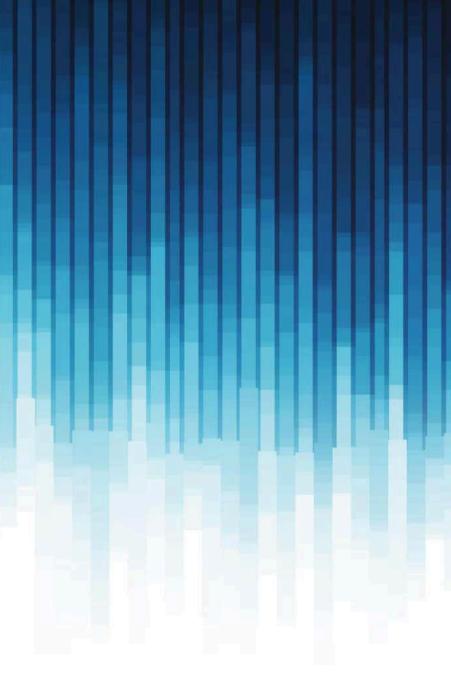
October 2021

DATA QUADRANT REPORT

Professional Services Automation







Professional Services Automation Data Quadrant Report

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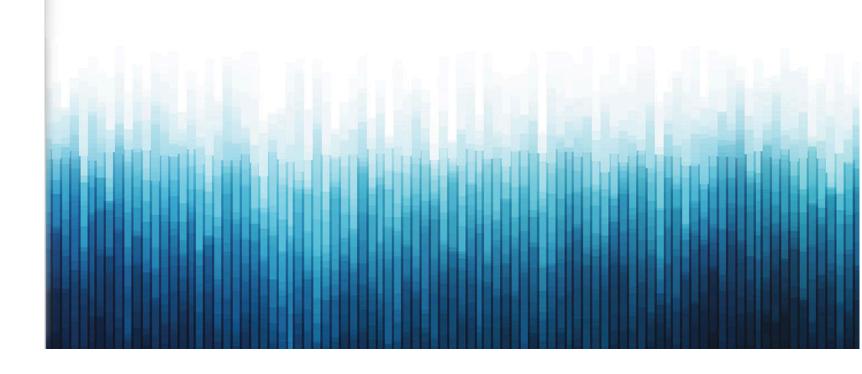
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How to Use the Report

Info-Tech's Data Quadrant Reports provide a comprehensive evaluation of popular products in the Professional Services Automation market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other products in the category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.



Content





Data Quadrant

Software Directory

PROFESSIONAL SERVICES AUTOMATION SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.



Contents

Professional Services Automation Software

Category Overview

⇒ Accelo PSA	Atera
🙆 Avaza	BigTime
• BlueFolder	Changepoint Services Automation
Conrep - Professional Services Enterprise	CrossConcept Continuum
FinancialForce Services Automation	Forecast: Resource & Project Management Platform
O HaloPSA	S HarmonyPSA
Intervals	🗢 Kaseya BMS
Kimble PSA	🔀 Klient PSA
Microsoft Dynamics 365 Project Operations	
Projector PSA	Promys
Ravetree	Replicon PSA
s Scoro	Tigerpaw One

Vendor Capability

Summary

INFO~TECH

d AutoTask PSA

- 24 Bitrix24
- **ConnectWise Manage**
- ▷ Epicflow
- **F** Function Point
- **1** Infor Professional Services Automation
- **Keyedin PSA**
- Mavenlink
- NetSuite Professional Services Automation
- ProWorkflow
- SAP PSA
- Unanet PSA

Vendor Capabilities

Software Directory

PROFESSIONAL SERVICES AUTOMATION SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software products in a particular category. Use this page to create the right product shortlist by exploring all of the options available to your organization.

Professional Services Automation Software

4 Unit4 PSA Suite

• Upland PSA

Workday Professional Services Automation

Wrike



Data Quadrant



V Vogsy





SOFTWARE REVIEWS Data Quadrant

PROFESSIONAL SERVICES AUTOMATION

INFO~TECH Software**Reviews**

Assess vendor and product performance at a glance and use the Software Reviews Data Quadrant to identify which products and vendors are leadings the pack and which are trailing.

Software **Reviews**



PROFESSIONAL SERVICES AUTOMATION

The Software Reviews Data Quadrant evaluates and ranks products based on feedback from IT and business professionals. The placement of a software in the Data Quadrant indicates its relative ranking as well as its categorization.

The Complete Software Experience

When distilled down, the software experience is shaped by both the experience with the software and the relationship with the vendor. Evaluating enterprise software along these two dimensions provides a comprehensive understanding of the product and helps identify vendors that can deliver on both.

Product Features and Satisfaction

The satisfaction is captured in the overall satisfaction score, which is driven by the likelihood of users to recommend the software, combined with user satisfaction across top product features.

Note: The axes ranges are dynamically adjusted based on minimum and maximum values in the dataset.

CATEGORY REPORT

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VENDOR EXPERIENCE AND CAPABILITIES

Data Quadrant

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Category Overview

Vendor Capability (〓) Summary



Vendor Experience and Capabilities

The vendor relationship is calculated in a weighted average of the satisfaction scores tied to vendor capabilities (e.g. software implementation, training, customer support, product roadmap) as well as emotional response ratings toward the vendor (e.g. trustworthy, respectful, fair).





Category Overview

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CATEGORY REPORT

Data Quadrant

This page provides a high level summary of product performance within the Professional Services Automation category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT		NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
Software Reviews colo MEDA	Projector PSA	9.1/10	+98	Ċ	NEGATIVE 99% POSITIVE	86%	87 %	94%	15
Software Reviews cold MEAL	Kimble PSA	8.8/10	+97	Ċ	NEGATIVE 97% POSITIVE	84%	84%	89%	10
COLD MEDAL	Accelo PSA	8.5/10	+89	÷	3% NEGATIVE 92% POSITIVE	82%	79 %	91%	12
CRU MEDAL	Mavenlink	8.3/10	+91	Ċ	2% NEGATIVE 93% POSITIVE	72%	76%	91%	11
5	NetSuite PSA	8.1/10	+91	÷	3% NEGATIVE 94% POSITIVE	72%	77%	85%	14
6	🙆 Avaza	8.1/10	+88	Ċ	5% NEGATIVE 93% POSITIVE	81%	81%	73%	15
7	Dynamics 365 Project Operations	8.1/10	+81	e	5% NEGATIVE 86% POSITIVE	78 %	80%	83%	14
8	Workday PSA	7.9/10	+85	Ċ	2% NEGATIVE 87% POSITIVE	76%	76%	80%	11
9	Changepoint SA	7.9/10	+88	Ċ	3% NEGATIVE 91% POSITIVE	75%	79%	74 %	10
10	FinancialForce PSA	7.8/10	+80	Ċ	4% NEGATIVE 84% POSITIVE	71%	75%	86%	12
AVER	AGE SCORES	8.2/10	+88	÷	3% NEGATIVE 91% POSITIVE	77%	79%	84%	12

Vendor Capability Summary

Category Overview

Vendor Capabilities

Category Overview

This page provides a high level summary of product performance within the Professional Services Automation category. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Use this data to get a sense of the field, and to see how the products you're considering stack up.

RANK	PRODUCT	COMPOSITE SCORE	NET EMOTIONAL FOOTPRINT		NET EMOTIONAL FOOTPRINT DISTRIBUTION	VENDOR CAPABILITIES	PRODUCT FEATURES	LIKELINESS TO RECOMMEND	NUMBER OF REVIEWS
11	SAP PSA	7.3/10	+76		9% NEGATIVE 84% POSITIVE	70%	72 %	76%	12
AVE	RAGE SCORES	8.2/10	+88	Ċ	3% NEGATIVE 91% POSITIVE	77%	79%	84%	12
	PRODUCTS WITH INSUFFICIENT DATA								
	Vrike	9.0/10	+93	e	NEGATIVE 94% POSITIVE	89%	87 %	92%	8
	ConnectWise Manage	9.3/10	+100	Ċ	NEGATIVE 100% POSITIVE	85%	87%	98%	7
	24 Bitrix24	8.8/10	+95	Ċ	NEGATIVE 96% POSITIVE	81%	87%	87 %	6
	BigTime	7.2/10	+89	Ċ	3% NEGATIVE 92% POSITIVE	52%	58%	91%	6
	ProWorkflow	7.6/10	+83	Ċ	7% NEGATIVE 90% POSITIVE	76%	76%	69%	5

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Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
Projector PSA	86%	91%	79 %	93%	88%	72 %	96%	85%	89%	73%	94%	87 %
Kimble PSA	84%	88%	80%	80%	93%	88%	83%	80%	88%	80%	78 %	82%
Accelo PSA	82%	90%	85%	79%	82%	75%	95%	73%	91%	79 %	86%	73%
Avaza	81%	96%	76%	74 %	95%	85%	93%	84%	87 %	91%	93%	91%
Microsoft Dynamics 365 Project Operations	78%	80%	82 %	77%	71%	79 %	77%	83%	77%	80%	75 %	80%
Workday Professional Services Automation	76%	84%	77%	73%	82 %	68%	73%	77 %	84%	68%	83%	70%
Changepoint Services Automation	75%	78 %	73%	85%	73%	70 %	75 %	78 %	83%	70%	75 %	73%
Mavenlink	72%	81%	79%	61%	70%	80%	79 %	59%	80%	68%	63%	75%
NetSuite Professional Services Automation	72%	79%	71%	82 %	75%	67 %	73%	69%	79%	55%	71%	69%
FinancialForce Services Automation	71%	75%	71%	69 %	77%	67 %	68%	71%	70%	71%	75 %	65%
CATEGORY AVERAGE	77%	83%	77%	77%	74 %	79 %	80%	76%	82%	73%	79%	75%

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RESEARCH GROUP

Vendor Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow-up on areas of concern during the evaluation and negotiation processes.

PRODUCT	OVERALL CAPABILITY SATISFACTION	BUSINESS VALUE CREATED	BREADTH OF FEATURES	QUALITY OF FEATURES	PRODUCT STRATEGY AND RATE OF IMPROVEMENT	USABILITY AND INTUITIVENESS	VENDOR SUPPORT	EASE OF DATA INTEGRATION	EASE OF ADMINISTRATION	EASE OF CUSTOMIZATION	AVAILABILITY AND QUALITY OF TRAINING	EASE OF IMPLEMENTATION
SAP PSA	70%	69%	73 %	71%	65%	64%	67 %	71%	77%	71%	73%	65%
CATEGORY AVERAGE	77%	83%	77%	77%	74%	79 %	80%	76%	82%	73%	79 %	75%
PRODUCTS WITH INSUFFICIENT DATA												
Wrike	89%	94%	91%	84%	94%	90%	81%	94%	88%	81%	87 %	90%
ConnectWise Manage	85%	82%	89%	86%	86%	86%	93%	89%	82%	82%	82%	82%
Bitrix24	81%	75%	87%	79 %	88%	71%	85%	75%	79 %	83%	88%	83%
BigTime	52%	50%	54%	58%	54%	42%	58%	46%	63%	42 %	63%	42%
ProWorkflow	76%	70%	70%	80%	76%	80%	75%	70%	85%	70%	80%	76%

Data Quadrant

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RESEARCH GROUP

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Capabilities

This table lists and briefly describes all vendor capabilities that are evaluated in the Professional Services Automation software category. For your convenience, you will also find longer descriptions of the capabilities under the capability subheadings in the subsequent pages.

Business Value Created	The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that	Vendor Support	The importance of capabilities, but the in this section to se offer quality suppo
	consistently creates business value for its customers. Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction	Ease of Data Integration	The ability to integ data loading and e see which vendors
Breadth of Features	level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.	Ease of Administration	Administrative inte shouldn't be clunky make administratio configurations effic
Quality of Features	Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.	Ease of Customization	Out-of-the-box fund software, and the r the first place. Don
Product Strategy and Rate of	Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to		section to make su situation.
Improvement	meet your business goals. Use the data in this section to separate innovators from imposters.	Availability and Quality of Training	Effective and readi you've chosen. Use materials measure
Usability And Intuitiveness	End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.	Ease of Implementation	Choosing the right solution is necessa the data in this sec
			ieopardize vour do

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Data Quadrant

vendor support will vary for each organization depending on internal ere will always be issues that only the vendor can resolve. Use the data ee which vendors tend to under-service their product and which will ort.

INFO~TECH

rate with other systems is increasingly important; without this, manual extraction can be time-consuming and prone to error. Use this section to will cause headaches and which will make data integration easy.

erfaces don't get the same attention as those built for end users, but they y or unintuitive. Use the data in this section to determine which vendors on easy, so that your IT personnel can resolve issues and perform ciently and effectively.

ctionality often isn't enough, especially for niche or industry-specific reason you're buying rather than building is to save time and money in n't get bogged down in a difficult customization; use the data in this are you can easily achieve the functionality you need for your particular

ily available training enables users to get the most out of the software e this section to make sure your vendor's training programs and up.

software is only the first step. Successfully implementing the new ary in order to realize its full value and promote end user adoption. Use ction to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Business Value Created

The underlying purpose of software is to create value for employees, customers, partners and ultimately shareholders. As a result, it is imperative that any software selection be aligned with the organization's needs and deliver enough business value to justify the cost. The data below highlights the satisfaction level associated with the business value derived from various product offerings. Use this information to identify the software that consistently creates business value for its customers.

	Delights) 			Dig Big Time
SZEV	Highly Satisfies	15%	Business Val Created		
P PRODUCT	Almost Satisfies				
	Disappoints				
Projector PSA		ᡥ ᡥ ᡥ 	91%	15 REVIEWS	
🖛 Accelo PSA		<mark>ᡥ</mark> ᡥ ᡥ 	90%	12 REVIEWS	
Kimble PSA		ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ 	88%	10 REVIEWS	
😡 Workday Professional Services Autor	nation	ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ	84%	11 REVIEWS	
Mavenlink		ᡥ ᡥ ᡥ ᡥ ᡥ 	81%	11 REVIEWS	
Microsoft Dynamics 365 Project Ope	ations	ᡥ ᡥ ᡥ 	80%	14 REVIEWS	
		<mark>ሱ</mark> 🛉 🛉 🛉 🛉 👘 👘	79%	14 REVIEWS	
NetSuite Professional Services Auto	nation	'n' 'n' 'n' 'n' 'n' 'n' 'n' 'n' 'n'	/9%	REVIEWS	
 NetSuite Professional Services Autor Changepoint Services Automation 	nation		78%	REVIEWS	
	nation				

Category Overview

PRODUCTS WITH INSUFFICIENT DATA

CATEGORY REPORT

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Vrike	ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ 	94%	8 REVIEWS
ConnectWise Manage	<mark>n</mark> n n n n n n n n n n n n n	82%	7 REVIEWS

Data Quadrant



<mark>ᡥ </mark> * * * * * * * * * *	75%	6 REVIEWS
ᡥ ᡥ ᡥ * * * * * * * *	50%	6 REVIEWS
ᡥ ᡥ ᡥ ᡥ 	70%	5 REVIEWS



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Breadth of Features

Users prefer to work with feature rich software that enables them to perform diverse series of tasks as opposed to one they find restrictive. The data below highlights the satisfaction level associated with the breadth of features from various product offerings. Use this information to identify which software offers valuable comprehensive functionality that extends beyond the basic level.

٩		Delights	Ť	Ť	ŤŤ	Ť					50 %	6			
	ACCELO PSA	Highly Satisfies	Ť	Ť	† †						42%	6	8)5 readth	%
TOP PRODUCT		Almost Satisfies	ŗ								8%			eature	
		Disappoint	5												
2	Microsoft Dynamics 365 Project Oper	ations				† 1	r m	n 1	r r	ţ,	r t	n m	82	2%	14 REVIEWS
3	Kimble PSA					Ť	ŕń	Ť	r i	Ŵ	† 1	r 🛉	80]%	10 REVIEWS
ł	Projector PSA					n i	r i	Ť	r i	,	† †	ŕŤ	79	9%	15 REVIEWS
5	Mavenlink					n 1	r i	Ť	i i	,	i i	ŕŕ	79	9%	11 REVIEWS
5	Workday Professional Services Auton	nation				n 1	r i	Ť	i i	m	† i	ŕŕ	77	1%	11 REVIEWS
7	🙆 Avaza					n 1	r i	Ť	i i	m	i i	ŕŤ	76	5%	15 REVIEWS
8	SAP PSA					† 1	r T	Ť	r i	m	† í	ŕŤ	73	8%	12 REVIEWS
Э	Changepoint Services Automation					m 1	r i	Ť	i i	m	† 1	ŕŤ	73	8%	10 REVIEWS
0	NetSuite Professional Services Auton	nation				m i	r i	Ť	† 1	,	† i	ŕŕ	71	1%	14 REVIEWS
1	G FinancialForce Services Automation					m 1	'n	Ť	i i	,	i i	ŕŕ	71	1%	12 REVIEWS
								CA	TEG	iOR	ΥA	VER	AGE 77	7%	
RC	DUCTS WITH INSUFFICIENT DATA														

-		Big	Tim
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ProWorkflow

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CATEGORY REPORT

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 Vrike	ᡥ 	91%	8 REVIEWS
 ConnectWise Manage	ᡥ 	89%	7 REVIEWS
 24 Bitrix24	ñ ñ ñ ñ ñ n n n	87 %	6 REVIEWS

Data Quadrant

Category Overview



ᡥ ᡥ ᡥ ᡥ	54%	6 REVIEWS
ᡥ ᡥ 	70 %	5 REVIEWS



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Quality of Features

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Feature quality is just as important as quantity. Software needs to do what you're purchasing it to do, easily, intuitively, reliably, and effectively. Use the data in this section to gauge whether or not a product follows through on the marketing hype by delivering high quality features.

-- OProWorkflow

	Delights	יוָה יְהָי הְיָה וּ	71%	
PROJECTOR	Highly Satisfies	n 👘	29%	93%
PROJECTOR PSA TOP PRODUCT	Almost Satisfies			Quality of Features
	Disappoints			
2 © Changepoint Services Automation		* * * * * *	ה ה ה ה	85% 10 REVIEWS
3 NetSuite Professional Services Auto	omation	n n n n n	• • • • • • •	82% 14 REVIEWS
4 Kimble PSA		n n n n n 1	• • • • • •	80% 10 REVIEWS
5 🚍 Accelo PSA		* * * * * * *	r 🛉 🛉 🛉	79% 12 REVIEWS
6 Microsoft Dynamics 365 Project Op	erations	ᡥ ᡥ ᡥ ᡥ 1	r 🛉 🛉 👘	77% 14 REVIEWS
7 🙆 Avaza		* * * * * *	• • • • • •	74% 15 REVIEWS
8 😡 Workday Professional Services Auto	omation	ᡥ ᡥ ᡥ ᡥ 1	r	73% 11 REVIEWS
9 SAP PSA		ᡥ ᡥ ᡥ ᡥ 1	• • • • • •	71% 12 REVIEWS
10 🧭 FinancialForce Services Automation	1	n n n n n	• • • • • •	69% 12 REVIEWS
11 Mavenlink		* * * * * *	* * * *	61% 11 REVIEWS
		CATE	GORY AVERA	GE 77%
PRODUCTS WITH INSUFFICIENT DATA				
🗸 Wrike		* * * * * *	'n ṁ ṁ ṁ	84% 8 REVIEWS
ConnectWise Manage		ᡥ ᡥ ᡥ ᡥ 	r	86% 7 REVIEWS
24 Bitrix24		n n n n n 1	r n n n n	79% 6

Wrike	ale	84%	REVIEWS
ConnectWise Manage	ñ ñ ň ň ň ň ň ň ň ň	86%	7 REVIEWS
Bitrix24	† † † † † † † † † † †	79%	6 REVIEWS
BigTime	* * * * * * * * * * *	58%	6 REVIEWS

Category Overview

Data Quadrant

Vendor Capability Summary

Vendor Capabilities







Professional Services Automation Data Quadrant Report

Vendor Capability Satisfaction

This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Product Strategy and Rate of Improvement

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Purchasing software can be a significant commitment, so it's important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

		Delights	* * * *	ŤŤŤŤ	78 %			 🗢 ProV	Norkflov
2	avaza	Highly Satisfies	n n		22%	95 Product Stra	%		
	AVAZA TOP PRODUCT	Almost Satisfies				Product Stra and Rate (Improveme	of ent		
		Disappoints	i						
2	Kimble PSA			* * * * * *	* * *	93 %	10 REVIEWS		
3	Projector PSA			* * * * *	* * *	88%	15 REVIEWS		
4	들 Accelo PSA			n n n n n n	* * *	82%	12 REVIEWS		
5	Workday Professional Services Automa	ation		<mark>†</mark> † † † † †	* * *	82%	11 REVIEWS		
6	G FinancialForce Services Automation			* * * * * *	† † †	77%	12 REVIEWS		
7	NetSuite Professional Services Automa	ation		* * * * * *	† † †	75%	14 REVIEWS		
8	Changepoint Services Automation			* * * * * *	n n n	73%	10 REVIEWS		
9	Microsoft Dynamics 365 Project Opera	tions		* * * * * *	ᡥ ᡥ ᡥ 	71%	14 REVIEWS		
10	Mavenlink			* * * * * *	ᡥ ᡥ ᡥ ᡥ	70%	11 REVIEWS		
11	SAP PSA			* * * * * *	ᡥ ᡥ ᡥ ᡥ	65%	12 REVIEWS		
				CATEG	ORY AVERA	\GE 79%			
PRC	DUCTS WITH INSUFFICIENT DATA								
	_						0		

 Vrike	ᡥ ᡥ ᢜ ᢜ 	94%	8 REVIEWS
 ConnectWise Manage	ᡥ ᡥ 	86%	7 REVIEWS
 24 Bitrix24	n n n n n n n n n n n	88%	6 REVIEWS

Data Quadrant

Category Overview

Vendor Capability
Summary



ᡥ ᡥ * * * * * * * *	54%	6 REVIEWS
ᡥ ᡥ 	76%	5 REVIEWS



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

BigTime

ProWorkflow

Usability And Intuitiveness	
Intuitivéness	

5 T	1		ñ ṁ ṁ ṁ ṁ ☆	^	* * * * *	88 Usability A Intuitivener 85% 80% 79%	nd
	1	n † †	ŤŤŤ	 ** ** 1	ň ň	85% 80%	15 REVIEWS 11 REVIEWS
ints	1	n † †	ŤŤŤ	^	† †	80%	REVIEWS
	1	n † †	ŤŤŤ	^	† †	80%	REVIEWS 11 REVIEWS
							REVIEWS
	ſ	n 📩 👘	• • •	• •	• •	700/	1/
		U. . UU	T T T		TT	/3%	REVIEWS
	ſ	r r r	ŤŤŤ	ŤŤ	† †	75%	12 REVIEWS
	i	r r	π́π́π	ŤŤ	† †	72%	15 REVIEWS
	ſ	r r r	ŤŤŤ	ŤŤ	† †	70%	10 REVIEWS
	, i	r † †	† †	ŤŤ	т́т́	68%	11 REVIEWS
	Ţ	r † †	† †	ŤŤ	ŤŤ	67 %	14 REVIEWS
	ŗ	r † †	† †	ŤŤ	† †	67 %	12 REVIEWS
	Ţ	r † †	††	ŤŤ	ŤŤ	64%	12 REVIEWS
		ף ר ר	ײַּרָאָ אַ	ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท	ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท ท		

PRODUCTS WITH INSUFFICIENT DATA

 Vrike	<mark>🛉</mark> 🛉 🛉 🛉 👘 👘 👘 👘 👘	90%	8 REVIEWS
 ConnectWise Manage	<mark>🛉</mark> 🛉 🛉 🛉 🛉 👘 👘 👘 👘	86%	7 REVIEWS
 24 Bitrix24	n n n n n n n n n n n	71%	6 REVIEWS

CATEGORY REPORT		Table of
		Contents



ᡥ ᡥ ᡥ 	42%	6 REVIEWS
* * * * * * * * * * * *	80%	5 REVIEWS



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Vendor Support

The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use the data in this section to see which vendors tend to under-service their product and which will offer quality support

		Delights	ŤŤŤ	r m m m m	1	83%			 BigTime Ø ProWor		
F	PROJECTOR	beaging	Ť				96				
	PROJECTOR PSA	Highly Satisfies	т́т́			17%	Vendor Sup				
		Almost Satisfies									
		Disappoints	i								
2	🔄 Accelo PSA			ײָ װָ װָ	r r r i	י ווֹי ווֹי ווֹי	95 %	12 REVIEWS			
З	🙆 Avaza			† † †	ñ ñ ñ Í	r m m m	93%	15 REVIEWS			
4	Kimble PSA			ŤŤŤ	ñ ñ ñ 1	r r r	83%	10 REVIEWS			
5	Mavenlink			n n n	ñ ñ ñ Í	ŗų,	79%	11 REVIEWS			
6	Microsoft Dynamics 365 Project Operat	ions		n n n	ñ ñ ñ 1	r n n	77%	14 REVIEWS			
7	Changepoint Services Automation			n n n	ñ ñ ñ 1	r îr îr îr	75%	10 REVIEWS			
8	NetSuite Professional Services Automa	tion		n n n	n n n 1	m m m	73 %	14 REVIEWS			
9	Workday Professional Services Automa	tion		n n n	ñ ñ ñ 1	r ŵ ŵ ŵ	73%	11 REVIEWS			
10	G FinancialForce Services Automation			n n n	ñ ñ ñ Í	Ħ ĦĦ	68%	12 REVIEWS			
11	SAP PSA			ท ี่ ที่ ที่	ñ ñ ñ 1	r m m m	67 %	12 REVIEWS			
					CATEGO	RY AVER	AGE 80%				

Category Overview

PRODUCTS WITH INSUFFICIENT DATA

CATEGORY REPORT

Table of Contents

Vrike	n n n n n n n n n n n	81%	8 REVIEWS
ConnectWise Manage	ᡥ ᢜ ᢜ ᢜ Ť Ť Ť Ť	93%	7 REVIEWS
24 Bitrix24	ñ ñ ñ ñ ñ h ñ n n	85%	6 REVIEWS

Data Quadrant



* * * * * * * * * * * *	58%	6 REVIEWS
n n n n n n n n n n n n	75%	5 REVIEWS



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Data Integration

The ability to integrate with other systems is increasingly important; without this, manual data loading and extraction can be time-consuming and prone to error. Use this section to see which vendors will cause headaches and which will make data integration easy.

-- OProWorkflow

		Delights	Ť	n n n	Ŵ		50%		
	PROJECTOR	Highly Satisfies	Ť	ŤŤŤ			42%	85 Ease of Da	%
	PROJECTOR PSA	Almost Satisfies	Ť				8%	Lase of Da Integration	
		Disappoints	5						
2	🙆 Avaza				ݰ ݰ ݰ	ݰ ݰ ݰ	ŧ ŧ	84%	15 REVIEWS
3	Microsoft Dynamics 365 Project Operat	ions			† † †	† † †	† † †	83%	14 REVIEWS
4	Kimble PSA				† † †	ŤŤŤ	† † †	80%	10 REVIEWS
5	Changepoint Services Automation				† † † †	††	ท ี่ ที่ ที่	78 %	10 REVIEWS
6	Workday Professional Services Automa	tion			† † †	† † †	† † †	77%	11 REVIEWS
7	🗁 Accelo PSA				†††	ŤŤŤ	ท ี่ ที่ ที่	73%	12 REVIEWS
8	G FinancialForce Services Automation				† † † †	††	ท ท ท	71%	12 REVIEWS
9	SAP PSA				† † † †	††	ŤŤŤ	71%	12 REVIEWS
10	NetSuite Professional Services Automa	tion			ŤŤŤŤ	††	ท ี่ ที่ ที่	69%	14 REVIEWS
11	Mavenlink				†††	††	† † †	59%	11 REVIEWS
					C/	ATEGOR	Y AVERA	GE 76%	

PRODUCTS WITH INSUFFICIENT DATA

Table of Contents

🗸 Wrike	ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ *	8 REVIEWS
ConnectWise Manage	ݰ ݰ ݰ ݰ ݰ ݰ ݰ 都	7 REVIEWS
24 Bitrix24	n n n n n n n n n n n n n n n n n 75 %	6 REVIEWS
Dig Big Time	ท ท ท ท ท ท ท ท ท ท 1	6 REVIEWS

CATEGORY REPORT







This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Administration

Administrative interfaces don't get the same attention as those built for end users, but they shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy, so that your IT personnel can resolve issues and perform configurations efficiently and effectively.

-- OProWorkflow

	=	Delights	i	.	ŤŤ		e	4%		
	ACCELO PSA	Highly Satisfies	n 1	Å Å			З	86%	91 Ease of	%
	OP PRODUCT	Almost Satisfies					-	-	Administrat	tion
		Disappoints	5				-			
2	Projector PSA				* * *	n n n	† †	• † †	89%	15 REVIEWS
3	Kimble PSA				† † †	ŤŤ	n in i	r m m	88%	10 REVIEWS
4	🙆 Avaza				ŤŤŤ	t t	r ir i	r m m	87 %	15 REVIEWS
5	Workday Professional Services Autom	ation			ŤŤŤ	ŤŤ	r i r i	r 🛉 🛉	84%	11 REVIEWS
6	Changepoint Services Automation				† † †	ŤŤ	r i r i	r 🛉 🛉	83%	10 REVIEWS
7	Mavenlink				ŤŤŤ	ŤŤ	r r i	r 🛉 🛉	80%	11 REVIEWS
8	NetSuite Professional Services Autom	ation			ŤŤŤ	ŤŤ	r i r i	r 🛉 🛉	79%	14 REVIEWS
9	SAP PSA				††	ŤŤ	r i r i	r 🛉 🛉	77%	12 REVIEWS
10	Microsoft Dynamics 365 Project Opera	ntions			† † †	††	r i r i	r m m	77%	14 REVIEWS
11	G FinancialForce Services Automation				ŤŤ	††	r i r i	r m m	70 %	12 REVIEWS
						CATE	GORY	AVERAGE	82%	

PRODUCTS WITH INSUFFICIENT DATA

CATEGORY REPORT

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 Vrike	ᡥ 	88%	8 REVIEWS
 ConnectWise Manage	ᡥ ᡥ ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ	82%	7 REVIEWS
 24 Bitrix24	* * * * * * * * * * * *	79%	6 REVIEWS
 BigTime	* * * * * * * * * * * *	63%	6 REVIEWS

Data Quadrant

Category Overview

Vendor Capability Summary

Vendor Capabilities







This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Customization

Out-of-the-box functionality often isn't enough, especially for niche or industry-specific software, and the reason you're buying rather than building is to save time and money in the first place. Don't get bogged down in a difficult customization; use the data in this section to make sure you can easily achieve the functionality you need for your particular situation.

	11.	Delights	Ť	ŤŤ	ŤŤ	Ť			64%		
2	AZAZA AZAZA		Ť	ŤŤ	Ť				36%	91	%
										Customiz	ration
		Disappoints	5								
2	Microsoft Dynamics 365 Project Operat	ions			n	n n 1	i î î	ŗ ĝ	r r t	80%	n 14 REVIEWS
з	Kimble PSA				Ť	† †	ŤŤ	i i	† † †	80%	10 REVIEWS
4	들 Accelo PSA				Ť	† †	ŤŤ	İ	† † †	79%	12 REVIEWS
5	Projector PSA				Ť	† †	ŤŤ	i i	† † †	73%	15 REVIEWS
6	FinancialForce Services Automation				Ť	Ť Ť	ŤŤ	† †	ŤŤŤ	71%	12 REVIEWS
7	SAP PSA				Ť	† †	ŤŤ	İ	ŤŤŤ	71%	12 REVIEWS
8	Changepoint Services Automation				Ť	ŤŤ	ŤŤ	İ	ŤŤŤ	70%	10 REVIEWS
9	Mavenlink				Ť	††	ŤŤ	İ	ŤŤŤ	68%	REVIEWS
10	Workday Professional Services Automa	tion			Ť	ŤŤ	ŤŤ	† †	† † †	68%	REVIEWS
11	NetSuite Professional Services Automa	tion			Ť	††	ŤŤ	† †	ŤŤŤ	55%	14 REVIEWS
							CATE	GOR	Y AVER	RAGE 73%	

BigTime

Orever ProWorkflow

PRODUCTS WITH INSUFFICIENT DATA

CATEGORY REPORT

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 Vrike	<u>†</u> † † † † † † † † † †	81%	8 REVIEWS
 ConnectWise Manage	<mark>🛉</mark> 🛉 🛉 🛉 🛉 🛉 🛉	82%	7 REVIEWS
 24 Bitrix24	n n n n n n n n n n n n	83%	6 REVIEWS

Data Quadrant

Category Overview



ᡥ ᡥ ᡥ ᡥ ᡥ 	42%	6 REVIEWS
m m m m m m m m m m	70%	5 REVIEWS



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

-- 24 Bitrix24

BigTime

Orever ProWorkflow

		Delights	n n n i n	r 	78%		
	PROJECTOR PROJECTOR PSA TOP PRODUCT		† †		18%	Availability a Quality of Tra	
т					4%		
		Disappoints					
2	🗥 Avaza			ᡥ ᡥ ᡥ ᡥ ᡥ	.	93%	15 REVIEWS
3	🗁 Accelo PSA			* * * * *	* * * *	86%	12 REVIEWS
4	Workday Professional Services Automa	ation		* * * * *	n n n n	83%	11 REVIEWS
5	Kimble PSA			* * * * *	n n n n	78 %	10 REVIEWS
6	Microsoft Dynamics 365 Project Opera	tions		* * * * *	n n n n	75 %	14 REVIEWS
7	FinancialForce Services Automation			* * * * * *	n n n n	75 %	12 REVIEWS
8	Changepoint Services Automation			* * * * *	ñ ñ ñ ñ	75 %	10 REVIEWS
9	SAP PSA			* * * * *	ᡥ ᡥ ᡥ ᡥ	73%	12 REVIEWS
10	NetSuite Professional Services Automa	ation		* * * * *	n n n n	71%	14 REVIEWS
11	Mavenlink			* * * * * *	ṁ ṁ ṁ ṁ	63%	11 REVIEWS

CATEGORY AVERAGE 79%

PRODUCTS WITH INSUFFICIENT DATA

CATEGORY REPORT

Vrike	🛉 🛉 🛉 🛉 👘 👘 👘 👘 👘	87 %	8 REVIEWS
ConnectWise Manage	ݰ ݰ ݰ ݰ ݰ ݰ ݰ ݰ 	82%	7 REVIEWS

Data Quadrant

 Wrike
 ConnectWise Manage

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ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	88%	6 REVIEWS
* * * * * * * * * * *	63%	6 REVIEWS
ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ 	80%	5 REVIEWS



This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

-- OProWorkflow

		Delights 👖					
	avaza		† †		22%	91 Ease of	%
			Ť		7%	Implementa	tion
т	DP PRODUCT	Disappoints					
2	Projector PSA			<u>.</u>	י ײָ ײָ ײַ ײ ָ	87 %	15 REVIEWS
3	Kimble PSA			n n n n n 1	.	82%	10 REVIEWS
4	Microsoft Dynamics 365 Project Operat	tions		* * * * * *		80%	14 REVIEWS
5	Mavenlink			n n n n n 1	r	75 %	11 REVIEWS
6	🗁 Accelo PSA			n n n n n	r † † †	73%	12 REVIEWS
7	Changepoint Services Automation			ṁ ṁ ṁ ṁ ṁ Ì	'n ṁ ṁ ṁ ṁ	73%	10 REVIEWS
8	Workday Professional Services Automa	tion		ṁ ṁ ṁ ṁ ᡤ		70 %	11 REVIEWS
9	NetSuite Professional Services Automa	tion		ṁ ṁ ṁ ṁ ṁ Í	· · · · ·	69 %	14 REVIEWS
10	G FinancialForce Services Automation			n n n n 1	n 	65%	12 REVIEWS
11	SAP PSA			m 🕆 n n n 1	.	65%	12 REVIEWS
				CATE	GORY AVERA	GE 75%	

PRODUCTS WITH INSUFFICIENT DATA

CATEGORY REPORT

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🔨 Wrike	<mark>🛉 🛉 🛉 👘 👘 👘 👘 👘 👘</mark>	90%	8 REVIEWS
ConnectWise Manage	ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ	82%	7 REVIEWS
24 Bitrix24	<mark>ᡥ </mark> * * * * * * * * *	83%	6 REVIEWS
Dig Big Time	m m m m m m m m m m m	42%	6 REVIEWS

Data Quadrant

Category Overview







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CATEGORY REPORT

Data Quadrant

MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	BILLING	EXPENSE DETAIL TRACKING	REPORTING	RESOURCE MANAGEMENT	TIME MANAGEMENT	
Projector PSA	88%	84%	85%	94%	94%	85%	
Kimble PSA	84%	72%	88%	80%	88%	93%	
Avaza	81%	75%	84%	74 %	87 %	85%	
Microsoft Dynamics 365 Project Operations	80%	77%	77%	84%	86%	77 %	
Accelo PSA	79%	83%	80%	64%	81%	86%	
Changepoint Services Automation	79%	70 %	78 %	85%	78 %	83%	
NetSuite Professional Services Automation	77%	79%	77%	76 %	67 %	84%	
Mavenlink	76%	78 %	78 %	67 %	79 %	80%	
Workday Professional Services Automation	76%	68%	84%	80%	70 %	77 %	
FinancialForce Services Automation	75%	73%	73%	84%	70 %	75%	
CATEGORY AVERAGE	79%	76 %	80%	78 %	79 %	81%	

Category Overview



MANDATORY FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	BILLING	EXPENSE DETAIL TRACKING	REPORTING	RESOURCE MANAGEMENT	TIME MANAGEMENT	
SAP PSA	72%	73%	73%	77%	69%	69%	
CATEGORY AVERAGE	79%	76%	80%	78%	79%	81%	
PRODUCTS WITH INSUFFICIENT DATA							
Wrike	87 %	88%	84%	90%	84%	87 %	
ConnectWise Manage	87 %	82%	89%	86%	89%	89%	
BigTime	58%	67 %	58%	58%	50%	58%	
Bitrix24	87 %	92%	88%	92%	88%	75%	
ProWorkflow	76%	70%	75%	76%	75%	85%	

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STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	BUSINESS PROCESS ANALYSIS (BPA)	PROJECT MANAGEMENT	TEAM COLLABORATION	AUDITABILITY	CUSTOMER SUVEYS	KNOWLEDGEBASE	MOBILE ACCESS	OUTLOOK (0365) CALENDAR INTEGRATION	PROCESS AUTOMATION	SECURITY	TASK MANAGEMENT AND WORKFLOW	CREDIT CARD PROCESSING				
Projector PSA	88%	94%	70%	94%													
Kimble PSA	84%		88%		96%			89 %	86%	82 %	82%	75%	86%				
Avaza	81%	76%	97 %	76%	91%			91%				93%	95%				
Microsoft Dynamics 365 Project Operations	80%	89%	81%	81 %	82 %	85%	79 %	83%	81 %	84%	88%	81 %	86%				
Accelo PSA	79 %		86%	90%				63%	67 %	80%	91%	84%					
Changepoint Services Automation	79 %	65%	83%	70 %				70 %									
NetSuite Professional Services Automation	77%	68%	73%	68%	73%						81%						
Mavenlink	76 %	75%	79 %	77%	83%	100%	82 %	45%	88%	76 %	82%	72%	75%				
Workday Professional Services Automation	76 %	65%	77%	75 %	80%	72%	80%	86%	78 %	75%	77%	73%	75%				
FinancialForce Services Automation	75%	78 %		73%						69%							
CATEGORY AVERAGE	79 %	83%	76%	81%	84%	78 %	75%	77%	76%	81%	82%	78%	77%	63%	85%	81%	79%

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CATEGORY REPORT

Data Quadrant

Vendor Capability Summary



STANDARD FEATURES

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the board is desirable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

PRODUCT	OVERALL FEATURE SATISFACTION	BUSINESS PROCESS ANALYSIS (BPA)	PROJECT MANAGEMENT	TEAM COLLABORATION	AUDITABILITY	CUSTOMER SUVEYS	KNOWLEDGEBASE	MOBILE ACCESS	OUTLOOK (0365) CALENDAR INTEGRATION	PROCESS AUTOMATION	SECURITY	TASK MANAGEMENT AND WORKFLOW	CREDIT CARD PROCESSING				
SAP PSA	72%	77%	75%	73%	79 %	77 %	73%	77%	63%	69%	75%	69%	68%				
CATEGORY AVERAGE	79 %	83%	76 %	81%	84%	78%	75%	77%	76%	81%	82 %	78%	77%	63%	85% 8	1% 79%	9
PRODUCTS WITH INSUFFICIENT DATA																	
Wrike			87 %	91%		84%	88%		90%		88%		9	4%	87 %	88%	
ConnectWise Manage			87 %	82%	86%	86%	86%		93%	82%	82%	89%	6 7	9%	82%	86%	
BigTime			58%	46%	54%	54%					38%		5	4%		46%	
Bitrix24			87 %	83%	87 %	83%			88%	88%	84%	85%	6 8	3%		83%	
ProWorkflow			76%	75%	85%	75%					80%	75 %	6		70 %	70%	

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This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Product Features

This table lists and describes all the features that are evaluated in the Professional Services Automation software category. For your convenience, these descriptions are repeated under the feature subheadings in the subsequent pages.

Mandatory Features		Reporting	Straightforward any role with abi
Billing	Includes invoice management, time capture, and expense tracking.		,
	Expense information related to the expense, including reason, attendees, project and/	Resource Management	Includes resourd
Expense Detail Tracking	or client information, and whether an expense is re-billable to a client.	Time Management	Includes time tra
Standard Features			
	All changes to contracts are fully audit-trailed to improve controls	Outlook (0365) Calendar Integration	Ability to sync re
Auditability			The automation
Business Process Analysis (BPA)	Contains a template library with version control to understand and improve process efficiency.	Process Automation	manual interven
Credit Card Processing	Expenses can be allocated to credit cards to help match statements	Project Management	Includes suppor resource, duration
	Ticket closure can support customer satisfaction feedback	Security	Software provide
Customer Suveys			Queperte trigger
Knowledgebase	Allows users to creare knowledgebase articles, metadata tags, creation data and author's name	Task Management and Workflow	Supports trigger
Mobile Access	The solution can be easily accessed by employees through a dedicated native	Team Collaboration	Allows multiple team sites, work
	application or HTML5 access.		

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INFO~TECH

rd data storage with ability to create any reports easily. Dashboards for ability to easily build and modify.

Irce allocation, expense tracking, and resource planning.

tracking or recording, automatic timer, and timesheets.

resource bookings with Outook

on of the sequence of tasks within a process, to be executed without ention

ort for elements of individual project management such as phase, task, ition and budget, with Gantt and WBS views.

ides appropriate data and access security.

jers and events for process automation.

e users to comment on, mark-up, annotate, or edit a document. Provides orkspaces or other landing areas that enhance productivity.



This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

	A	Delights	* * * * *	p	49 %		
F	PROJECTOR	Highly Satisfies	ᡥ ᡥ 	p	49 %	86 Billing	%
	PROJECTOR PSA	Almost Satisfies			3%	Ditting	
т	DP PRODUCT	Disappoints					
2	🚁 Accelo PSA			* * * * * *	<u>ה ה ה ה ה</u>	83%	12 REVIEWS
3	NetSuite Professional Service	s Automation			r 🛉 🛉 🛉	79 %	14 REVIEWS
F	SAP PSA			* * * * * *	.	79 %	12 REVIEWS
5	Mavenlink			 	r	78 %	11 REVIEWS
5	Microsoft Dynamics 365 Proje	ct Operations		* * * * * *	• • • • • •	78 %	14 REVIEWS
7	K Kimble PSA			 	• • • • • •	75%	10 REVIEWS
3	📣 Avaza			* * * * * *	.	75 %	15 REVIEWS
	G FinancialForce Services Auton	nation		* * * * * *	r 🛉 🛉 🛉	71%	12 REVIEWS
0	Workday Professional Services	s Automation		* * * * * *	r 🕆 🕆 🛉	68%	11 REVIEWS
11	Changepoint Services Automa	tion			, , ,	67%	10 REVIEWS

CATEGORY AVERAGE 76%

PRODUCTS WITH INSUFFICIENT DATA

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 Vrike	<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	88%	8 REVIEWS
 ConnectWise Manage	<mark>n</mark> n n n n n n n n n n n n	82%	7 REVIEWS
 24 Bitrix24	ŵ ŵ ŵ ŵ ŵ ŵ ŵ m	92%	6 REVIEWS
 BigTime	n n n n n n n n n n n n	67 %	6 REVIEWS

invoice management, time capture, and expense tracking.

-- OProWorkflow









This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

-- OProWorkflow

Expense Detail Tracking

Mandatory Feature

Expense information related to the expense, including reason, attendees, project and/or client information, and whether an expense is re-billable to a client.

		Delights	ᡥ ᡥ ᡥ ᡥ 1	'n	55%		
F	PROJECTOR	Highly Satisfies	ᡥ ᢜ ᢜ		42%	Expense De	
	PROJECTOR PSA	Almost Satisfies			3%	Tracking	
т	DP PRODUCT	Disappoints					
2	Kimble PSA			ᡥ ᡥ ᢜ ᢜ ᢜ	ท 	84%	10 REVIEWS
3	🙆 Avaza				* * *	84%	15 REVIEWS
4	Workday Professional Services	Automation		* * * * * *	* * *	84%	11 REVIEWS
5	📑 Accelo PSA			* * * * * * *	* * *	80%	12 REVIEWS
6	Changepoint Services Automatic	on		* * * * * * * *	* * *	78%	10 REVIEWS
7	Mavenlink				† † †	78%	11 REVIEWS
8	NetSuite Professional Services	Automation		† † † † † †	† † †	77%	14 REVIEWS
9	FinancialForce Services Automa	tion		* * * * * *	† † †	75%	12 REVIEWS
10	Microsoft Dynamics 365 Project	Operations		* * * * * * * *	* * *	73%	14 REVIEWS
11	SAP PSA			* * * * * * * *	ŤŤŤ	68%	12 REVIEWS

CATEGORY AVERAGE 80%

PRODUCTS WITH INSUFFICIENT DATA

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Contents

 Vrike	ᡥ 	84%	8 REVIEWS
 ConnectWise Manage	ᡥ 	89%	7 REVIEWS
 24 Bitrix24	ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	88%	6 REVIEWS
 BigTime	ᡥ ᡥ <mark>ᡥ</mark> ᢜ ᢜ ᢜ Ť Ť Ť	58%	6 REVIEWS









This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

-- OProWorkflow

		Delights	ᡥ ᡥ ᡥ	ṁ ṁ	58 %		
F	PROJECTOR	Highly Satisfies	ᡥ ᡥ ᡥ ᡥ		37%	89 Reporting	
	PROJECTOR PSA	Almost Satisfies			4%	Reporting	
		Disappoints					
2	Changepoint Services Automation			.	ի դի դի դի	86%	10 REVIEWS
3	 FinancialForce Services Automatic 			* * * * * * * *		84%	12 REVIEWS
4	Microsoft Dynamics 365 Project 0	perations		* * * * * * *	n n n n	81%	14 REVIEWS
5	Workday Professional Services Au	Itomation		* * * * * * * *	n n n n	80%	11 REVIEWS
6	SAP PSA			* * * * * * *	n n n n	79%	12 REVIEWS
7	K Kimble PSA			* * * * *	n n n n	78%	10 REVIEWS
8	NetSuite Professional Services Au	Itomation		* * * * * * * *	r 	77%	14 REVIEWS
9	🙆 Avaza			* * * * * * *	n n n n	74%	15 REVIEWS
10	Mavenlink			* * * * * * *	r † † †	66%	11 REVIEWS
11	🔄 Accelo PSA			n n n n n	ŧ ŧ ŧ	63%	12 REVIEWS

CATEGORY AVERAGE 78%

Mandatory Feature

PRODUCTS WITH INSUFFICIENT DATA

Table of Contents

Reporting

 Vrike	<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	90%	8 REVIEWS
 ConnectWise Manage	ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ	86%	7 REVIEWS
 24 Bitrix24	ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ	92%	G REVIEWS
 BigTime	* * * * * * * * * *	58%	G REVIEWS

CATEGORY REPORT	
-----------------	--



Straightforward data storage with ability to create any reports easily. Dashboards for any role with ability to easily build and modify.







This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Resource Management

Mandatory Feature

Includes resource allocation, expense tracking, and resource planning.

-- OProWorkflow

	Delights	ݰ ݰ ݰ ݰ	59%	
PROJECTOR	Highly Satisfies	ᡥ ᡥ ᡥ	36%	89% Resource
PROJECTOR PSA	Almost Satisfies		4%	Management
	Disappoints			
2 🙆 Avaza			ݰ ݰ ݰ ݰ ݰ ݰ ݰ ݰ ݰ	87% 15 REVIEWS
3 Kimble PSA				85% 10 REVIEWS
4 Microsoft Dynamics 365 Proje	ect Operations		* * * * * * * * * * *	83% 14 REVIEWS
5 📑 Accelo PSA				81%
6 @ Changepoint Services Automa	ntion		* * * * * * * * * * * *	78%
7 🖄 Mavenlink				78% 11 REVIEWS
8 G FinancialForce Services Autor	nation		** ** ** ** ** ** ** ** **	72% 12 REVIEWS
9 😡 Workday Professional Service	s Automation		** ** ** ** ** ** ** ** ** **	70% 11 REVIEWS
10 NetSuite Professional Service	s Automation		* * * * * * * * * * * *	70% 14 REVIEWS
11 SAP PSA			*** ** ** ** ** ** ** ** **	64% 12 REVIEWS

CATEGORY AVERAGE 79%

PRODUCTS WITH INSUFFICIENT DATA

Table of Contents

 Vrike	<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	4% 8 REVIEWS
 ConnectWise Manage	ݰ ݰ ݰ ݰ ݰ ݰ ݰ ݰ 都	9% 7 REVIEWS
 24 Bitrix24	ݰ ݰ ݰ ݰ ݰ ݰ ݰ ݰ	B% 6 REVIEWS
 BigTime	n n n n n n n n n n n n 50	D% 6 REVIEWS









This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

'ime Managem	ent		Mandatory Featur	re In
	Delights	ᡥ ᡥ 	59%	
кітве	Highly Satisfies	ᡥ ᡥ *	41%	90%
KIMBLE PSA	Almost Satisfies			Time Management
	Disappoints			
Projector PSA		ᡥ ᡥ ᢜ	ᡥ ᢜ ᢜ ᢜ ᢜ	87% 15 REVIEW
🖛 Accelo PSA		<mark>n</mark> n n n	ᡥ ᡥ ᡥ ᡥ ᡥ	86% 12 REVIEW
🙆 Avaza		ᡥ ᡥ *	* * * * * *	85% 15 REVIEW
NetSuite Professional Se	vices Automation	<mark>n</mark> n n n	* * *	83% 14
Changepoint Services Au	tomation	ᡥ ᡥ *	* * * * * *	82% 10
Mavenlink		ᡥ ᡥ *	* * * * * *	80% 11 REVIEW
😡 Workday Professional Ser	vices Automation	<mark>ന</mark> ന ന ന	* * * * *	77% 11 REVIEW
G FinancialForce Services A	utomation	n n n	* * * *	75% 12 REVIEW
Microsoft Dynamics 365	Project Operations	n n n	* * * *	72% 14
SAP PSA		mੈ mੈ mੈ	ݰ ݰ ݰ ݰ ݰ	63% 12 REVIEW

CATEGORY AVERAGE 81%

Category Overview

PRODUCTS WITH INSUFFICIENT DATA

CATEGORY REPORT

Table of Contents

 Vrike	ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	87 %	8 REVIEWS
 ConnectWise Manage	ᡥ ᢜ ᢜ ᢜ Ť Ť Ť	89%	7 REVIEWS
 24 Bitrix24	n n n n n n n n n n n	75%	6 REVIEWS
 BigTime	ᡥ ᡥ ᡥ ᡥ 	58%	6 REVIEWS

Data Quadrant

Includes time tracking or recording, automatic timer, and timesheets.

-- OProWorkflow

Vendor Capabilities









This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

All changes to contracts are fully audit-trailed to improve controls

KIMBLE PSA TOP PRODUCT	Delights Highly Satisfies Almost Satisfies Disappoints	ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	75% 25% 	94% Auditability
2 🙆 Avaza		<mark>ᡥ</mark> ᡥ ᡥ 	ᡥ ᡥ ᡥ 	90% 15 REVIEWS
3 🖄 Mavenlink		ᡥ ᡥ ᡥ 	ᡥ ᡥ ᡥ ᡥ	85% 11 REVIEWS
4 😡 Workday Professional Services A	utomation	<mark>ᡥ </mark> * * * *	ᡥ ᢜ ᢜ ᢜ	80% 11 REVIEWS
5 SAP PSA		<mark>ተ</mark> ተ ተ ተ	ਜ ਜ ਜ ਜ	79% 12 REVIEWS
6 Microsoft Dynamics 365 Project (Operations	n n n n n	* * *	78% 14 REVIEWS
7 NetSuite Professional Services A	utomation	n n n n n	* * *	72% 14 REVIEWS
		CATEG	ORY AVERAG	iE 83%
PRODUCTS WITH INSUFFICIENT DATA				

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Auditability

	Vrike	ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ	88%	8 REVIEWS
	ConnectWise Manage	ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ	86%	7 REVIEWS

Standard Feature





This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Business Process Analysis (BPA)

Standard Feature

Contains a template library with version control to understand and improve process efficiency.

		Delights	ᡥ ᡥ ᡥ	ᡥ ᡥ	62%		
I	PROJECTOR	Highly Satisfies	ᡥ ᡥ ᡥ		32%	89	%
٦	PROJECTOR PSA	Almost Satisfies	n		6%	Business Pro Analysis (B	
		Disappoints					
2	Microsoft Dynamics 365 Project 0	Operations		n n n n n	ᡥ ᡥ ᡥ 	88%	14 REVIEWS
З	G FinancialForce Services Automati	on		n n n n n	ᡥ ᡥ ᡥ 	78 %	12 REVIEWS
4	SAP PSA			ᡥ ᡥ ᡥ ᡥ *	ᡥ ᡥ ᡥ ᡥ	75 %	12 REVIEWS
5	Mavenlink			ተ	* * * *	75%	11 REVIEWS
6	🙆 Avaza			ᡥ ᡥ ᡥ ᡥ ᡥ	* * *	75%	15 REVIEWS
7	NetSuite Professional Services A	utomation		ᡥ ᡥ ᡥ ᡥ *	* * *	69%	14 REVIEWS
8	Workday Professional Services A	utomation		ᡥ ᆥ ᆥ ᆥ ᆥ 	* * * *	65%	11 REVIEWS
9	Changepoint Services Automation	ı		n n n n n	n n n n	64%	10 REVIEWS
				CATEG	ORY AVERA	GE 76%	

LAIEGURY AVERAGE 76%

Category Overview

PRODUCTS WITH INSUFFICIENT DATA

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CATEGORY REPORT

 Vrike	ᡥ 	91%	8 REVIEWS
 ConnectWise Manage	ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	82%	7 REVIEWS
 24 Bitrix24	<mark>ᡥ ᡥ</mark> ᡥ ᡥ 	83%	6 REVIEWS
 BigTime	ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ 	45%	6 REVIEWS
 O ProWorkflow	ᡥ ᡥ ᡥ ᡥ 	75%	5 REVIEWS

Data Quadrant





Credit Card Processing

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Expenses can be allocated to credit cards to help match statements

1.	Delights	ᡥ ᡥ ᡥ ᡥ ᡥ ᡥ 	77 %		
	Highly Satisfies	m m	23%	94	
AZAVA	Almost Satisfies			Credit Card Processing	
TOP PRODUCT	Disappoints		-		
2 Microsoft Dynamics 365 Proje	ect Operations	mໍ ຫໍ	n	88%	14 REVIEWS
3 Kimble PSA				80%	10 REVIEWS
4 Mavenlink				75%	11 REVIEWS
5 😡 Workday Professional Service	s Automation			75%	11 REVIEWS
6 SAP PSA		ŵ ŵ '	* * * * * * * * *	67 %	12 REVIEWS
			CATEGORY AVERAG	E 81%	

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Standard Feature





Customer Suveys

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Ticket closure can support customer satisfaction feedback

Mavenlink MAVENLINK TOP PRODUCT	Delights Highly Satisfies Almost Satisfies Disappoints	ݰ ݰ ݰ ݰ ݰ ݰ ݰ 	100%	100% Customer Suveys
2 Microsoft Dynamics 365 Pr	oject Operations	<mark>ਜ</mark> ੈ ਜੈ ਜੈ ਜੈ ਜੈ ਜੈ	r m m m m	84% 14 REVIEWS
3 SAP PSA		<mark>ਜੈ ਜੈ</mark> ਜੈ ਜੈ ਜੈ	r ṁ ṁ ṁ ṁ	79% 12 REVIEWS
4 😡 Workday Professional Servi	ces Automation	<mark>ᡥ ᡥ</mark> ᡥ ᡥ ᡥ	r ñ ñ ñ ñ	72% 11 REVIEWS
		CATE	GORY AVERA	GE 84%
PRODUCTS WITH INSUFFICIENT DATA				
🗸 Wrike		ᡥ ᡥ ᡥ ᡥ 1	r m m m m	90% 8 REVIEWS
ConnectWise Manage		* * * * * *	r m m m m	93% 7 REVIEWS
24 Bitrix24		.	r m m m m	88% 6 REVIEWS

Table of Contents CATEGORY REPORT

Standard Feature





Knowledgebase

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Allows users to creare knowledgebase articles, metadata tags, creation data and author's name

Mavenlink	Delights	ᡥ ᡥ 	33%	
	Highly Satisfies	ᡥ ᡥ 	67 %	83% Knowledgebase
MAVENLINK TOP PRODUCT	Almost Satisfies			Kilowleugebase
	Disappoints			
2 Microsoft Dynamics 36	5 Project Operations	ײַ װָ װָ װַ װַ װ	n n n n n n	81% 14 REVIEWS
3 😡 Workday Professional S	Services Automation	<mark>ተ</mark>	r 	80% 11 REVIEWS
4 📟 SAP PSA		ᡥ ᡥ ᡥ *	ñ ñ ń ń ń	71% 12 REVIEWS
		CA	TEGORY AVERA	GE 78%
PRODUCTS WITH INSUFFICIENT DA	ATA			
ConnectWise Manage		ײָ װָ װָ װָ װ		82% 7 REVIEWS
24 Bitrix24			* * * * * *	88% 6

CATEGORY REPORT

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Data Quadrant

Standard Feature





This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

The solution can be easily accessed by employees through a dedicated native application or HTML5 access.

(//.	Delights Highly	ጥໍ ጥໍ ጥ	ݰ ݰ ݰ	69 % 	90.
a	vaza	Satisfies Almost Satisfies	• •		8%	Mobile Access
	PRODUCT	Disappoints				
2 🗸	Workday Professional Services Au	Itomation		ה ה ה ה ה	ᡥ ᡥ ᡥ 	86% 11 REVIEWS
з 🖪	Kimble PSA			n n n n	ᡥ ᡥ ᡥ ᡥ	85% 10 REVIEWS
4	Microsoft Dynamics 365 Project 0	perations		n n n n	ṁ ṁ ṁ ṁ ṁ	81% 14 REVIEWS
5 🔤	SAP PSA			* * * *	ṁ ṁ ṁ ṁ ṁ	75% 12 REVIEWS
6	Changepoint Services Automation			n n n n	ᡥ ᡥ ᡥ ᡥ	71% 10 REVIEWS
7 🔳	Accelo PSA			n n n n n	ŵ ŵ ŵ ŵ ŵ	63% 12 REVIEWS
8	Mavenlink			ᡥ ᡥ ᡥ ᡥ	ᡥ ᡥ ᡥ ᡥ	45% 11 REVIEWS
				CAT	EGORY AVERA	ie 75%

PRODUCTS WITH INSUFFICIENT DATA

Mobile Access

 Vrike	<mark>ᡥ</mark> ᡥ ᡥ 	88%	8 REVIEWS
 ConnectWise Manage	<mark>ᡥ</mark> ᡥ ᡥ ᡥ ᡥ 	82%	7 REVIEWS
 24 Bitrix24	<mark>ᡥ </mark> * * * * * * * * * *	84%	6 REVIEWS
 BigTime	ᡥ ᡥ ᡥ 	38%	6 REVIEWS
 O ProWorkflow	<mark>ᡥ </mark> * * * * * * * * * *	80%	5 REVIEWS

CATEGORY REPORT

Standard Feature







Outlook (0365) Calendar Integration

This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Ability to sync resource bookings with Outook

	Mavenlink MAVENLINK OP PRODUCT	Delights Highly Satisfies Almost Satisfies Disappoints	ᡥ 						50°			BB Outlook (O3 Calendai Integratic	65) r
2	Kimble PSA			Ţ	Ť	n 1	ŕŕ	† 1	r r	n	r	85%	10 REVIEWS
3	Microsoft Dynamics 365 Project C	perations		Ť	Ť	n 1	r †	Ť Í	r r	n	r	83%	14 REVIEWS
4	Workday Professional Services Au	utomation		Ť	Ť	n 1	r T	n i	r T	n	r	78 %	11 REVIEWS
5	🗁 Accelo PSA			Ť	Ť	i i	r T	ŵ i	i i	n	r	67 %	12 REVIEWS
6	SAP PSA			Ť	Ť	n 1	r r	n i	r †	n	r	64%	12 REVIEWS
							CAT	EGO	RY	AV	ERAC	GE 77%	
PRC	DUCTS WITH INSUFFICIENT DATA												
	🛲 ConnectWise Manage			Ť	Ť	n 1	r †	m 1	i i	n	r	89%	7 REVIEWS
	24 Bitrix24					n 1	r †	ŵ i	i i	n	r	85%	6 REVIEWS
	OroWorkflow				Ť	n 1	r †	ŵ i	r r	n	r	75%	5 REVIEWS

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Standard Feature





This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

The automation of the sequence of tasks within a process, to be executed without manual intervention

KIMBLE PSA TOP PRODUCT	Delights Highly Satisfies Almost Satisfies Disappoints	ᡥ 	50% 50% 	BB% Process Automation
2 🔄 Accelo PSA		n n n n n	ᡥ ᡥ ᡥ ᡥ	80% 12 REVIEWS
3 Microsoft Dynamics 365 Project	Operations	n n n n n	ᡥ ᡥ ᡥ ᡥ	78% 14 REVIEWS
4 🛛 Mavenlink		n n n n n	ᡥ ᡥ ᡥ ᡥ 	76% 11 REVIEWS
5 😡 Workday Professional Services	Automation	* * *	* * * *	75% 11 REVIEWS
6 🖙 SAP PSA		n n n n	ᡥ ᡥ ᡥ ᡥ	71% 12 REVIEWS
7 <i>G</i> FinancialForce Services Automa	tion	n n n n	ᡥ ᡥ ᡥ ᡥ	69% 12 REVIEWS
		CATI	EGORY AVERA	GE 76%

PRODUCTS WITH INSUFFICIENT DATA

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Process Automation

 Vrike	ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ Ť Ť	94%	8 REVIEWS
 ConnectWise Manage	ŵ ŵ ŵ ŵ ŵ ŵ 	79%	7 REVIEWS
 24 Bitrix24	n n n n n n n n n n n	83%	6 REVIEWS
 BigTime	ᡥ 	55%	6 REVIEWS

Standard Feature







This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Project Management

Includes support for elements of individual project management such as phase, task, resource, duration and budget, with Gantt and WBS views.

	1.	Delights	ᡥ ᢜ	ݰ ݰ ݰ ݰ ݰ	87 %		
		Highly Satisfies	Ŵ		13%	97	%
	ovaza	Almost Satisfies				Project Manageme	ent
	AVAZA OP PRODUCT	Disappoints					
2	🔄 Accelo PSA			<u></u>	* * * *	86%	12 REVIEWS
з	Kimble PSA			† † † † †	ݰ ݰ ݰ	85%	10 REVIEWS
4	Changepoint Services Automatic	on		<mark>ᡥ</mark> ᡥ ᡥ ᡥ ᡥ	* * *	82%	10 REVIEWS
5	Microsoft Dynamics 365 Project	Operations		ᡥ ᡥ 	* * * *	81%	14 REVIEWS
6	Mavenlink			<mark>ᡥ</mark> ᢜ ᢜ ᢜ ᢜ	ᡥ ᡥ ᡥ ᡥ	78 %	11 REVIEWS
7	Workday Professional Services	Automation		ᡥ ᡥ ᢜ ᢜ ᢜ	ᡥ ᡥ ᡥ ᡥ	77%	11 REVIEWS
8	Projector PSA			ᡥ ᢜ ᢜ ᢜ ᢜ	ᡥ ᡥ ᡥ ᡥ	76 %	15 REVIEWS
9	NetSuite Professional Services	Automation		ᡥ 	ᡥ ᡥ ᡥ 	73%	14 REVIEWS
10	SAP PSA			* * * * * *	* * * *	70 %	12 REVIEWS
				CATEG	ORY AVERA	GE 81%	

Standard Feature

Category Overview

PRODUCTS WITH INSUFFICIENT DATA

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CATEGORY REPORT

ConnectWise Manage	ᡥ ᡥ ᡥ ᡥ ᡥ 	86%	7 REVIEWS
24 Bitrix24	<mark>ᡥ 🛉</mark> ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ ᢜ	87 %	6 REVIEWS
Dig Big Time	ṁ ṁ ☆ ☆ ☆ ☆ ☆ ☆ ☆	54%	6 REVIEWS
OPROWORKFlow	* * * * * * * * * * *	85%	5 REVIEWS

Data Quadrant







This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Security Standard Feature m n n n n n 63% Delights 91% Highly Satisfies r r r 38% **ACCELO PSA** Almost ----**TOP PRODUCT** Satisfies ---Disappoints 2 Microsoft Dynamics 365 Project Operations 14 88% REVIEWS 11 3 🛛 Mavenlink 83% REVIEWS 10 4 Kimble PSA 81% REVIEWS 11 REVIEWS **5** Workday Professional Services Automation 77% 14 NetSuite Professional Services Automation 77% 6 REVIEWS **m m m m m m** 12 **†** † † 75% 7 SAP PSA REVIEW **CATEGORY AVERAGE 82%**

PRODUCTS WITH INSUFFICIENT DATA

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Contents

 Vrike	<mark>n</mark> n n n n n n n n n n n n	87 %	8 REVIEWS
 ConnectWise Manage	<mark>🛉</mark> 🛉 🛉 🛉 🛉 👘 👘 👘 👘	82%	7 REVIEWS
 O ProWorkflow	m m m m m m m m m m	70%	5 REVIEWS

Software provides appropriate data and access security.





This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Task Management and Workflow

Standard Feature

Supports triggers and events for process automation.

11.	Delights	n n n n n n n	69%	
	Highly Satisfies	ᡥ ᡥ	31%	92%
avaza	Almost Satisfies			Task Management and Workflow
AVAZA TOP PRODUCT	Disappoints			
2 🔄 Accelo PSA		<mark>ਜ</mark> ੈ ਜੈ ਜੈ ਜੈ ਜੈ	• ݰ ݰ ݰ ݰ	84% 12 REVIEWS
3 Kimble PSA		n n n n n		80% 10 REVIEWS
4 Microsoft Dynamics 365	Project Operations	<mark>r</mark> n n n n	• * * * * *	78% 14 REVIEWS
5 😡 Workday Professional Se	ervices Automation	<mark>r n</mark> n n n	• * * * * * *	73% 11 REVIEWS
6 🛛 Mavenlink		n n n n	• * * * * *	69% 11 REVIEWS
7 SAP PSA		n n n n	• * * * * *	64% 12 REVIEWS
		CAT	EGORY AVERA	GE 78%
PRODUCTS WITH INSUFFICIENT DAT	A			
- - ML-2L				66 0/ 8

 Vrike	<mark>ױ</mark> װ װ װ װ װ װ װ װ װ װ װ װ	88%	8 REVIEWS
 ConnectWise Manage	ŵ ŵ ŵ ŵ ŵ ŵ ŵ ŵ	86%	7 REVIEWS
 24 Bitrix24	ŵ ŵ ŵ ŵ ŵ ŵ ŵ 	83%	6 REVIEWS
 BigTime	ᡥ ᡥ ᡥ * * * * * *	46%	G REVIEWS
 O ProWorkflow	<mark>ᡥ ᡥ ᡥ </mark>	70%	5 REVIEWS

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This section provides detailed information on user satisfaction for each product feature. Use these pages to dig deeper into areas of particular interest or concern.

Allows multiple users to comment on, mark-up, annotate, or edit a document. Provides team sites, workspaces or other landing areas that enhance productivity.

1	ACCELO PSA	Delights Highly Satisfies Almost Satisfies	ተ ተ ተ	ền ởn ởn	67% 33% 	92 Team Collaborat	% ion
		Disappoints					
2	Projector PSA			<mark>ᡥ </mark>	* * * *	87 %	15 REVIEWS
З	Microsoft Dynamics 365 Project C) perations		n n n n	.	81%	14 REVIEWS
4	G FinancialForce Services Automati	on		n n n n	י ה ה ה ה ה	79%	12 REVIEWS
5	Mavenlink			<mark>ਜ</mark> ਾ ਜਾ ਜਾ ਜਾ ਜ	ר ה ה ה ה ה	78%	11 REVIEWS
6	Workday Professional Services A	utomation		n n n n	י ה ה ה ה ה	75%	11 REVIEWS
7	🙆 Avaza			n n n n	י ײ ײ ײ ײ	75%	15 REVIEWS
8	Changepoint Services Automation	1		n n n n	י ײֿ ײֿ ײֿ ײֿ ײֿ	72%	10 REVIEWS
9	NetSuite Professional Services A	utomation		n n n n	י ײֿ ײֿ ײֿ ײֿ	65%	14 REVIEWS
10	SAP PSA			n n n n	י ווֹי ווֹי ווֹי ווֹי ווֹי	65%	12 REVIEWS

CATEGORY AVERAGE 77%

Standard Feature

PRODUCTS WITH INSUFFICIENT DATA

Team Collaboration

 Vrike	<mark>ᡥ</mark> ᡥ ᡥ 	84%	8 REVIEWS
 ConnectWise Manage	ŵ ŵ ŵ ṁ ṁ ṁ ṁ ṁ ŵ	86%	7 REVIEWS
 24 Bitrix24	* * * * * * * * * * * *	83%	6 REVIEWS
 BigTime	ݰ ݰ ☆ ☆ ☆ ☆ ☆ ☆ ☆ ☆	54%	6 REVIEWS
 © ProWorkflow	ᡥ ᢜ ᢜ ᢜ ᢜ ᢜ Ť Ť	75%	5 REVIEWS



