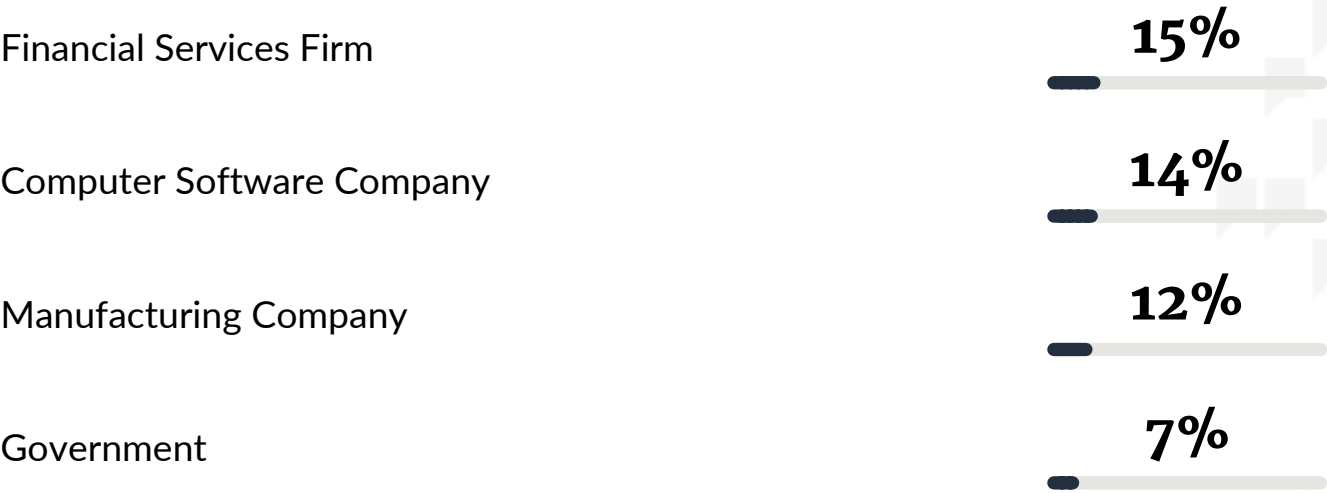
**Verified user**

Project Consultant at a computer software company with 5,001-10,000 employees

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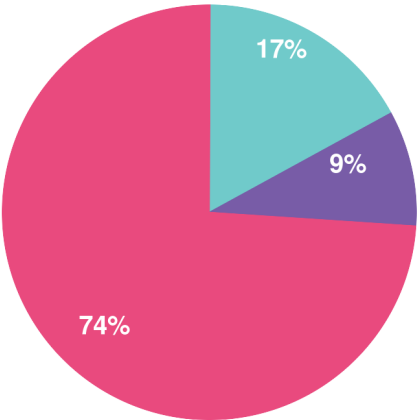
# Top Industries

by visitors reading reviews

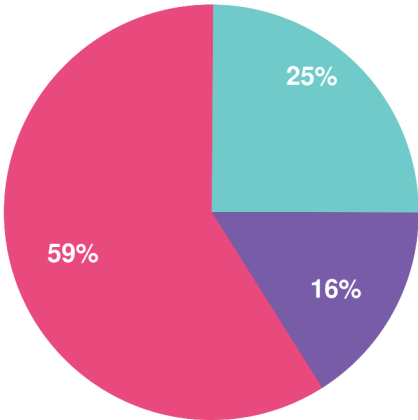





# Company Size

by reviewers



by visitors reading reviews



 Large Enterprise       Midsize Enterprise       Small Business



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## PeerSpot

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

[reports@peerspot.com](mailto:reports@peerspot.com)

+1 646.328.1944