Huawei ROMA Connect Gartner 客户反馈填写指南 2022

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1. 写在最前面

非常感谢您抽出宝贵的时间,填写 Huawei ROMA Connect Gartner 客户反馈! 介有有效反馈经 Gartner 审核通过后将**发布在官网中**,供其他客户参考, 且能提高 ROMA Connect **品牌影响力**。感谢您与我们共同打造更好的产品。

为了使您的反馈有效,有几点需要您在填写时注意:

2. 登录/注册、激活、完善信息

请点击入口: https://gtnr.io/d0nY5tKzg

点击页面右上角 Log in,见下图:



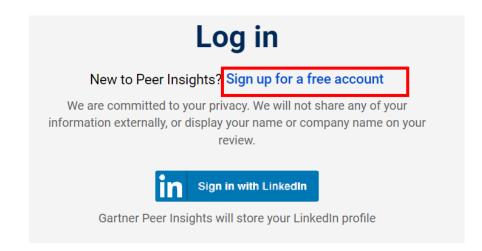
2.1 已有 Gartner 账户

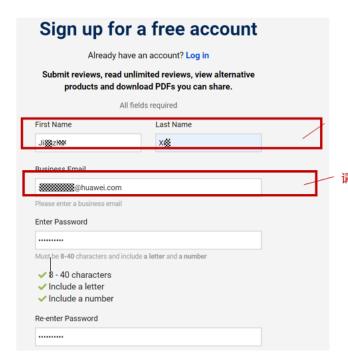
如果您已有 Gartner 账户,可直接登入。请跳转至 2.3 完善您的信息

2.2 新注册账户

如果您没有 Gartner 账户,需要先注册新账户,点击红框:

进入如下页面填写注册信息:





☆·需填写注册时使用 的邮箱,否则会被驳回。

请使用公司邮箱注册。



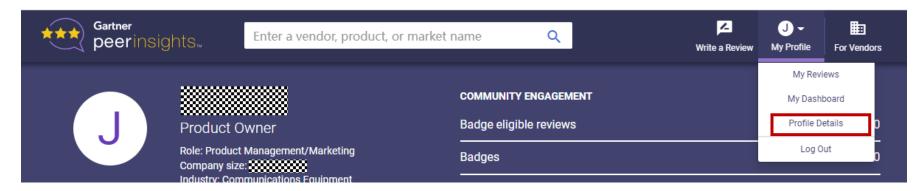
注册提交后,您会收到 Gartner Peer Insights 的激活邮件。 请点击橙色框,跳转激活您的账户。

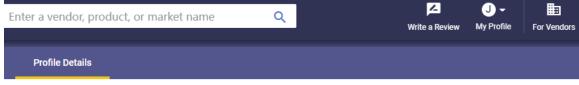
2.3 完善您的信息

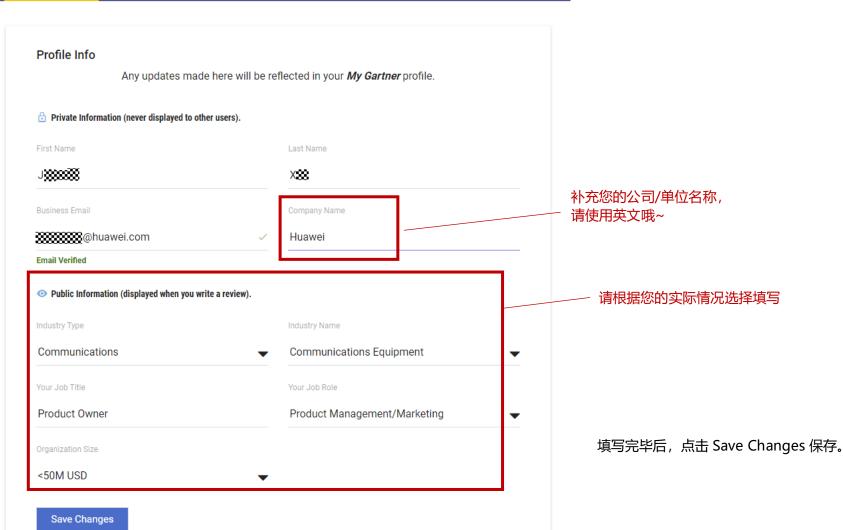
Gartner 客户反馈有效的前提是您完善的信息。



故需要您完善您的信息。点击右上角的 My Profile -> Profile Details :





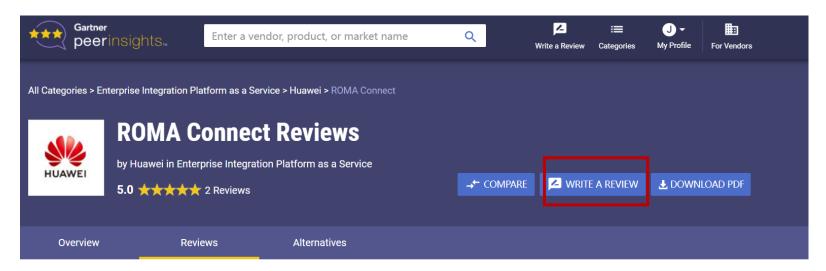


3. 进入填写问卷

请点击:

https://www.gartner.com/reviews/market/enterprise-integration-platform-as-a-service/vendor/huawei/product/roma-connect/reviews?marketSeoName=enterprise-integration-platform-as-a-service&vendorSeoName=huawei&productSeoName=roma-connect

点击 Write a Review:



可能会有些弹窗提醒,可以点 CONTINUE,有疑问也可以咨询 ROMA 的同事。

见到如下页面,请根据您的实际情况填写:

More abo	out visibility, privacy, eligibility, restrictions 🗸
Role	
Do you or your company impreviewing? *	plement, resell, deliver or consult on behalf of the vendor you are
⊙ Yes	O No
What is your role in using th I helped select this produ	is product? (Select all that apply) * uct in my I helped purchase or negotiate the contact terms for this product in my organization
I helped select this produ	uct in my I helped purchase or negotiate the contact terms for this product in my organization up, implemented I'm the administrator of this product in my

点击 Continue,继续进入整体体验 - 必选内容填写。

您或您的公司是代表供应商(华为云)实施、转售、或交付 ROMA / Connect 方案吗?

选择 Yes 的话,会出现如下选择;选择 No 的话,会有不同的问题。

我帮助选择了此产品 我帮我们公司购买了此产品/协调了产品合同条约

我所在的公司团队搭建、实施或自 我帮我们公司管理此产品

定义了该产品

我是此产品的用户 我给转售产品的公司提供实施或

使用支持

选择 No 的话,没有此选项

4. 整体体验 - 必填内容

4.1 整体评分

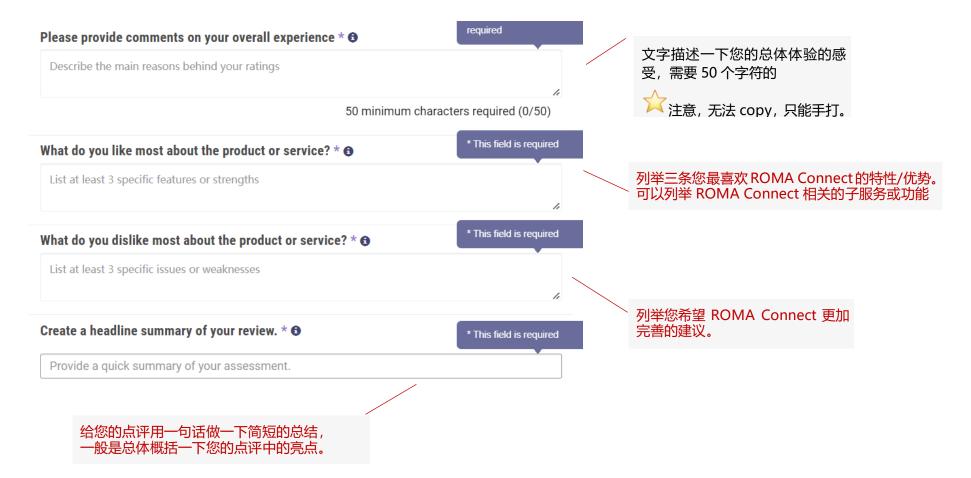
Overall Experience Please rate your overall experience with this ver (1=Poor, 2=Below Average, 3=Average, 4=Outstanding, 5=Truly E.				*	r ★ ·	★ ★ ★	请给 ROMA Connect 的整体体验打分, 1~5 分, 5 分为最好。如果您使用产品时不涉及该功能,可选择 N/A(不适用)。
Overall Summary							
Please rate your experience in each of the foll							
(1=Poor, 2=Below Average, 3=Average, 4=Outstanding, 5=Trul)	Exception 1	2	3	4	5	N/A	不同类别的整体体验打分: ● 评估和合同谈判的总体评分
Overall rating of evaluation and contract negotiation with the vendor *	0	0	0	0	•	0	集成和部署总体评分服务和支持的总体评分
Overall rating of integration and deployment $\ensuremath{^*}$	\circ	0	\circ	\circ	•	0	产品能力整体评分
Overall rating of service and support *	0	\circ	\circ	\circ	•	0	1~5 分,5 分为最好
Overall rating of product capabilities *	0	0	0	0	•	0	1. 2 /J / 2 /J /JHXXJ

Critical Capabilities For Enterprise Integration Platform As A Service Communication protocol connectors 6 ☆ ☆ ☆ ☆ ☆ N/A Data formats 0 * * * * * Data standards 0 * * * * * Data mapping and transformation 6 * * * * * Data quality 6 Routing and orchestration 6 * * * * API Policy Management & Enforcement 6 * * * * * Application and Data Connectors 1 * * * * * Ecosystem Partner Community Management 6 * * * * * EDI Support 6 * * * * * **Event Stream Processing** * * * * * File Transfer/Movement 1 ☆ ☆ ☆ ☆ ☆ N/A Messaging/Events 0 Protocol Mapping 6 ☆ ☆ ☆ ☆ ☆ N/A

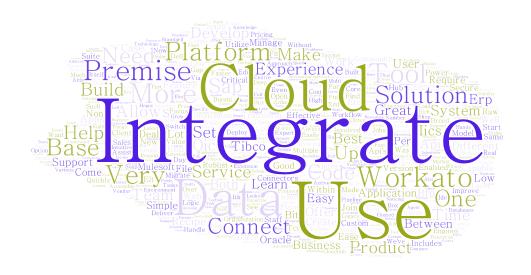
请对产品的各个关键能力项打分, 请尽可能的根据您<mark>使用的实际情况</mark>来打分,这些能力项如下:

- 通信协议连接器支持,如 FTP、HTTP、MQTT、Kafka 等等
- 数据格式支持,如 XML、JSON、ASN.1 等等
- 数据标准的支持,如 EDIFACT、HL7、SWIFT 等等
- 数据映射和转换的能力
- 数据质量保证的支持
- 路由及编排
- API 策略及加强, 如 3A、数据掩码、流量控制等等
- 应用与数据连接器支持能力,即广泛的应用与多样的数据之间的适配和连接
- 生态伙伴、社区管理能力,例如伙伴、供应商的接入的能力
- 对 B2B/EDI 的数据协议的支持
- 对事件/流的处理和支持,能够通过 event 进行集成和处理应用 flow
- 支持文件转换和转移的能力
- 消息/事件的支持,通过消息/事件进行集成
- 协议映射,不同协议之间的转换能力,如文件到数据、应用到数据等等

4.2 总体感受



4.2.1 总体使用体验



☆ 这部分的示例内容仅供参考,切忌直接复制粘贴。

关键词举例

产品支持、数据连接、工作流的调试/测试/运行、跨域应用集成连接、最快集成工具、多种连接器、使用简单、工单和咨询响应快、支持和销售团队配合密切、支持免费试用、API 集成平台

建议

1. **与其它厂商进行对比**,功能更强大,体验更好

例: We have implemented different solutions across the organization and regions and dell atomsphere is the main integration point where all the applications are integrated and connected across the borders.

2. 从某一个功能的使用进行正向点评

例: Creating new interface from one platform to other platform in Dell Boomi is intuitive. User experience for interface looks like a flow chart which is helpful to understand the flow. The different icon for different use are too good which can be understandable by any non-technical person too.

3. 从客户的痛点/诉求出发,本产品是能帮助解决问题的有效工具

例: If you are looking for an integrated API-led integration platform, the Mulesoft Anypoint platform seems to be it.

4. 整体体验好,即使有小的不足,不会影响整体感受

例: We've adopted an ELT based approach to our data pipeline, so we needed the ability for a dynamic multi-source (on-premises and SaaS application integrated) to a single target. Our focus was ingesting the data without significant transformation (a.k.a. RAW), and only pulling in raw data to replicate and make accessible to analytics engines from variety of external customers. IICS is somewhat overweight for our use case as it does have a rich and varied feature set that can address niche and corner use cases; however, our existing experience with, knowledge of, and relationship with Informatica along with the support for our critical SaaS vendors data made IICS the right option.

4.2.2 最喜欢的产品功能



关键词举例

实施简单、左侧导航栏搜索接口方便、强大的功能能满足业务需求、多个内置云系统 API、核心中间件平台、技术支持、支持第三方连接器(AWS S₃, Salesforce,文件连接器,数据库连接器)、企业级标准、开发者治理、自动部署服务和 API、自定义单个或多个策略、支持混合集成的独立平台、API 访问 治理和管理、API 策略、API 弹性集成、产品路标

建议

填写三个具体的功能,可以结合场景使用(用什么实现了什么),多加一些正向词汇。不推荐只写组件名称(印象不深刻)。

例 1: Easy automated deployment of services and API and ability to monitor at runtime and define polices at individual or group level.

例 2: 1) The shapes have **strong** capabilities enough to build the integration to fulfill the business need. 2) Lots of built-in cloud-bases systems connection API to implement the integration. 3) Boomi gave a **wonderful** opportunity to learn and use it as the core middle ware platform. 4) **Ease of Use** combined with Vendor Support.

例 3: We currently use Scribe to integrate data between our CRM (Dynamics 365 Customer Engagement) and our ERP (an old AS400), as well as between our CRM and an external website (HubSpot). We are also in the process of transitioning to a new ERP (Dynamics 365 Business Central), and Scribe continues to play an important role in keeping our data integrated. We use Scribe for massive data uploads and edits (such as with our new ERP), as well as transferring data from our ERP into line-of-business model-driven PowerApps using the Common Data Service, in addition to "near real-time" updates for data used in both systems. Obviously, because it is so closely linked to our CRM, the majority of the usage is for Sales and Marketing. However, Finance, Purchasing, as well as our Creative and Quality Control Labs, benefit.

4.2.3 最不喜欢的产品功能



关键词举例

组件集成不好用、不支持横向扩容、非轻量级 IDE license 模型、故障处理需要有经验的 SME 或 PS 完成、工程处理耗时、价格不够弹性、云服务弹性不好、不支持定制连接器、服务定制选项太多、调试功能不友好、日志只保持 3 个月、产品的功能提升(版本控制、部署、解决 bug 等)不能适配客户现有模式、入门材料不足、总体部署难度高学习成本高、使用场景例子少

建议

列举一两个增值功能方面的不足,**但不影响产品的核心功能和体验**。不用直接说哪里不好,转换语气成"**如果能 xxx 就更好了**"。也可以直接说没有不足的地方。

例 1: Some level of beginner training would be ideal. There are some commands where it isn't immediately clear what the slight difference is between each one and what scenarios make one command better than another. Similarly, if possible, sample Scribe maps could be useful. Again, getting started was a little slow for me, and seeing examples always makes things easier for me to understand.

例 2: Debugging should be more easy. So that, Issue will be fixed quickly. Debugging should be like print statement. Currently, logs remains for 3 month only, It needs to be customize as per the developer for their respected space.

例 3: Boomi's Integration platform **could be improved if** it: - Had a better set of debug tools. It can sometimes be difficult to diagnose integrations, especially in real-time. - Allowed for dynamically switching from the higher-performing "low-latency" setting (writes much less state detail to disk which speeds processes up and uses much fewer system resources), so that debugging normally opaque integrations. - Offered an easier connector development tool so that we might use Swagger interface definitions to implement easier to use custom connections.

例 4: There is nothing that I dislike about Azure Logic Apps. Each and every feature is well suited according to our needs and is truly exceptional.

4.2.4 评论小标题



关键词

最好的数据连接工具、低成本功能强大的 A₂A 和 B₂B 集成工具、S_{aa}S 集成平台、API 网关、行业颠覆者、高效 API 开发、市场上最好的集成工具、很好的合作伙伴、简单强大的集成和自动化工具、界面设计美观

建议

用**正向**的名词短语或简短的一句话高度概括 ROMA Connect 是一个什么样的工具或平台

例 1: Best Cloud Based ETL and Data Integration Tool【最好的云上 ETL 与数据集成工具】

例 2: Best tool to connect data in on-premises and cloud platform【最好的云上云下数据连接工具】

例 3: Integration With Probably The Best Tool In Market【使用最好的集成工具】

例 4: Mulesoft - Robust, Configurable and Scalable 【Mulesoft-稳定、可配置、可扩展】

例 5: A Simple, Yet Powerful, Integration And Automation Tool That's Easy On The Eyes As Well!【简单、强大的集成以及美观的集成工具】

4.3 购买、部署及推荐度

Thank you for your evaluation!

st a few more questions below to help ur	derstand your buying journey
Why did you purchase this product or service	, , ,
Cost management	Create internal/operational efficiencies
Drive innovation	Drive revenue growth
Enhance decision making	Improve business process agility
Improve business process outcomes	Improve compliance & risk management
Improve customer relations/service	Improve supplier or partner relationships
Reduce time to market	Don't know
Other	
What were the key factors that drove your d	ecision? * •
Strong services expertise	Product functionality and performance
Breadth of services	Pre-existing relationships
Product roadmap and future vision	Overall cost
Financial/organizational viability	Strong consulting partnership
Strong customer focus	Strong user community

购买此产品或服务的原因? 您为什么购买此产品或服务? (多选)				
成本管理	创造内部/运营效率			
推动创新	推动收入增长			
加强决策	提高业务流程敏捷性			
改善业务流程成果	改善合规性和风险管理			
改善客户关系/服务	改善供应商或合作伙伴关系			
缩短产品上市时间	不知道			
其他				

为什么选择购买此产品或者服务?

推动您做出决定的关键因素是什么? (多选)

强大的服务专业知识 产品功能和性能

服务广度 预先存在的关系

产品路线图和未来愿景 总成本

财务/组织生存能力 强大的咨询合作伙伴关系

以客户为中心 强大的用户社区

不知道 其他...

Which other vendors did you consider in your e	valuation? *	
Actian	Adeptia	除了华为,您之前考虑过哪些供应商?
APIANT	Axual	多选。
Axway	Boomi	
Bouvet	Celigo	
Cleo	ClickPaaS	
Cloud Elements	Cloudsnap	
ConnectPlaza	Crosser	
Cyclr	DBSync	
eBridge Connections	elastic.io	
Flowgear	Greenbird	
hiQ	HULFT	
i2factory	IBM	
IConduct	iCore	



What encouraged you to write a review today? * Referred (colleague, friend, peer) Referred (colleague, friend, peer)

Confirm terms and conditions

- Select a value Invited by Gartner (email, event, account rep)

Invited by Gartner (email, event, account rep) Invited by Vendor (direct, user community) Self directed (Gartner.com, search, ad/promo) Referred (colleague, friend, peer) Other

exclusive partners, value-added resellers, \$1

是什么促使您今天撰写评论?

- Gartner 的邀请 (邮件,活动,)
- 厂商的邀请(直接,用户社区)
- 自我导向(Gartner.com、搜索、广告/促销)
- 他人推荐(同事、朋友、同级)
- 其他

By submitting this review, I represent to Gartner that: (i) I am not an employee of, direct competitor of, or employed by an organization with an exclusive relationship (this includes exclusive partners, value-added resellers, system integrators and consultants) with the vendor I am reviewing; and (ii) My feedback is based entirely on my own personal experience with this vendor's product/service, and (iii) I am the person whom I represent to be, and (iv) Gartner may copy, display, and otherwise use the contents of my review, in whole or in part, in the ordinary course of its business. I understand that my personally identifiable information will not be displayed to other readers and all information I provide will be treated in accordance with Gartner's privacy Policy.

确认条款和条件

通过提交此评论,我向 Gartner 声明: (i) 我不是具有独家关系的组织(包括独家合作伙伴、增值经销商、系统集成商和顾问)的员工、直接竞争对手或受雇于该组织与我正在审查的供应商; (ii) 我的反馈完全基于我自己对该供应商的产品/服务的个人经验,并且(iii) 我是我所代表的人,并且(iv) Gartner 可以复制、显示和以其他方式使用这些内容我在其日常业务过程中的全部或部分审查。我了解我的个人身份信息不会显示给其他读者,我提供的所有信息都将按照 Gartner 的隐私政策进行处理。

Were you offered an incentive (monetary or otherwise) for writing this review? *



5. 可选内容

5.1 商业、部署、支持

Exception	nal)					
1	2	3	4	5	N/A	
\circ	0	0	0	0	0	/
0	0	0	0	•	0	
0	0	0	0	0	0	
	1		1 2 3	1 2 3 4 0 0 0 0	1 2 3 4 5 0 0 0 0 0 0	1 2 3 4 5 N/A O O O O O O

评估与承包

(1=差, 2=低于平均水平, 3=一般, 4=优秀, 5=非常出色)

- 了解组织需求的能力
- 及时、完整地回答产品问题定价和合同灵活性(定价和条款)

Integration & Deployment 集成与部署 (1=Poor, 2=Below Average, 3=Average, 4=Outstanding, 5=Truly Exceptional) (1=差, 2=低于平均水平, 3=一般, 4=优秀, 5=非常出色) N/A Ease of integration using standard APIs and 0 使用标准 API 和工具轻松集成 tools 优质第三方资源 (集成商、服务提供商等) 的可用性 Availability of quality 3rd-party resources 0 最终用户培训的质量和可用性 (integrators, service providers, etc.) Quality and availability of end-user training Ease of deployment Service & Support 服务支持 (1=差, 2=低于平均水平, 3=一般, 4=优秀, 5=非常出色) (1=Poor, 2=Below Average, 3=Average, 4=Outstanding, 5=Truly Exceptional) N/A 供应商回应的及时性 Timeliness of vendor's response 技术支持质量 Quality of technical support 0 同行用户社区的质量 Quality of peer user community

If you could start over, what would your organization do differently?	如果您可以重新开始, 您的组织会有什么不同的做法?
Please add a comment.	
What one piece of advice would you give other prospective customers?	您会给其他潜在客户什么建议?
Please add a comment.	
Please explain the business problems or needs that prompted the purchase of this product or service.	请描述促使您购买本产品或服务的业务问题或需求。
Have more to say? Continue.	

5.2 使用情况

Optional Questions How long have you used this product or service? Less than 6 months How frequently do you use this product or service? Daily Version number(s) currently in use in your organization How extensively is this product or service being used in your organization? Company-wide When was this product or service deployed at your organization? 2020 How satisfied is your organization with the value the product provides for the money spent? Not Applicable (1=Poor, 2=Below Average, 3=Average, 4=Outstanding, 5=Truly Exceptional) + Add comment (optional)

可选问题

- 您使用该产品或服务多久了?
- 您使用该产品或服务的频率如何?
- 当前在您公司使用的产品版本号
- 该产品或服务在您的组织中的使用范围如何?
- 您的组织何时部署此产品或服务?
- 您的组织对产品所付出的成本获得的价值的满意程度如何?

Did you have an existing solution in place? Yes What solution did this product or service replace? Huawei: ROMA Connect X Type to search products What was your implementation strategy? Worked with just the vendor How long did your deployment take? 3 - 6 months (<6) Did your organization purchase a support package from the vendor? Yes Which of the following describes your company's relationship with this vendor? System integrator: My company consults, Reseller: My company resells products deploys, and integrates this product on from this vendor behalf of clients MSP/ISV: My company embeds this Other... product as part of a platform solution that we provide to our clients

可选问题

- 使用 ROMA Connect 之前,您是否有使用其他解决方案?
- 上一题选了 Yes 后,要选择其他厂商的解决方案。选 No 这题不会出现
- 当初怎样实施 ROMA Connect?
 - ❖ Worked with just the vendor 跟华为合作
 - ❖ Worked with 3rd party service providers 跟第三方服务提供商合作
 - ❖ Completely internal 内部解决
- 您的部署花了多长时间?
- 您公司是否从华为购买了服务支持包?

以下哪项描述了您公司与华为的关系?

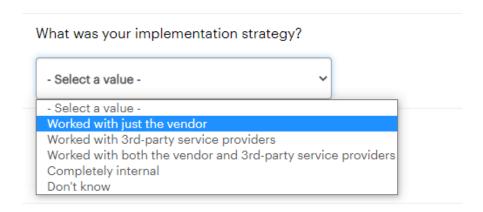
系统集成商:我司代表客户咨询、部署、集成 ROMA Connect

经销商: 我司转售 ROMA

Connect

MSP/ISV: 我司将 ROMA Connect嵌入作为我们提供给客户的平台解决方案的一部分

其他...



6.提交问卷

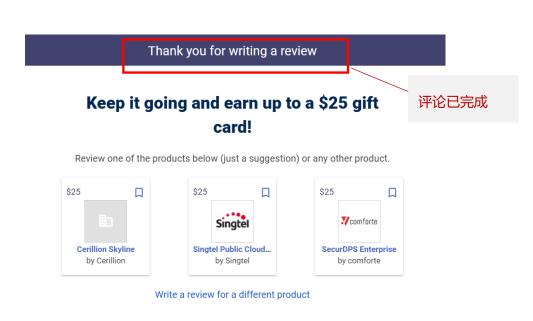
6.1 提交审核

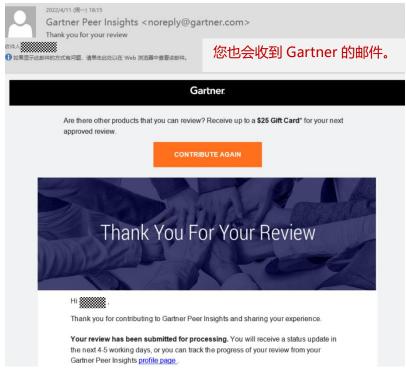
全部问题回答完之后,可以点击

SUBMIT FOR APPROVAL

提交问卷。

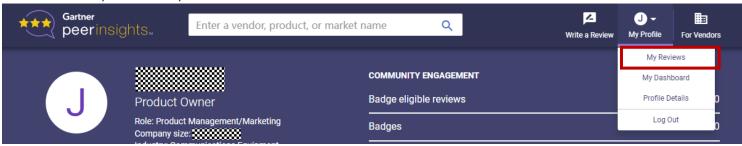
您会看到如下页面:





6.2 查看审核结果

点击右上角的 My Profile -> My Reviews。



查看自己评论的状态,评审通过会显示会正常的状态,您也会收到相应的邮件。如果没有通过,邮件中会显示未通过的原因。

如果审核通过,将在页面上发布显示,如

 $\underline{https://www.gartner.com/reviews/market/enterprise-integration-platform-as-a-service/vendor/huawei/product/roma-connect/review/yiew/3610188}$

同时您会收到一封邮件,提示您未成功提交的原因及修改建议:

Your Review could not be published

Thank you for submitting your review for Huawei - Enterprise Integration Platform as a Service and being part of our community. Gartner Peer Insights has a comprehensive moderation process to verify credentials of our contributors and ensure quality of the reviews.

Unfortunately, your review could not be published on Gartner Peer Insights as our initial background checks indicate that you are either reviewing the same vendor (or a subsidiary) for which you are currently working or you were employed with in the past.

What can you do next?

We encourage you to write a review for a product/service offered by another vendor.

Have more questions? Read more about review moderation process on our Community Guidelines.

Still facing issues? You can reach out to us from Contact Us page and provide details for your request.

We appreciate your contribution to Peer Insights and hope you find the content & community useful.

Thank you, Gartner Peer Insights Team

未成功发布原因,如:

您的评论无法在 Gartner Peer Insights 上发布, 因为我们的初步背景调查表明, 您正在审查您目前工作的同一供应商(或子公司), 或者您过去曾受雇于此。

未成功提交的原因根据您的填写内容有所不同。

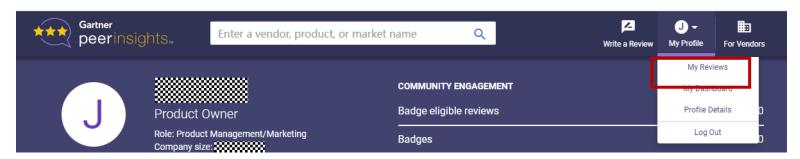
查看修改建议,如:

请您为其他供应商提供的产品/服务撰写评论。

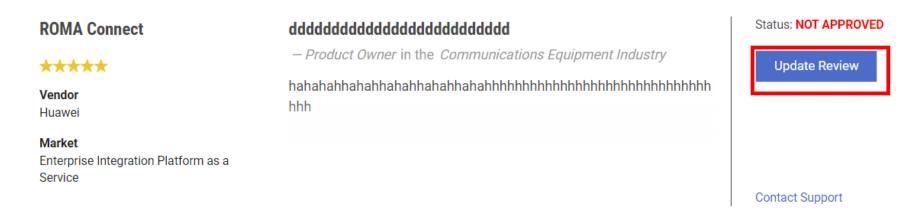
请根据 Gartner 给出的具体建议修改评论内容。

7. 修改问卷填写内容

点击右上角的 My Profile -> My Reviews:



点击 Update Review, 重新编辑即可。



8.感谢

非常感谢您的宝贵时间,您的支持是我们成长发展的基石,也是我们提供优秀产品的动力!

有任何其他反馈, 也可以联系我们。

欢迎到 ROMA 论坛交流: https://bbs.huaweicloud.com/forum/forum-924-1.html

Huawei ROMA Connect 产品团队

2022年4月