



User Reviews of  
**Yammer** and  
**Slack**

A Peek Into What Real Users Think

July 2017

# Contents

Overview	3
Top Review by Topic of Yammer and Slack	4-6
Vendor Directory	7
Top Enterprise Social Software Vendors, Weighted	8-9
Top 5 Solutions by Ranking Factor	10
About This Report and IT Central Station	11

# Overview

## SOLUTION



Yammer



Slack

## OVERVIEW

Yammer is an enterprise social network that allows employees, managers, executives, teams and different office branches to engage, collaborate and innovate over one interactive virtual network.

Yammer creates a social workplace that drives innovation through the sharing of ideas and business intelligence, boosts productivity in teams and projects, and encourages communication and connectivity between employees, no matter where they are located.

Slack is where work happens. It's a digital workspace that powers your organization — all the pieces and the people — so you can get things done. Slack brings all your communication together in one place. It's real-time messaging, archiving and search for modern teams.

## SAMPLE CUSTOMERS

Verizon, Rakuten, Nationwide, DHL, Westfield, Telefonica, 7-Eleven, Red Robin, Intuit, eBay, Darden, Suncorp, Tyco, Xerox, and ModCloth.

Strava, The New York Times, Spotify, Blue Bottle Coffee Company, Eventbrite, Box, Circa, Stripe

## TOP COMPARISONS

**Chatter vs. Yammer**  
Compared 10% of the time

**Facebook Workplace vs. Yammer**  
Compared 7% of the time

**SAP Jam vs. Yammer**  
Compared 6% of the time

**Chatter vs. Slack**  
Compared 8% of the time

**SharePoint vs. Slack**  
Compared 8% of the time

**Yammer vs. Slack**  
Compared 8% of the time

## TOP INDUSTRIES, BASED ON REVIEWERS\*

Media Company ... 7%  
Manufacturing Company ... 7%  
Marketing Services Firm ... 8%  
Financial Services Firm ... 14%

University ... 8%  
Venture Capital & Private Equity Firm ... 10%  
Media Company ... 11%  
Financial Services Firm ... 19%

## TOP INDUSTRIES, BASED ON COMPANIES READING REVIEWS\*

Non Tech Company ... 11%  
Insurance Company ... 16%  
Pharma/Biotech Company ... 16%  
Financial Services Firm ... 21%

Energy/Utilities Company ... 11%  
Venture Capital & Private Equity Firm ... 11%  
Non Tech Company ... 11%  
Marketing Services Firm ... 33%

## COMPANY SIZE, BASED ON REVIEWERS\*

1-200 Employees ... 18%  
201-1000 Employees ... 24%  
1001+ ... 57%

201-1000 Employees ... 8%  
1-200 Employees ... 44%  
1001+ ... 48%

## COMPANY SIZE, BASED ON COMPANIES READING REVIEWS\*

1-200 Employees ... 38%  
201-1000 Employees ... 21%  
1001+ ... 41%

1-200 Employees ... 73%  
201-1000 Employees ... 14%  
1001+ ... 14%

\* Data is based on the aggregate profiles of IT Central Station Users researching this solution.

## Top Reviews by Topic

### SOLUTION



Yammer



Slack

### VALUABLE FEATURES



Ted Whitney

I have found it to be a good tool for building communities and for improving communication. I love the ability to create public and private groups, moderate comments, and export messages. [\[Full Review\]](#)



Andy Owusu Sekyere

The channels feature is the selling point for me. Being able to create a conversation for both public and private purposes through some channels is an absolute plus. [\[Full Review\]](#)



Brad Groux

The ability to easily communicate and engage with the entire organization is my favorite feature, as it allows everyone within the organization to have a voice. [\[Full Review\]](#)



Sergio Yazzi

\* Managing notifications \* Status updates \* Reminders \* Selective involvement in conversations with relevant threads when they are of value \* Avoidance of email clutter \* Bots which enable focused streams of information available in one place for the relevant, interested people \* All kind of integrations: File sharing services, application performance management, incidents and monitoring alerts, which are flexible and easy to develop through an API \* A powerful search through chat history to fin... [\[Full Review\]](#)



Niki Burke

The public sharing of knowledge and answers to questions has been the most valuable feature. Many associates can learn the answer to the question or learn something new to help them with their job just by scrolling through posts. [\[Full Review\]](#)



Kevin Glynn

\* Seamless integration between devices \* Effective organization of shared content (documents, images, etc.) keeps team on same page \* Syntax highlighting \* Nice overall UX [\[Full Review\]](#)

## Top Reviews by Topic

### SOLUTION



Yammer



Slack

### IMPROVEMENTS TO MY ORGANIZATION



Brad Groux

It is especially valuable for the multi-site and multi-region organizations. It allows for input, feedback and discourse regardless of where the users are. [\[Full Review\]](#)



Niki Burke

It has improved information sharing across the company which allows for problems to be solved much faster. It really helps to have groups that are monitored by 1-2 admins that can route questions to the right people through tagging. This has helped us solve internal problems very quickly and external problems when our front-line associates post questions from customers. [\[Full Review\]](#)



AhmedAdly

If someone needs to communicate with 50 people at the same and create collaboration about certain topic, he doesn't need to send communication to everyone in his inbox. Rather, he just needs one Yammer post and everyone will see it and interact accordingly. [\[Full Review\]](#)



Oliver Berger

We are given an overview of our system status. We are able to respond quickly to infrastructure events, marketing events, customer service events, etc. [\[Full Review\]](#)



Andy Owusu Sekyere

I was the president of a college event planning organization. Being able to have a conversation with my executives separately from the organization members was very convenient. With multiple events happening and multiple conversations going on, I was able to divide the conversations into their respective groups and create channels for focus groups. This increased our productivity and efficiency by more than 80%. [\[Full Review\]](#)



Sergio Yazzi

\* Increased productivity avoiding email "chat" and creating space for focused conversations which are topic or action oriented \* Increased visibility and "situational awareness" of people in the team at their own pace (asynchronous), avoiding interruptions \* Increased serendipitous communication and shared thoughts on general channels. [\[Full Review\]](#)

## Top Reviews by Top

### SOLUTION



### ROOM FOR IMPROVEMENT



Nick DeAngelo

It just needs a more defined roadmap. Yammer is part of O365 and the whole platform is ever evolving, and new features show up sometimes unannounced, and you don't find out until one of your end users mentions it. [\[Full Review\]](#)



Brad Groux

There is room for improvement in the customization and administration aspects of the product. Being able to edit posts with a revision history is a long sought-after feature. [\[Full Review\]](#)



FrankDias

It's constantly evolving and Microsoft allows users to suggest ideas to improve. There's always going to be room for improvement, because it's not the answer for everything. But it is a start. For me, it's about: \* Having more control over the all network feed \* Improving how people filter the good stuff from all the noise \* Allowing you to make certain important posts sticky at the top \* Improving the removal process of people who are no longer with your business \* Better integration with Micro... [\[Full Review\]](#)



reviewer272316

There are a lot of features in Slack that I don't use, because I don't know about them. I found the remind feature when I Googled the Pomodoro technique. I found this by chance. It would be helpful if Slackbot gave me some tips on features that I don't currently use. [\[Full Review\]](#)



Kevin Glynn

Honestly, I feel like I am nitpicking when I say the UX can be improved. But it is true, incrementally, the UX could see an improvement through extensive tweaking and testing. [\[Full Review\]](#)



QualityEedf8

I'd like the ability to re-organize the channels in my list. You can favorite a channel but you can't organize them in a specific order, that fits your every day use. I'd also improve it's security. It can be breached easier than an email client, so we tend to keep more confidential conversations out of the app. [\[Full Review\]](#)

# Vendor Directory

<b>Adobe</b>	Adobe Day CQ5	<b>Magentrix</b>	Magentrix Social Intranet
<b>AgreeYa</b>	AgreeYa SocialXtend	<b>MangoApps</b>	MangoApps
<b>Amium</b>	Amium	<b>Micro Focus</b>	Micro Focus Vibe
<b>Atlassian</b>	Atlassian Confluence	<b>Microsoft</b>	Microsoft Office SharePoint Server
<b>BA Insight</b>	BA Insight Enterprise Search Essentials	<b>Mindjet</b>	Mindjet
<b>Atos</b>	blueKiwi	<b>MindTouch</b>	MindTouch
<b>CA Technologies</b>	CA Flowdock	<b>Moxie Software</b>	Moxie
<b>Salesforce</b>	Chatter	<b>Mumba Cloud</b>	Mumba Cloud
<b>ChatWork</b>	ChatWork	<b>Mzinga</b>	Mzinga OmniSocial
<b>Comindware</b>	Comindware Team Network	<b>Microsoft</b>	Office 365 Enterprise
<b>Demand Media</b>	Demand Media Pluck	<b>ONESite</b>	ONESite SocialCore
<b>Drupal</b>	Drupal	<b>OpenText</b>	OpenText Tempo Social
<b>Ektron</b>	Ektron Social Marketing	<b>Oracle</b>	Oracle Beehive
<b>Dell EMC</b>	EMC eRoom-CenterStage	<b>Oracle</b>	Oracle WebCenter
<b>EPIServer</b>	EPIServer Relate	<b>Quip</b>	Quip
<b>Facebook</b>	Facebook Workplace	<b>SAP</b>	SAP Jam
<b>Atlassian</b>	HipChat	<b>SAP</b>	SAP StreamWork
<b>Huddle</b>	Huddle	<b>Microsoft</b>	SharePoint
<b>IBM</b>	IBM Connections	<b>Sitrion</b>	Sitrion Social Sites
<b>IBM</b>	IBM Lotus Quickr	<b>Slack</b>	Slack
<b>IBM</b>	IBM LotusLive	<b>Socialtext</b>	Socialtext
<b>IBM</b>	IBM Verse	<b>Symphony</b>	Symphony
<b>Igloo</b>	Igloo	<b>TIBCO</b>	TIBCO tibbr
<b>INGage Networks</b>	INGage Networks Social Platform	<b>VMware</b>	VMware SocialCast
<b>Interact Intranet</b>	Interact Intranet	<b>Cisco</b>	WebEx Social
<b>IntraLinks</b>	IntraLinks Technology Platform	<b>Wyzetalk</b>	WyzeTalk
<b>Jive</b>	Jive-n	<b>XWiki</b>	XWiki SAS
<b>Jostle</b>	Jostle	<b>Microsoft</b>	Yammer
<b>KIT Digital</b>	KIT Digital KickApps	<b>Zimbra</b>	Zimbra Social
<b>Liferay</b>	Liferay Digital Experience Platform	<b>Zinc</b>	Zinc

# Top Enterprise Social Software Vendors, Weighted

Over professionals have used IT Central Station research on enterprise tech. Here are the top vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.

## Chart Key

Views	Comparisons	Reviews	Followers	Average Rating
Number of views	Number of times compared to another product	Total number of reviews on IT Central Station	Number of followers on IT Central Station	Average rating based on reviews

## Bar length

The total ranking of a product (i.e. bar length) is based on a weighted aggregate ranking of that product's Views (weighting factor = 17.5%), Comparisons (17.5%), Reviews (17.5%), Followers (17.5%), and Average Rating (30%). Reviews and ratings by resellers are excluded from the rankings. For each ranking factor, the score (i.e. bar segment length) is calculated as a product of the weighting factor and its position for that ranking factor. For example, if a product has 80% of the number of reviews compared to the product with the most reviews in its category, then the product's bar length for reviews would be 17.5% (weighting factor) \* 80%.

### 1 SharePoint



### 2 Atlassian Confluence



### 3 Liferay Digital Experience Platform



### 4 Drupal



### 5 Yammer



## 6 IBM Connections



10,482 views

4,466 comparisons

49 reviews

832 followers

8.0 average rating

## 7 Slack



9,754 views

8,682 comparisons

16 reviews

724 followers

8.3 average rating

## 8 IBM Verse



4,893 views

4,214 comparisons

1 reviews

777 followers

9.0 average rating

## 9 Mindjet



780 views

677 comparisons

1 reviews

520 followers

10.0 average rating

## 10 Jive-n



8,108 views

5,143 comparisons

5 reviews

698 followers

7.8 average rating

## Top 5 Solutions by Ranking Factor

### Views

SOLUTION	VIEWS
1 <a href="#">SharePoint</a>	63,341
2 <a href="#">Atlassian Confluence</a>	30,810
3 <a href="#">Yammer</a>	21,506
4 <a href="#">Liferay Digital Experience Platform</a>	16,313
5 <a href="#">Drupal</a>	11,617

### Reviews

SOLUTION	REVIEWS
1 <a href="#">SharePoint</a>	74
2 <a href="#">IBM Connections</a>	49
3 <a href="#">Liferay Digital Experience Platform</a>	32
4 <a href="#">Drupal</a>	29
5 <a href="#">Yammer</a>	23

### Followers

SOLUTION	FOLLOWERS
1 <a href="#">SharePoint</a>	3,351
2 <a href="#">Atlassian Confluence</a>	2,045
3 <a href="#">Liferay Digital Experience Platform</a>	1,414
4 <a href="#">Drupal</a>	1,392
5 <a href="#">Oracle WebCenter</a>	1,228

# About this report

This report is comprised of a list of enterprise level vendors. We have also included several real user reviews posted on ITCentralStation.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.

## About IT Central Station

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users.

We created IT Central Station to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.

We commit to offering user-contributed information that is valuable, objective and relevant. We protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

IT Central Station helps tech professionals by providing:

- A list of enterprise level vendors
- A sample of real user reviews from tech professionals
- Specific information to help you choose the best vendor for your needs

Use IT Central Station to:

- Read and post reviews of vendors and products
- Request or share information about functionality, quality, and pricing
- Contact real users with relevant product experience
- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendors

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