



Control-M Product Report

Based on 62 end-user reviews and ratings of Control-M on TrustRadius

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Curated from End-User Reviews on:



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ABOUT TRUSTRADIUS

TrustRadius is the leading site for business software users to share real-world insights through in-depth reviews and networking. We help users make better product selection, implementation and usage decisions. Every reviewer is authenticated and every review vetted before publication. Unlike simple rating sites, TrustRadius reviews are structured and substantive, averaging more than 400 words each. Reviewers can also update their reviews to keep them current. Founded by successful entrepreneurs and backed by the Mayfield Fund, TrustRadius is bringing transparency and efficiency to the \$3.7 trillion business technology market.

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About This Report

Why read this report?

This report is designed to help you make an informed decision about BMC's workload automation solution, Control-M. It is based on 28 ratings and 34 in-depth [user reviews of Control-M](#) on TrustRadius, the trusted user review site for business software. This report includes analysis of the types of customers (company sizes, industries etc.) that use Control-M, what companies and users like most about the product, as well as areas for improvement.

Our methodology

TrustRadius invited a broad sample of the Control-M user base to review the product. Reviewers were encouraged to provide candid feedback and had the option to remain anonymous. Incentives were used to motivate response from a broad spectrum of customers. All reviewers were vetted by our research team to ensure that they were legitimate customers and that their feedback was authentic and unbiased.

Control-M Product Summary



 Score 8.6 out of 10

Why IT workload automation?

Workload automation solutions like Control-M provide high-quality job scheduling and batch services to the business in the face of increasing IT and workload complexity. The modern IT environment has become increasingly difficult to manage, due to the advent of new technologies and trends including virtualization, cloud, big data, enterprise application silos, complex business process spanning multiple technologies and departments, and the pressure to provide real-time services to lines of business in an ever more competitive business environment.

From Scheduling to Workload Automation

Workload scheduling tools have been used for years, from Unix and Linux's CRON utility to Windows' Task Scheduler. As IT and workload complexity evolved the tool limitations became more evident.

In addition to being the opposite of user-friendly, they can only use time as a criterion for scheduling, and are unsuitable for complex scheduling scenarios.

Workload automation tools like Control-M emerged to automate complex batch processing, not just according to time windows, but also taking into account the logical dependencies between jobs so that they run in the most logical sequence.

Control-M Product Details

The product was acquired from New Dimension Software in 1999, and was originally designed for IBM mainframe computers. It now runs on distributed platforms including Unix, Windows and Linux platforms.

Control-M is BMC's flagship product for workload automation and is designed to manage a broad range of scheduling and workload automation tasks across a complex IT infrastructure from a single point of control. ControlM schedules jobs and monitors processes as the jobs are executed, generating alerts and exceptions to allow corrective action to be taken when necessary.

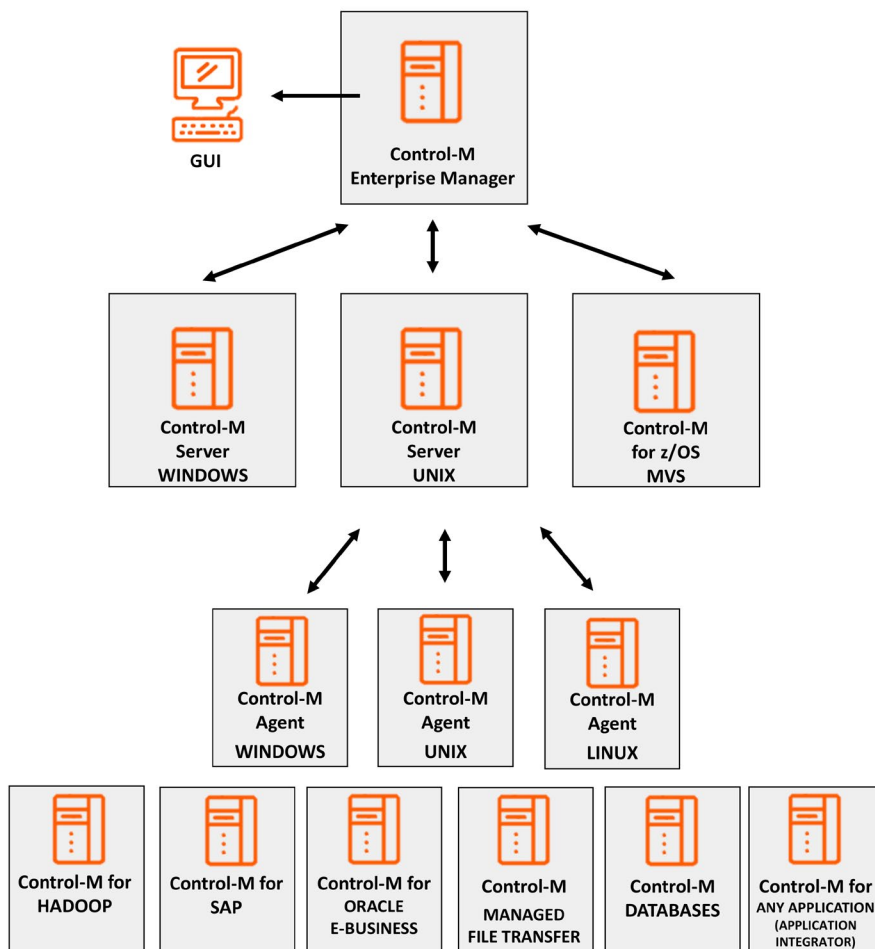
Reviews on TrustRadius indicate that Control-M is highly effective at delivering against this value proposition.

Product Architecture

Control-M has a standard three-tiered system architecture:

- » **Enterprise Manager** provides the graphical user interface and administration functions.
- » **The Control-M Server** is the schedule engine that provides job submission and tracking.
- » **Control-M Agent** runs on different machines to handle job submission requests from the server with control modules and agentless hosts. Agentless hosts allow jobs to be submitted and executed on computers that do not have a resident agent installed.

CONTROL-M HIGH LEVEL ARCHITECTURE



Control-M Plug-ins

Control-M plug-ins are essential for cross-platform scheduling within different applications. They allow jobs to be scheduled across multiple platforms, databases, data warehouses, file transfers, and other applications. Some of the more than 30 Control-M plug-ins available out-of-the-box include:

- » Control-M for SAP
- » Control-M for PeopleSoft
- » Control-M for Oracle E-Business Suite
- » Control-M Managed File Transfer
- » Control-M for Databases
- » Control-M for Informatica
- » Control-M for IBM Cognos

In 2013, BMC introduced Control-M for Hadoop, which schedules jobs from the Hadoop processing platform to be incorporated into larger IT workflows. This module recognizes components from the entire Hadoop landscape, including Hadoop File System (HDFS), Pig, Scoop, Hive, MapReduce, Spark and more.

Additional capabilities extending the power of Control-M include:

- » **Forecast** and **Batch Impact Manager** monitor batch processes integrating with Remedy ITSM to trigger incident tickets.
- » **Batch Discovery** minimizes the impact of critical batch service problems and avoiding penalties for missing SLA targets.
- » **Control-M Workload Change Manager** automates application workflow creation.
- » **Control-M Workload Archiving** archives and delivers historical output and logs.

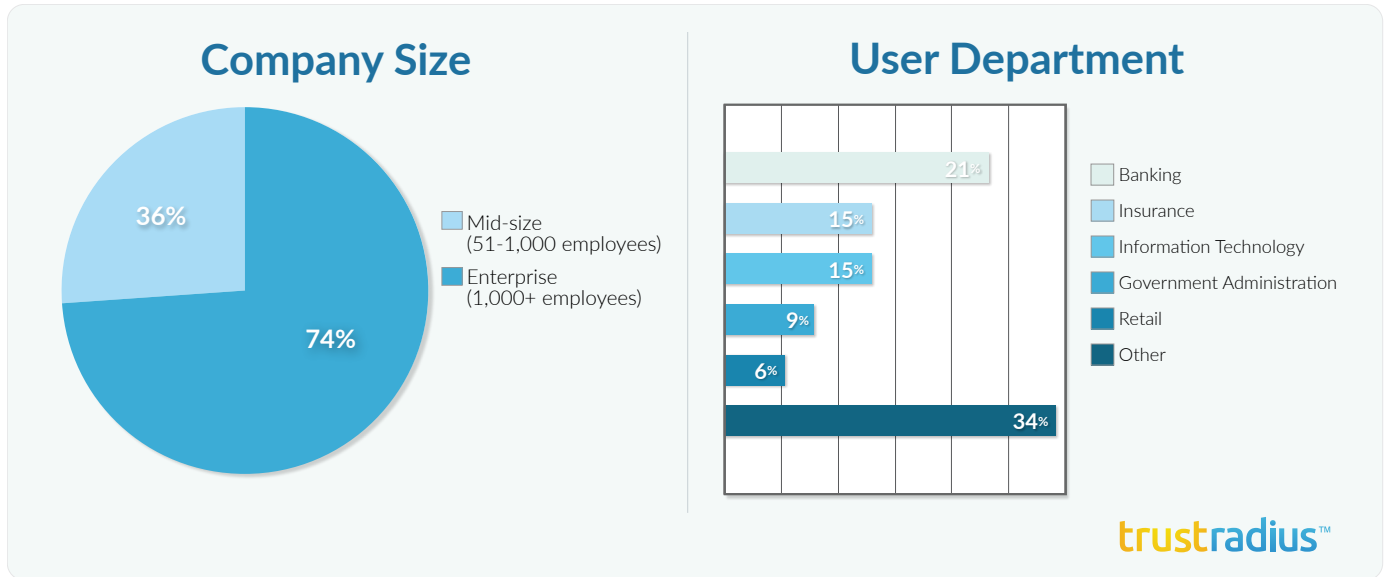
Control-M Application Integrator

Control-M provides a large number of packaged integration modules, but does not provide integration modules for all platforms. Control-M Application Integrator is a self-service web design tool that quickly integrates virtually any application, including homegrown applications, with the Control-M platform. It eliminates the need for coding and scripting outside of Control-M.

In the Control-M Application Hub community, customers and partners can share integrations they have built with other community members. This is the first such clearinghouse for workload applications integrations in the industry.

Best Fit For / Customer Demographics

Control-M is a centralized batch-scheduling tool for organizations that have a large number of complex batch processes running across platforms on a number of different machines. Hence, Control-M is more likely to be a best fit for large organizations running complex processes, with a high number of dependencies, scheduling rules, and execution hosts. This is reflected by Control-M reviewers on TrustRadius, a majority of whom work at enterprises with over 1,000 employees. Organizations running large numbers of complex processes are typically banks, insurance companies, large manufacturing companies, large telecommunications companies, and other large, complex organizations. This is reflected in the reviewer industry breakdown on TrustRadius.



Summary of Control-M User Feedback

The following is a distillation of product strengths and areas for improvement from the [34 end-user reviews of Control-M](#) on TrustRadius.

Strengths

1. Centralized view across the enterprise

Control-M provides a centralized view of all jobs running across the entire enterprise, regardless of platform.

“Enterprise view regardless of platform. The ability to see everything running on all Control-M is awesome and the ability to trigger jobs on other platforms provides even more flexibility.”

Analyst at a Human Resources company
with 10,001+ employees
April 2016

“Centralized view of workflows across the organization.”

Fabricio K.
Production Analyst
at an Information Technology and Services Company
with 501-1,000 employees
June 2016

“Gave our organization one view of all jobs running in the organization including centralized alerting and error handling processes.”

Sean K.
Senior Software Engineer
at a Banking company
with 501-1,000 employees
May 2016

“Helps us centralize monitoring of our batch process via one GUI.”

Carlos F.
Enterprise Operations Analyst
at a Utilities company
with 501-1,000 employees
June 2016

2. User friendly user interface

Users love the intuitive graphical user interface, which reduces training requirements, as well as the strong data drill-down capabilities.

“The scheduler interface is extremely user friendly, even for users that are not familiar with other job scheduling tools. We were able to implement Control-M and do cross-training for a number of departments. Users from other departments were able to quickly learn the tools and see if their jobs had completed successfully.”

Erin W.
BI Developer
at a Food Production company
with 10,001+ employees
October 2015

“Control-M provides an easy-to-use and easy-to-interpret interface for users, with most of the screen options and field names being self-explanatory.”

Technician in Information Technology
at a Government Administration company
with 10,001+ employees
June 2016

“Easy to use - great interface reduces the errors common using other command line schedulers.”

Manager in Information Technology
at a Telecommunications company
with 10,001+ employees
June 2016

“Good GUI interface to drill down the failed jobs to further troubleshoot or to notify the owners of the jobs.”

Sreedhar S.
Systems Analyst
at an Information Technology and Services company
with 1,001-5,000 employees
June 2016

3. Handling job dependencies

Control-M handles scheduled job dependencies across platforms very well.

“The ability to schedule jobs running on different platforms and to create dependencies between those jobs, which is something that was not easily done with separate independent scheduling systems.”

Sean K.
Senior Software Engineer
at a Banking company
with 501-1,000 employees
May 2016

“Control-M is good at scheduling jobs that have dependencies across various servers and platforms.”

DJ T.
Senior Engineer
at an Aviation company
with 10,001+ employees
June 2016

“Job Dependencies: Control-M can be used in sophisticated ways to link jobs - for example embedding logic that decides what return code to produce based on output from the job (e.g. look for an error message in the job log)...It also easily allows for combining various dependency types.”

Eugene L.
.NET Team Lead
at an Insurance company
with 201-500 employees
May 2016

“Dealing with dependencies is handled very well. Dependencies are easy to set up whether they are on the same server or across platforms.”

Dave C.
Senior System Administrator
at an Information Technology company
with 201-500 employees
July 2016

4. Scheduling flexibility

Control-M scheduling capabilities provide fine-grained control over the job scheduling process.

“Once the job is scheduled to run either on a time based dependency or on a predecessor/successor dependency, it will take off accordingly. With a lot of self-service options like scheduling to run on demand job etc., it is great tool to get the work done without much dependency from other teams.”

Sreedhar S.
Systems Analyst
at an Information Technology and Services company
with 1,001-5,000 employees
June 2016

“Control-M has excellent calendar functionality that allows for detailed scheduling of jobs according to many specifics (day, month, year, time, preds, and several other conditions).”

Ron B.
Command Center Operator
at an IT and Insurance company
with 10,001+ employees
June 2016

“Scheduling Flexibility. We have some very unique schedules. For example: we run a job on the 2nd Sunday after the 2nd Tuesday of the month.”

Engineer in Information Technology
at a Packaging company
with 10,001+ employees
June 2016

5. Platform stability

Control-M is a mature, stable product, which is tested and highly reliable.

“Control-M is very stable. It is rare to have any issues with the application.”

Dave C.
Senior System Administrator
with 201-500 employees
July 2016

“Control-M is stable, reliable, able to handle extremely complex scenarios, and the customer support is really fantastic.”

Zach W.
Infrastructure Engineer
at an Insurance company
with 10,001+ employees
February 2016

“As it matures, the product gets better and more stable.”

Frankie L.
Service Management
at a Banking company
with 5,001-10,000 employees
June 2016

“Once the job is scheduled in Control-M, it is all set to go on a regular basis. Very stable.”

Sreedhar S.
Systems Analyst
at an Information Technology and Services company
with 1,001-5,000 employees
June 2016

6. Add-on Modules

Reviewers are generally very happy with the add-on control modules for cross-platform job scheduling.

“AFT Module for Control-M. This module allows us to communicate and integrate different applications.”

Pedro V.
Head of Production Planning
at an Oil and Gas company
with 10,001+ employees
July 2016

“The Control-M modules are great.”

Team Lead in Information Technology
at a Health and Wellness company
with 5,001-10,000 employees
June 2016

“The Control-M module for SAP is the greatest thing ever. Takes very little setup and next thing you know you are scheduling SAP jobs in Control-M which provides you much more control than using SM36/37.”

Analyst
at a Human Resources company
with 10,001+ employees
April 2016

“Control-M Advanced File Transfer is a very useful add-on, allowing for a wide variety of file transfers to be configured “out of the box” and then used as part of the standard batch flow. This module is not included in the base price but is available at a relatively small additional cost.”

Mark F.
Senior Systems Analyst
at a Banking company
with 201-500 employees
June 2016

Areas for Improvement

1. Reporting

Several users feel that reporting capabilities do not work very well, and that pulling reports is cumbersome.

Note from vendor: Using the Control-M Reporting Facility, users can customize reports and automate to run reports on a set schedule. The Reporting Facility is available as an add-on in Control-M versions 7 and later.

“The reporting feature needs to be addressed. It’s still a bit cumbersome to pull needed reports.”

Davon D.
Senior Infrastructure Engineer
at an Information Technology company
with 1,001-5,000 employees
June 2016

“The reports seemed to be a bit clunky. I was never really able to build reports that pulled the data I was really looking for.”

Erin W.
BI Developer
at a Food Production company
with 10,001+ employees
October 2015

“It would be great if we can get some good customized reporting options to pull various reports.”

Sreedhar S.
Systems Analyst
at an Information Technology and Services company
with 1,001-5,000 employees
June 2016

“The reporting provided with Control-M could have more functionality. Many users end up creating their own reporting based on the Control-M DB. I believe BMC are addressing this.”

Mark F.
Senior Systems Analyst
at a Banking company
with 201-500 employees
June 2016

2. Version Upgrades

Version upgrades are challenging.

Note from vendor: The latest version of Control-M, version 9, allows for in-place upgrades to ease the challenge of upgrading from version to version.

“Migration/version upgrade is particularly difficult and you need some downtime (and is much better than other versions).”

Fabricio K.
Production Analyst
at an Information Technology and Services Company
with 501-1,000 employees
June 2016

“Installation and upgrades are a pain.”

Gadi B.
System Programmer
at an Information and Technology company
with 1,001-5,000 employees
July 2016

“I would like to see improvements on the Control-M migration process to new releases.”

Carlos F.
Enterprise Operations Analyst
at a Utilities company
with 501-1,000 employees
June 2016

3. Documentation

Documentation could be improved overall.

Note from vendor: If any user needs additional help after using Control-M documentation and user guides, our industry leading customer support team is available 24/7 to provide individual assistance.

“As with most of the mainframe software products, documentation seems to be the weak link for the products - written by people and for people who already know what they need to do, not for people who are trying to figure how to use the product.”

Technician in Information Technology
at a Government Administration organization
with 10,001+ employees
June 2016

“I have found the BMC documentation for the Control-M/Agent for Unisys OS2200, and their documentation in general, hard to follow and at times incomplete.”

DJ T.
Senior Engineer
at an Aviation company
with 10,001+ employees
June 2016

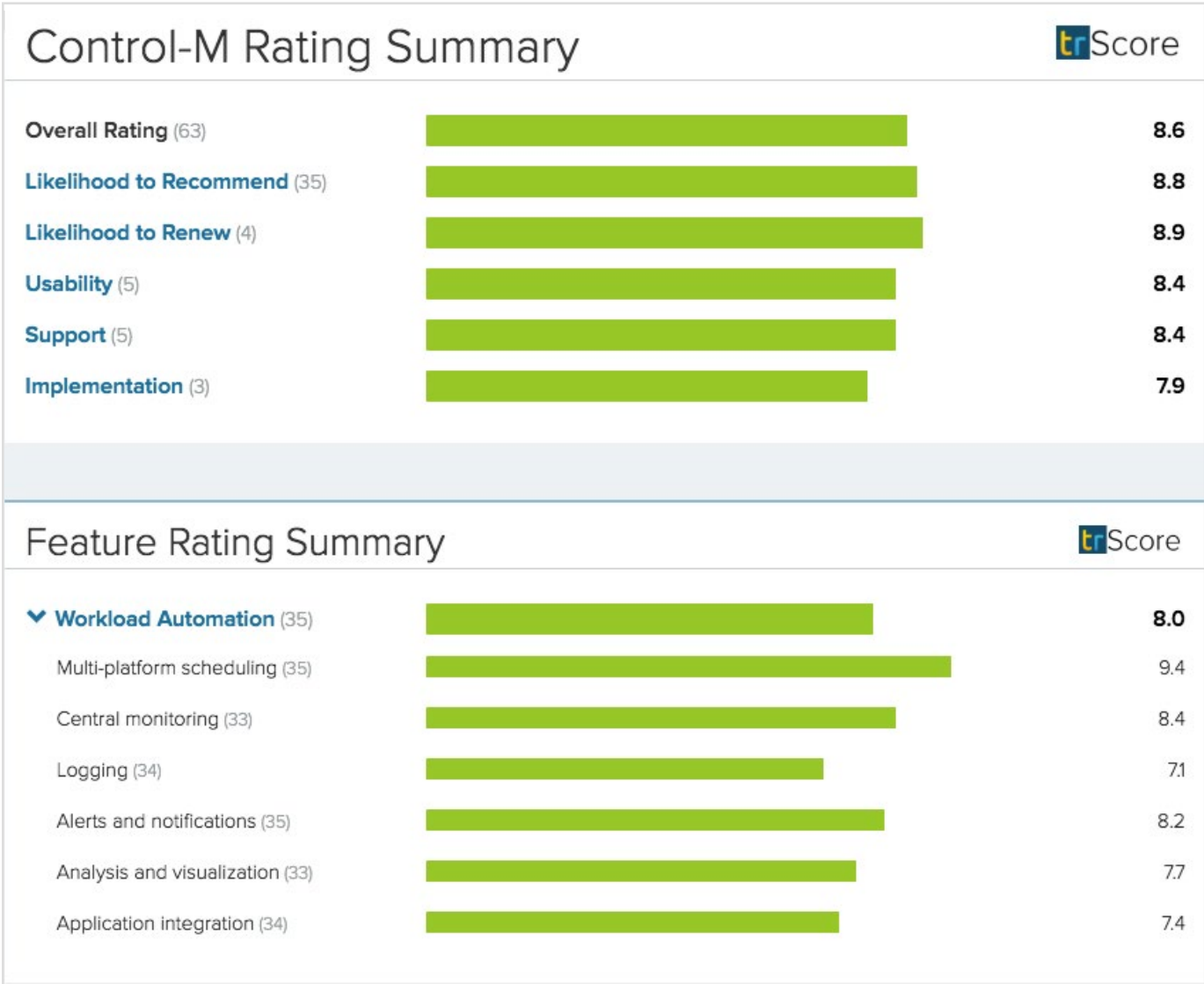
“Control-M documentation needs to include examples with screen snapshots when describing a particular scenario. What is the saying? “A picture is worth a thousand words.” Also these snapshots are very useful for users (like myself) that only have view authorization for production Control-M job definitions and that do not create job definitions in development environment.”

Theo R.
Applications Programmer
at an Institute of Higher Education
with 10,001+ employees
June 2016

Aggregate User Ratings of Control-M on TrustRadius

8.8 “Likelihood to Recommend” score

Control-M is highly rated on TrustRadius, with a high “Likelihood to Recommend” score of 8.8, which is a high score for a complex IT product. Likewise, Control-M, also scores exceptionally well on usability, thanks to the well-designed GUI front-end.



BMC Company Details and Product Deployment Options

Company status	Private
Customers	10,000+
Employees	6,000+
Location	Houston, TX
Founded	1980

Deployment Options

Virtual and Cloud Resources

Control-M is deployed on-premises, running in the data center or on the cloud. Data center deployment can also be augmented by BladeLogic, VMware or Amazon EC2. If there are SLA breaches or sudden changes in workload volume, as detected by the Batch Impact Manager or other policies, Control-M jobs can request on-demand provisioning and decommissioning of virtual or cloud resources as needed.

Database

Control-M can be deployed on a BMC-provided database or a supported third-party database provided by the user's organization. The database shipped with the product is PostgreSQL, which will be installed by default during installation. However, customers frequently use Oracle or MySQL since they are often already licensed by the organization.

Configuration

The three major components (Enterprise Manager, Server, and Agent) are installed first in any sequence. Once they have been successfully deployed, additional components such as the control modules and agentless remote host can be installed.