

October 2021

DATA QUADRANT REPORT

# Professional Services Automation

170

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Products Included

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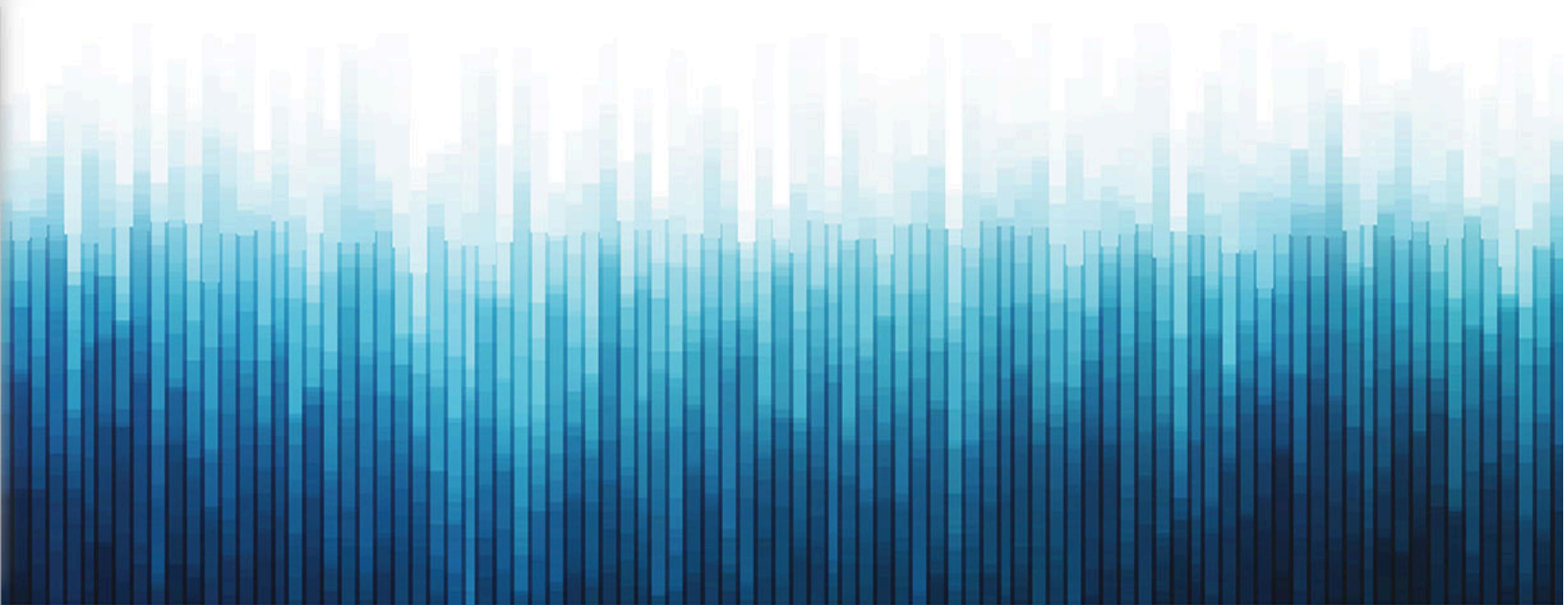
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## How to Use the Report

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.



# 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

 **Accelo PSA**

 **Avaza**

 **BlueFolder**

 **Conrep - Professional Services Enterprise**

 **FinancialForce Services Automation**

 **HaloPSA**

 **Intervals**

 **Kimble PSA**

 **Microsoft Dynamics 365 Project Operations**

 **Projector PSA**

 **Ravetree**


 **Scoro**

 **Atera**

 **BigTime**

 **Changepoint Services Automation**

 **CrossConcept Continuum**

 **Forecast: Resource & Project Management Platform**

 **HarmonyPSA**

 **Kaseya BMS**

 **Klient PSA**

 **Naverisk PSA**

 **Promys**

 **Replicon PSA**

 **Tigerpaw One**

 **AutoTask PSA**

 **Bitrix24**

 **ConnectWise Manage**

 **Epicflow**

 **Function Point**

 **Infor Professional Services Automation**

 **Keyedin PSA**

 **Mavenlink**

 **NetSuite Professional Services Automation**

 **ProWorkflow**

 **SAP PSA**

 **Unanet PSA**

# Software Directory

## PROFESSIONAL SERVICES AUTOMATION SOFTWARE

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## Professional Services Automation Software

 Unit4 PSA Suite

 Upland PSA

 Vogsy

 Workday Professional Services Automation

 Wrike

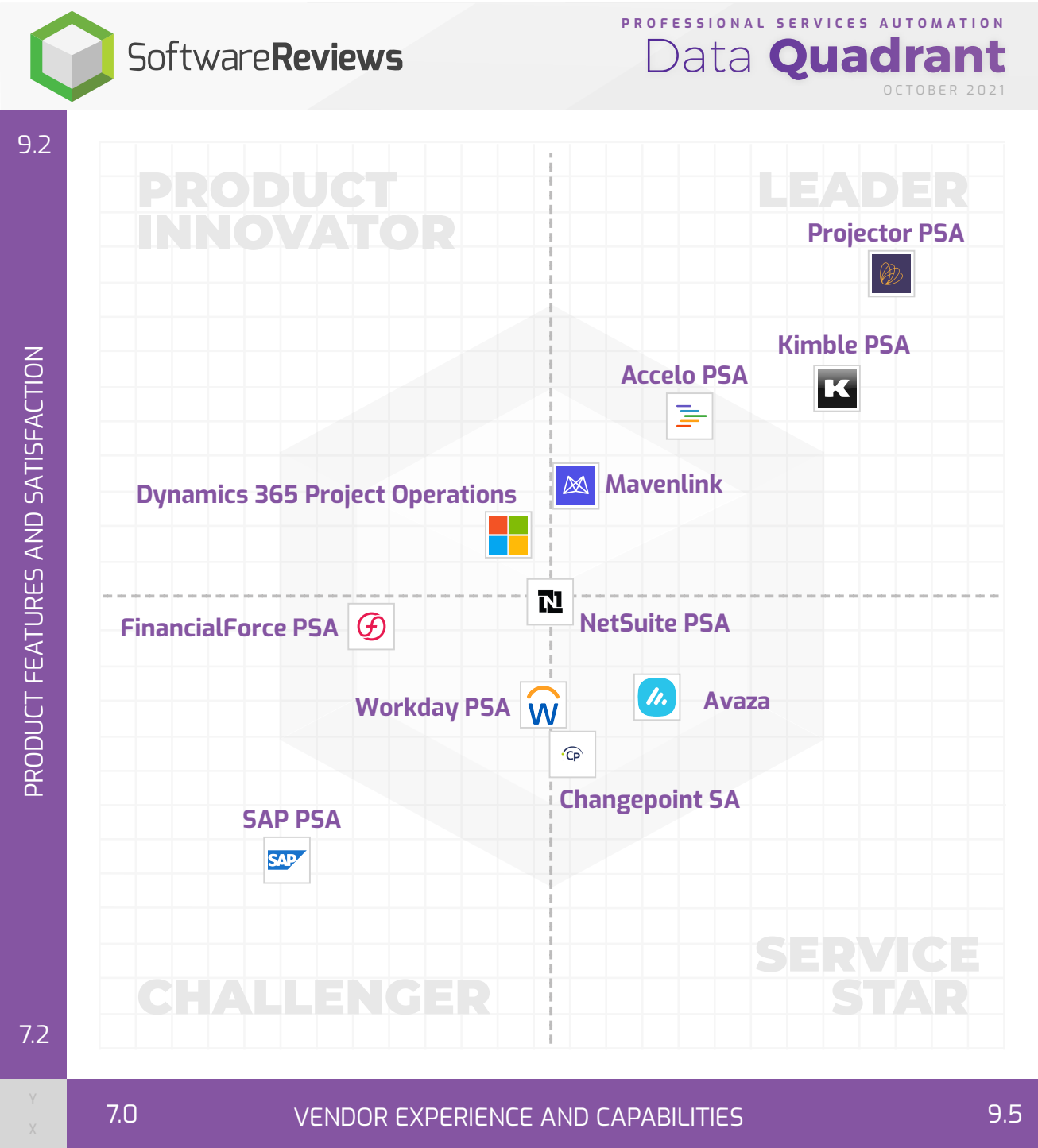


SOFTWARE REVIEWS  
Data Quadrant



INFO~TECH  
RESEARCH GROUP  
SoftwareReviews

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



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.

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).

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

# 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
	 Projector PSA	9.1/10	+98 	 -- NEGATIVE99% POSITIVE	86%	87%	94%	15
	 Kimble PSA	8.8/10	+97 	 -- NEGATIVE97% POSITIVE	84%	84%	89%	10
	 Accelo PSA	8.5/10	+89 	 3% NEGATIVE92% POSITIVE	82%	79%	91%	12
	 Mavenlink	8.3/10	+91 	 2% NEGATIVE93% POSITIVE	72%	76%	91%	11
5	 NetSuite PSA	8.1/10	+91 	 3% NEGATIVE94% POSITIVE	72%	77%	85%	14
6	 Avaza	8.1/10	+88 	 5% NEGATIVE93% POSITIVE	81%	81%	73%	15
7	 Dynamics 365 Project Operations	8.1/10	+81 	 5% NEGATIVE86% POSITIVE	78%	80%	83%	14
8	 Workday PSA	7.9/10	+85 	 2% NEGATIVE87% POSITIVE	76%	76%	80%	11
9	 Changepoint SA	7.9/10	+88 	 3% NEGATIVE91% POSITIVE	75%	79%	74%	10
10	 FinancialForce PSA	7.8/10	+80 	 4% NEGATIVE84% POSITIVE	71%	75%	86%	12
AVERAGE SCORES		8.2/10	+88 	 3% NEGATIVE91% POSITIVE	77%	79%	84%	12

# 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 	 <div>9% NEGATIVE84% POSITIVE</div>	70%	72%	76%	12
AVERAGE SCORES		8.2/10	+88 	 <div>3% NEGATIVE91% POSITIVE</div>	77%	79%	84%	12
PRODUCTS WITH INSUFFICIENT DATA								
--	 Wrike	9.0/10	+93 	 <div>-- NEGATIVE94% POSITIVE</div>	89%	87%	92%	8
--	 ConnectWise Manage	9.3/10	+100 	 <div>-- NEGATIVE100% POSITIVE</div>	85%	87%	98%	7
--	 Bitrix24	8.8/10	+95 	 <div>-- NEGATIVE96% POSITIVE</div>	81%	87%	87%	6
--	 BigTime	7.2/10	+89 	 <div>3% NEGATIVE92% POSITIVE</div>	52%	58%	91%	6
--	 ProWorkflow	7.6/10	+83 	 <div>7% NEGATIVE90% POSITIVE</div>	76%	76%	69%	5

# 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%

# 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%

# Vendor Capability Satisfaction

## 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 consistently creates business value for its customers.
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.
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.
Product Strategy and Rate of Improvement	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.
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.

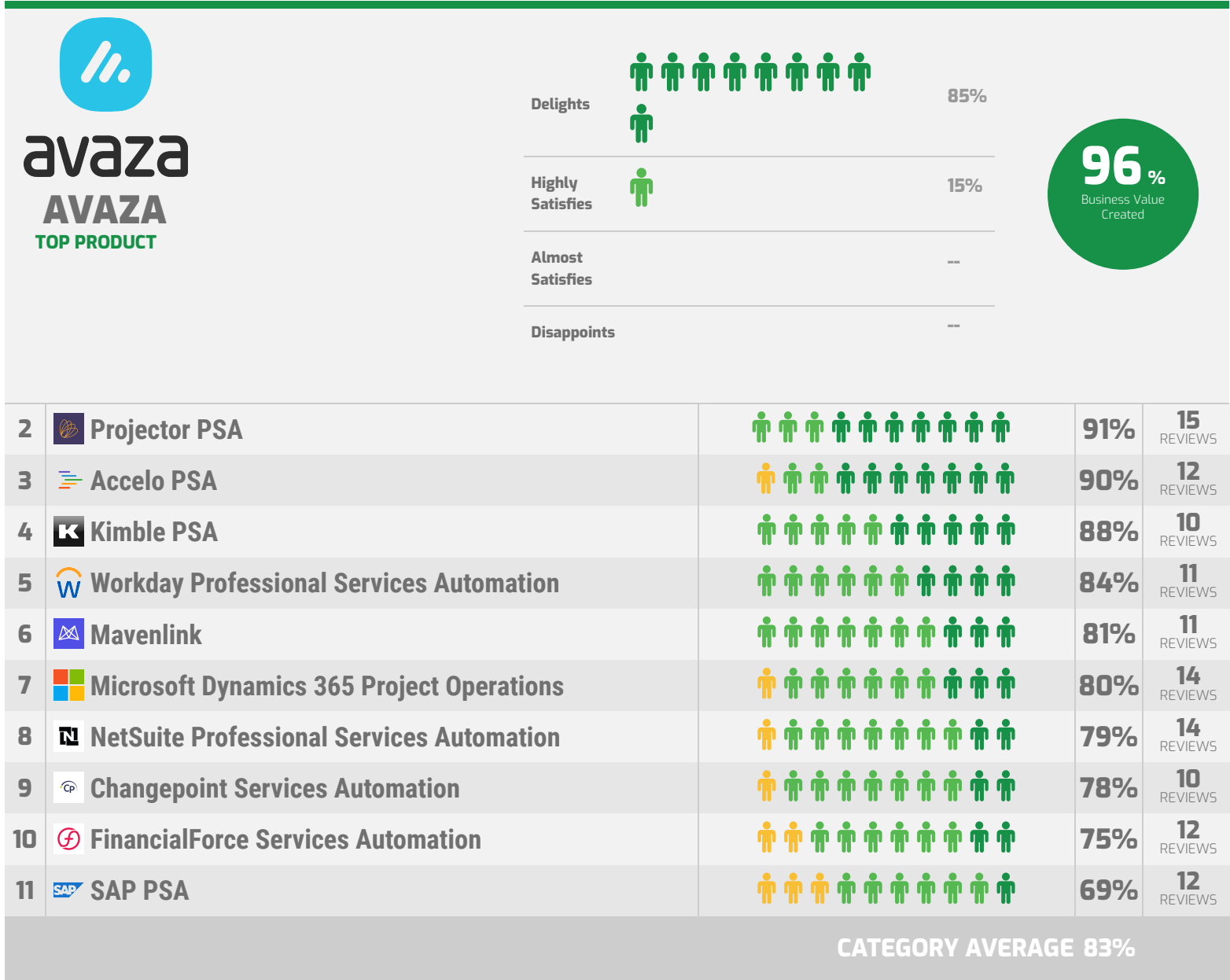
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

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.
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.
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.
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.
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.
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.



# Vendor Capability Satisfaction

## 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.



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	94%	8 REVIEWS
---	 ConnectWise Manage	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	82%	7 REVIEWS

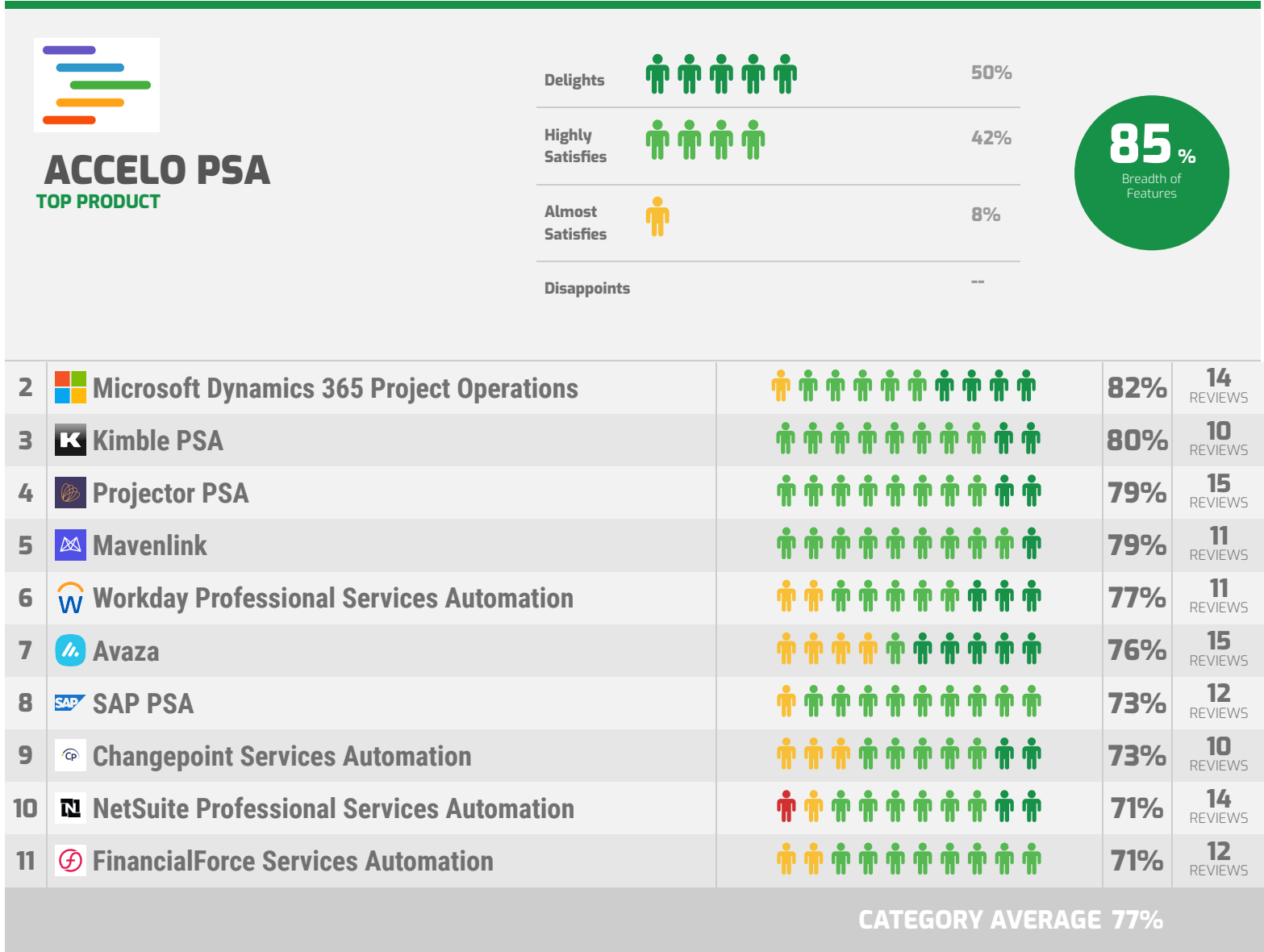
This section provides detailed information on user satisfaction for each vendor capability regarding their product offering(s). Use these pages to dig deeper into areas of particular interest or concern.

--	 24 Bitrix24	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	75%	6 REVIEWS
--	 BigTime	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	50%	6 REVIEWS
--	 ProWorkflow	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	70%	5 REVIEWS





# Vendor Capability Satisfaction

## 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.



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		91%	8 REVIEWS
---	 ConnectWise Manage		89%	7 REVIEWS
--	 24 Bitrix24		87%	6 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.

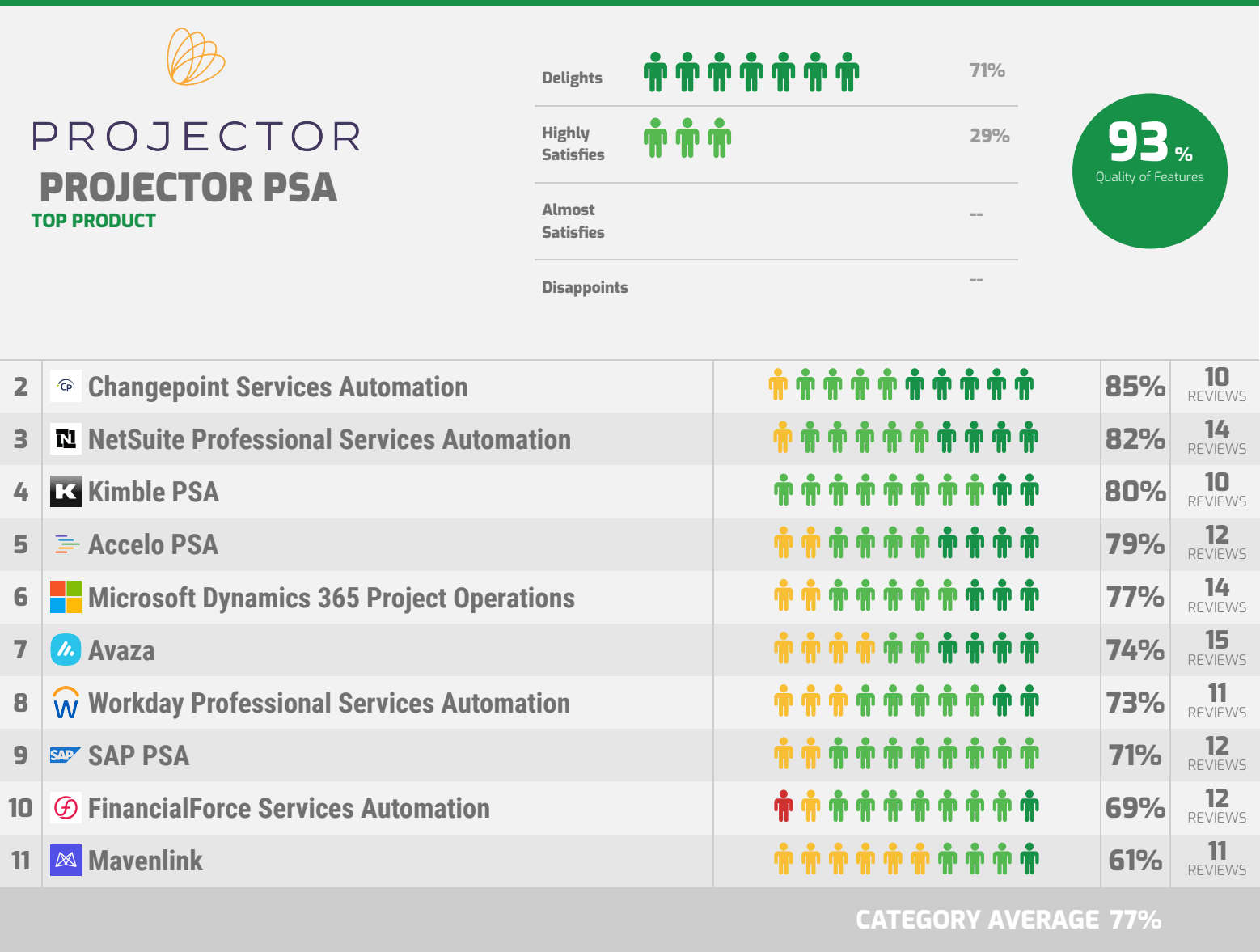
--	 BigTime		54%	6 REVIEWS
--	 ProWorkflow		70%	5 REVIEWS

# Vendor Capability Satisfaction









## 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.

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.



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		84%	8 REVIEWS
--	 ConnectWise Manage		86%	7 REVIEWS
--	 Bitrix24		79%	6 REVIEWS
--	 BigTime		58%	6 REVIEWS

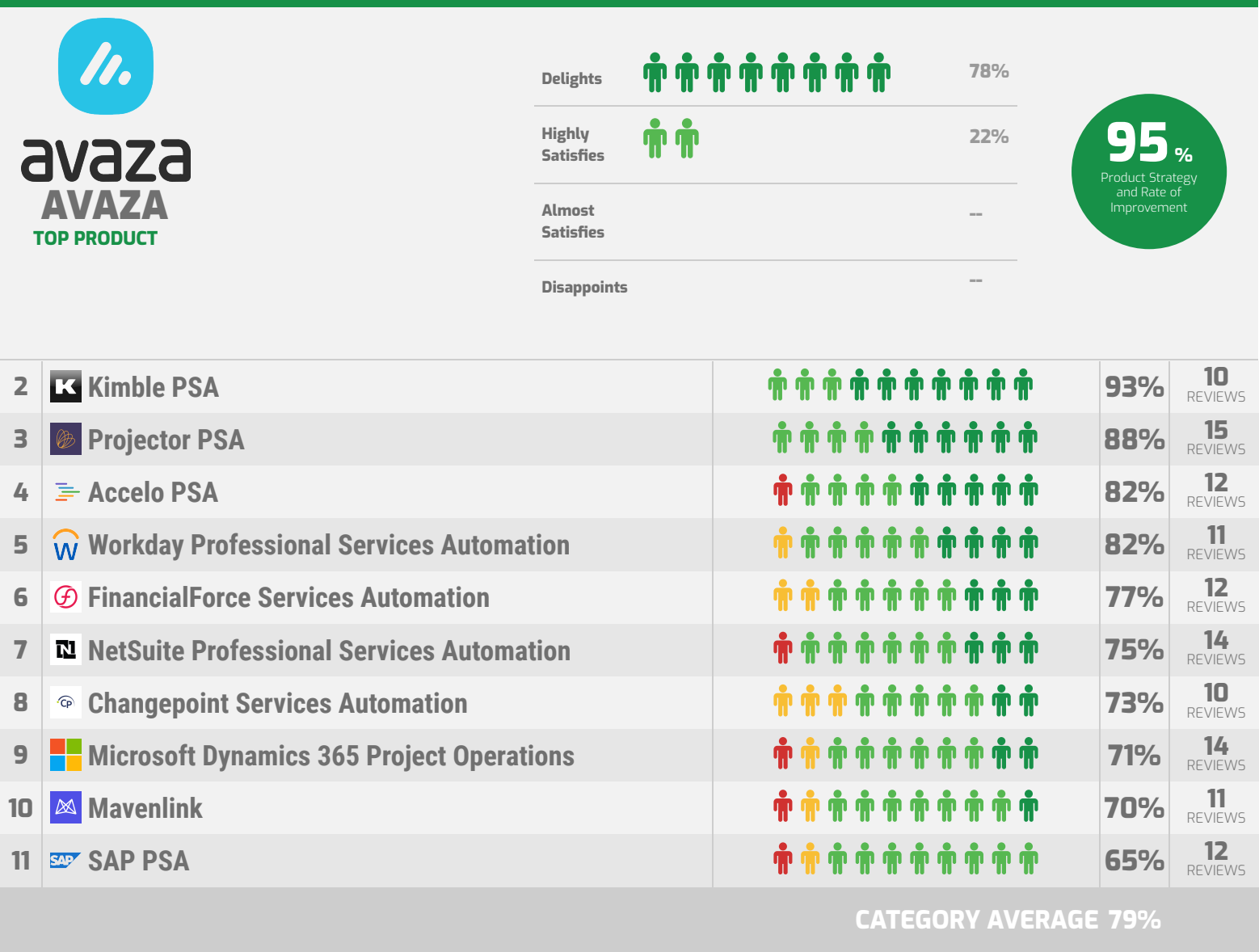


# Vendor Capability Satisfaction






## Product Strategy and Rate of Improvement



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.

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.



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		94%	8 REVIEWS
---	 ConnectWise Manage		86%	7 REVIEWS
--	 Bitrix24		88%	6 REVIEWS

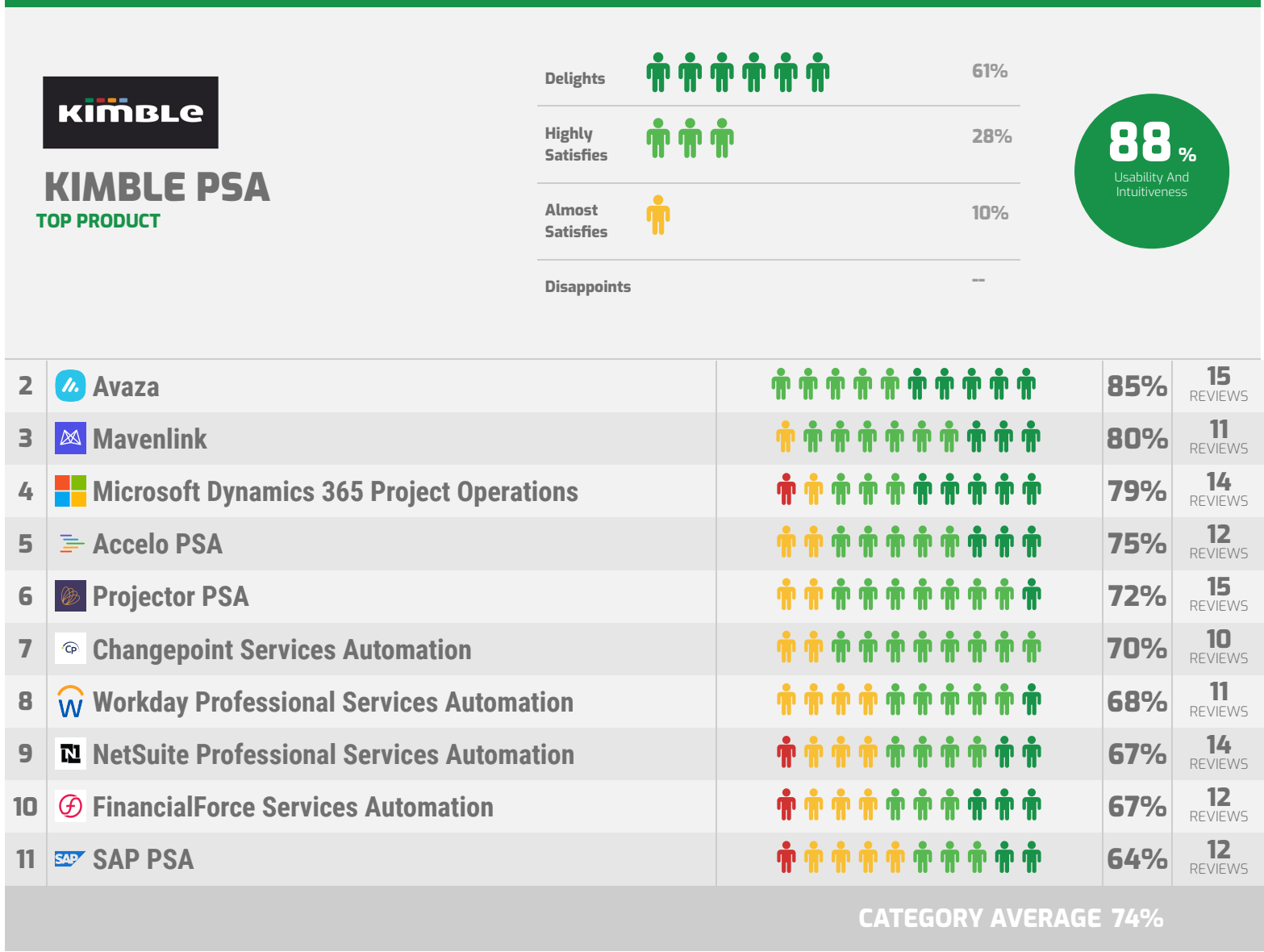
--	 BigTime		54%	6 REVIEWS
--	 ProWorkflow		76%	5 REVIEWS

# Vendor Capability Satisfaction







## 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.

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.



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		90%	8 REVIEWS
---	 ConnectWise Manage		86%	7 REVIEWS
--	 24 Bitrix24		71%	6 REVIEWS

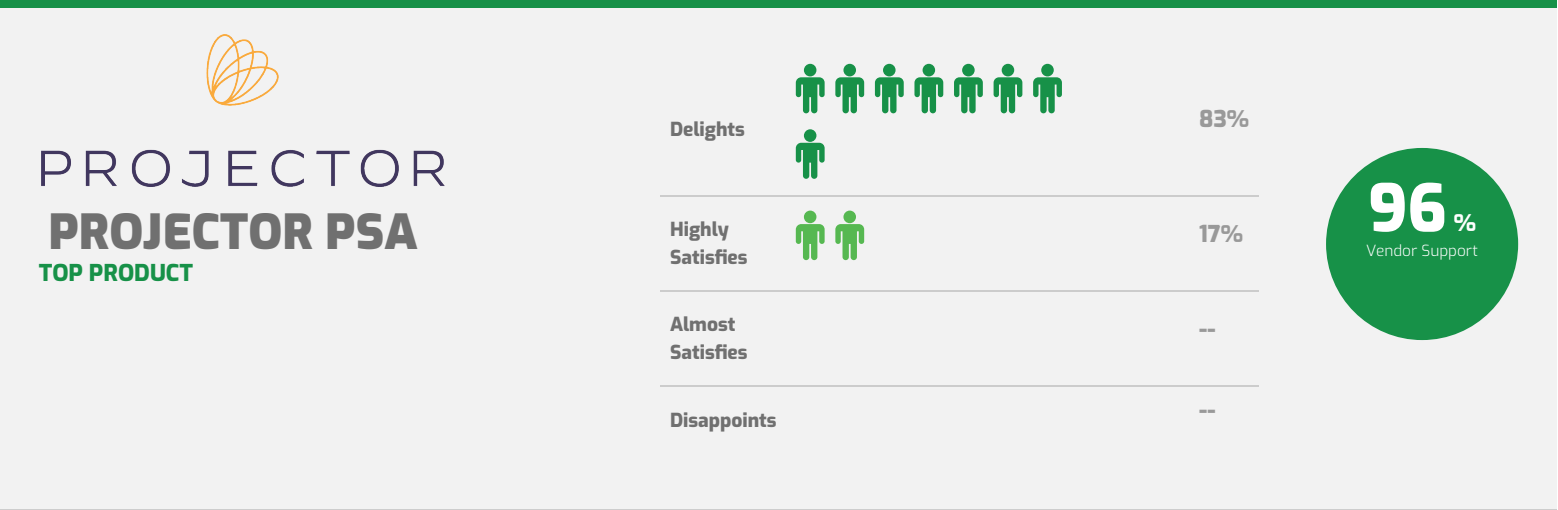
--	 BigTime		42%	6 REVIEWS
--	 ProWorkflow		80%	5 REVIEWS

# Vendor Capability Satisfaction

## 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-serve their product and which will offer quality support.

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.



2	Accelo PSA		95%	12 REVIEWS
3	Avaza		93%	15 REVIEWS
4	Kimble PSA		83%	10 REVIEWS
5	Mavenlink		79%	11 REVIEWS
6	Microsoft Dynamics 365 Project Operations		77%	14 REVIEWS
7	Changepoint Services Automation		75%	10 REVIEWS
8	NetSuite Professional Services Automation		73%	14 REVIEWS
9	Workday Professional Services Automation		73%	11 REVIEWS
10	FinancialForce Services Automation		68%	12 REVIEWS
11	SAP PSA		67%	12 REVIEWS
CATEGORY AVERAGE 80%				

PRODUCTS WITH INSUFFICIENT DATA

--	Wrike		81%	8 REVIEWS
---	ConnectWise Manage		93%	7 REVIEWS
--	24 Bitrix24		85%	6 REVIEWS

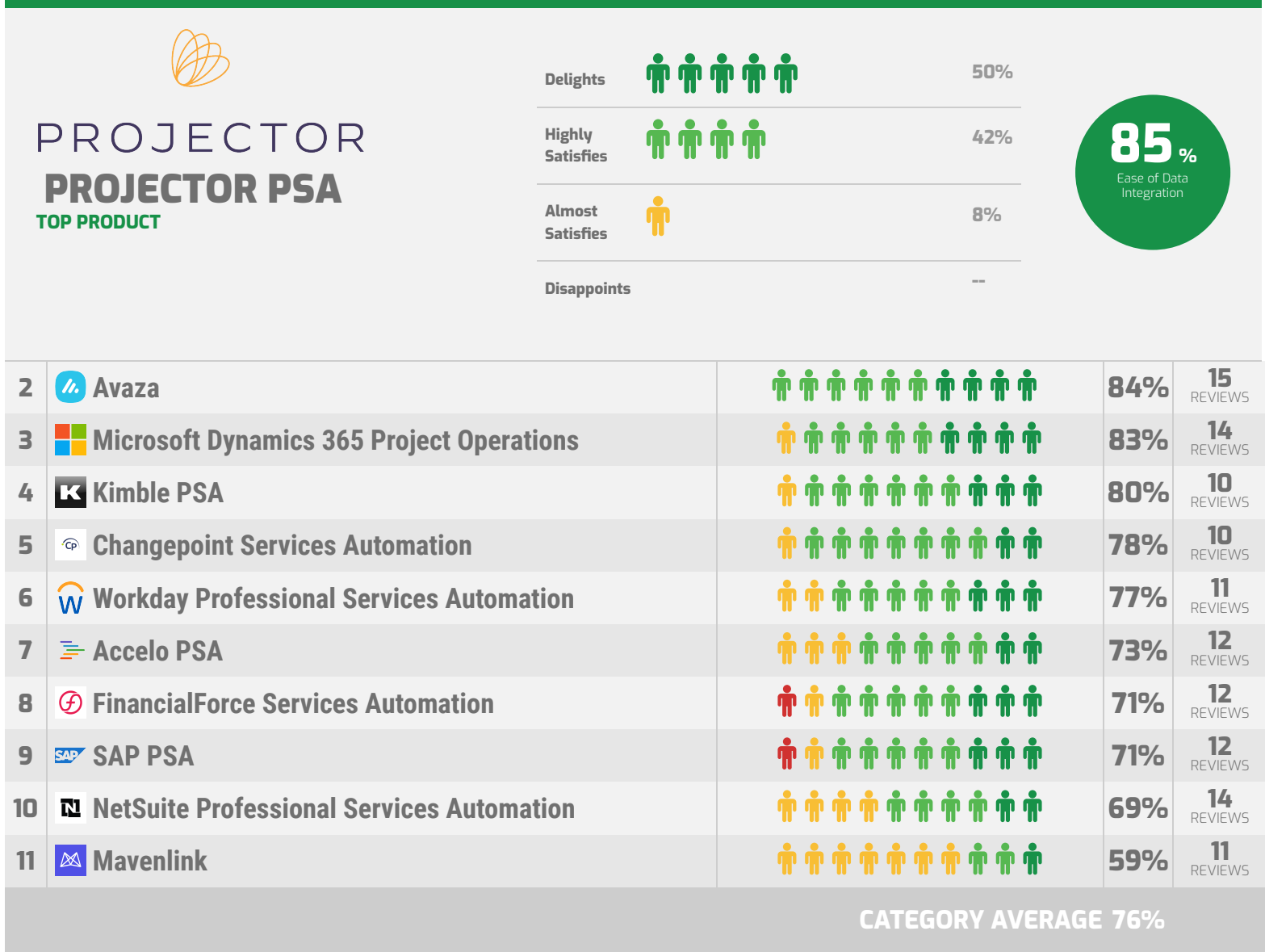
--	BigTime		58%	6 REVIEWS
--	ProWorkflow		75%	5 REVIEWS

# Vendor Capability Satisfaction









## 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.

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.



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		94%	8 REVIEWS
---	 ConnectWise Manage		89%	7 REVIEWS
--	 Bitrix24		75%	6 REVIEWS
--	 BigTime		46%	6 REVIEWS

--

 ProWorkflow



70%

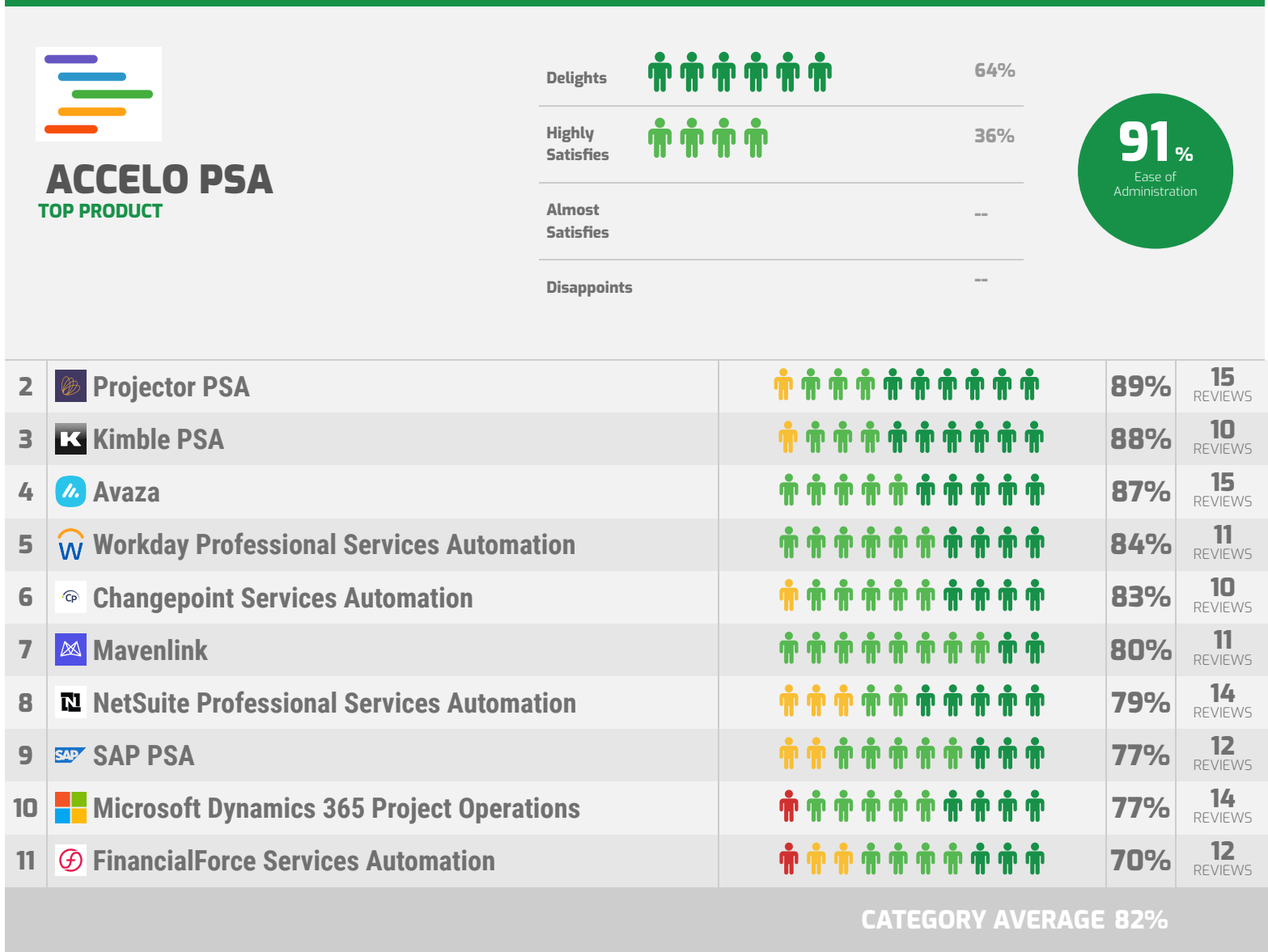
5  
REVIEWS

# Vendor Capability Satisfaction









## 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.

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.



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		88%	8 REVIEWS
---	 ConnectWise Manage		82%	7 REVIEWS
--	 Bitrix24		79%	6 REVIEWS
--	 BigTime		63%	6 REVIEWS

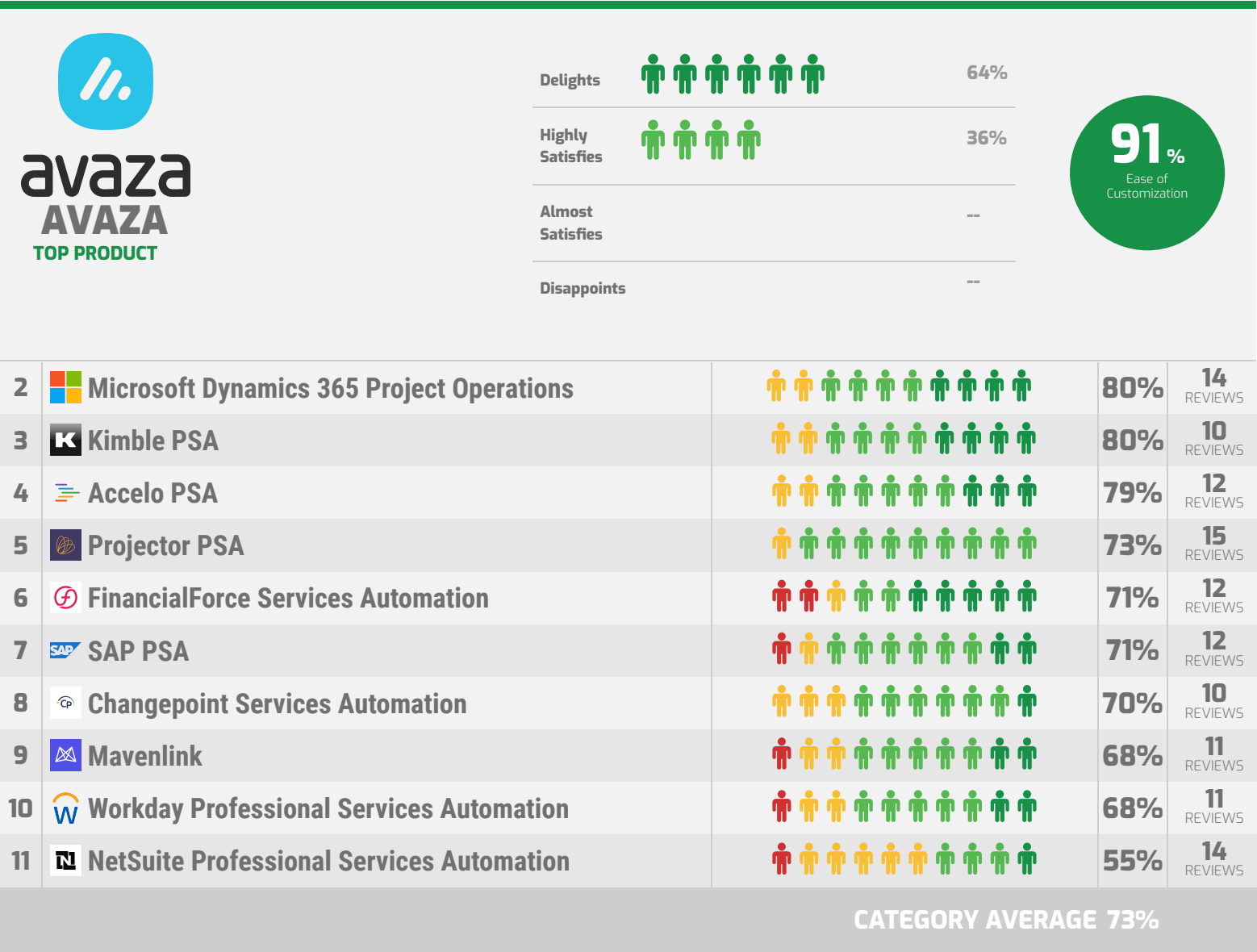


# Vendor Capability Satisfaction


## 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.

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PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		81%	8 REVIEWS
---	 ConnectWise Manage		82%	7 REVIEWS
--	 24 Bitrix24		83%	6 REVIEWS

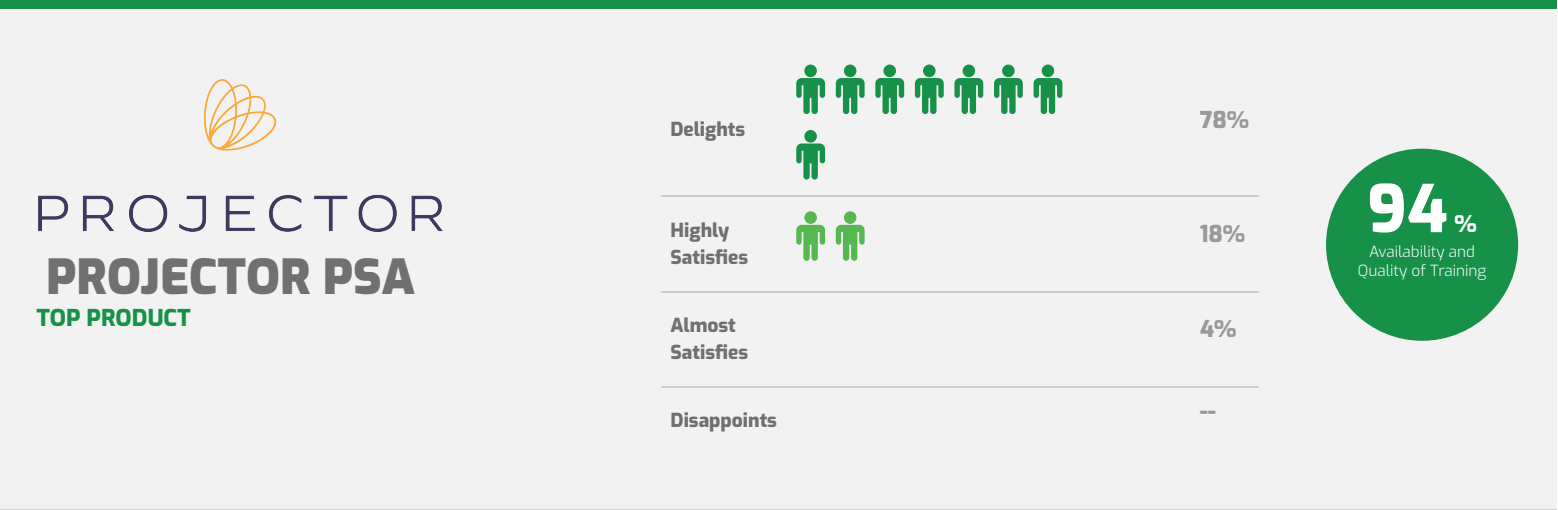
--	 BigTime		42%	6 REVIEWS
--	 ProWorkflow		70%	5 REVIEWS





















# Vendor Capability Satisfaction

## 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.


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.



2	 Avaza		93%	15 REVIEWS
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4	 Workday Professional Services Automation		83%	11 REVIEWS
5	 Kimble PSA		78%	10 REVIEWS
6	 Microsoft Dynamics 365 Project Operations		75%	14 REVIEWS
7	 FinancialForce Services Automation		75%	12 REVIEWS
8	 Changepoint Services Automation		75%	10 REVIEWS
9	 SAP PSA		73%	12 REVIEWS
10	 NetSuite Professional Services Automation		71%	14 REVIEWS
11	 Mavenlink		63%	11 REVIEWS
CATEGORY AVERAGE 79%				

PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		87%	8 REVIEWS
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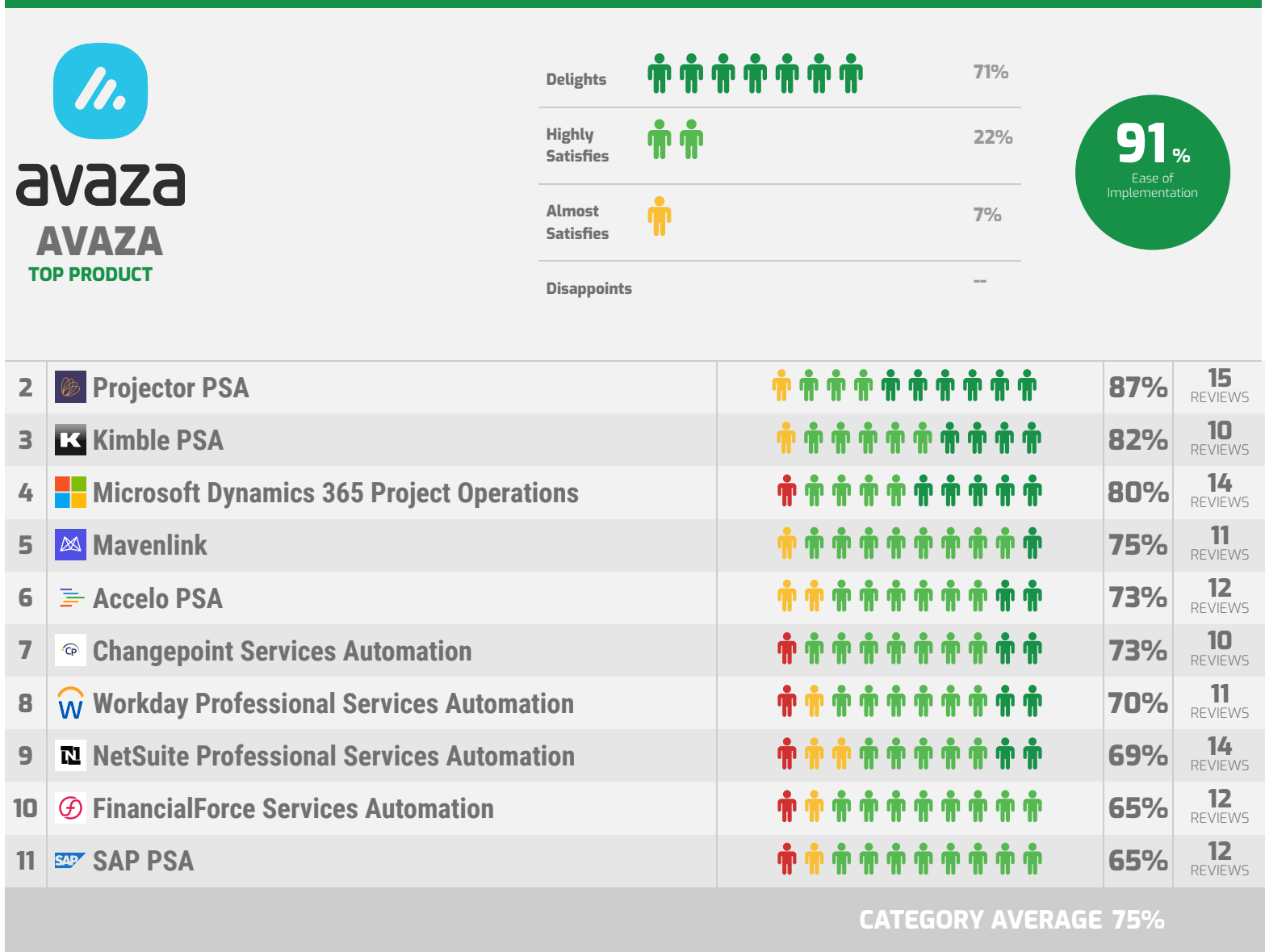
--	 24 Bitrix24		88%	6 REVIEWS
--	 BigTime		63%	6 REVIEWS
--	 ProWorkflow		80%	5 REVIEWS

# Vendor Capability Satisfaction








## 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.

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.



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		90%	8 REVIEWS
---	 ConnectWise Manage		82%	7 REVIEWS
--	24 Bitrix24		83%	6 REVIEWS
--	 BigTime		42%	6 REVIEWS

--

 ProWorkflow



76%

5  
REVIEWS

# Product Feature Summary

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%	

# Product Feature Summary

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%	



# Product Feature 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 SUEVYS	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%

# Product Feature 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 SUEVYS	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%	81%	79%

PRODUCTS WITH INSUFFICIENT DATA																	
Wrike	87%	91%	--	84%	88%	90%	--	88%	--	94%	87%	88%	--				
		82%	86%	86%	86%	93%	82%	82%	89%	79%	82%	86%	--				
		46%	54%	54%	--	--	--	38%	--	54%	--	46%	--				
		83%	87%	83%	--	88%	88%	84%	85%	83%	--	83%	--				
		75%	85%	75%	--	--	--	80%	75%	--	70%	70%	--				
ConnectWise Manage	87%																
BigTime	58%																
Bitrix24	87%																
ProWorkflow	76%																



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.

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.

## Billing

Includes invoice management, time capture, and expense tracking.

## Expense Detail Tracking

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

## Auditability

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

## Business Process Analysis (BPA)

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

## Credit Card Processing

Expenses can be allocated to credit cards to help match statements

## Customer Suveys

## Ticket closure can support customer satisfaction feedback

## Knowledgebase

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

## Mobile Access

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

## Reporting

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

## Resource Management

Includes resource allocation, expense tracking, and resource planning.

# Time Management

Includes time tracking or recording, automatic timer, and timesheets

## Outlook (0365) Calendar Integration

## Ability to sync resource bookings with Outlook

## Process Automation

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

## Project Management

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

## Security

Software provides appropriate data and access security.

## Task Management and Workflow

Supports triggers and events for process automation.

## Team Collaboration

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

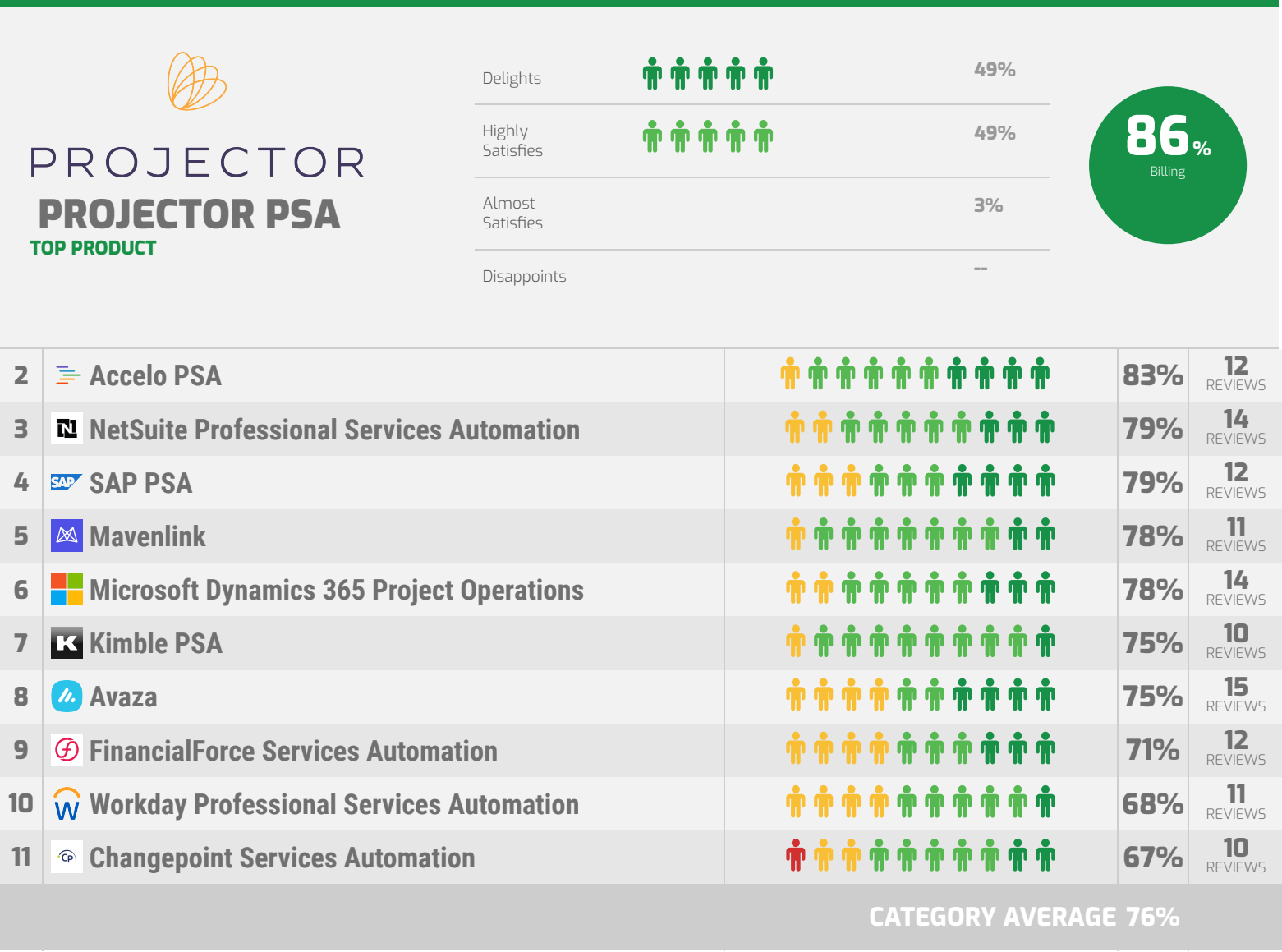
# Product Feature Satisfaction

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.

## Billing

Mandatory Feature

Includes invoice management, time capture, and expense tracking.



PRODUCTS WITH INSUFFICIENT DATA

--	Wrike		88%	8 REVIEWS
--	ConnectWise Manage		82%	7 REVIEWS
--	Bitrix24		92%	6 REVIEWS
--	BigTime		67%	6 REVIEWS



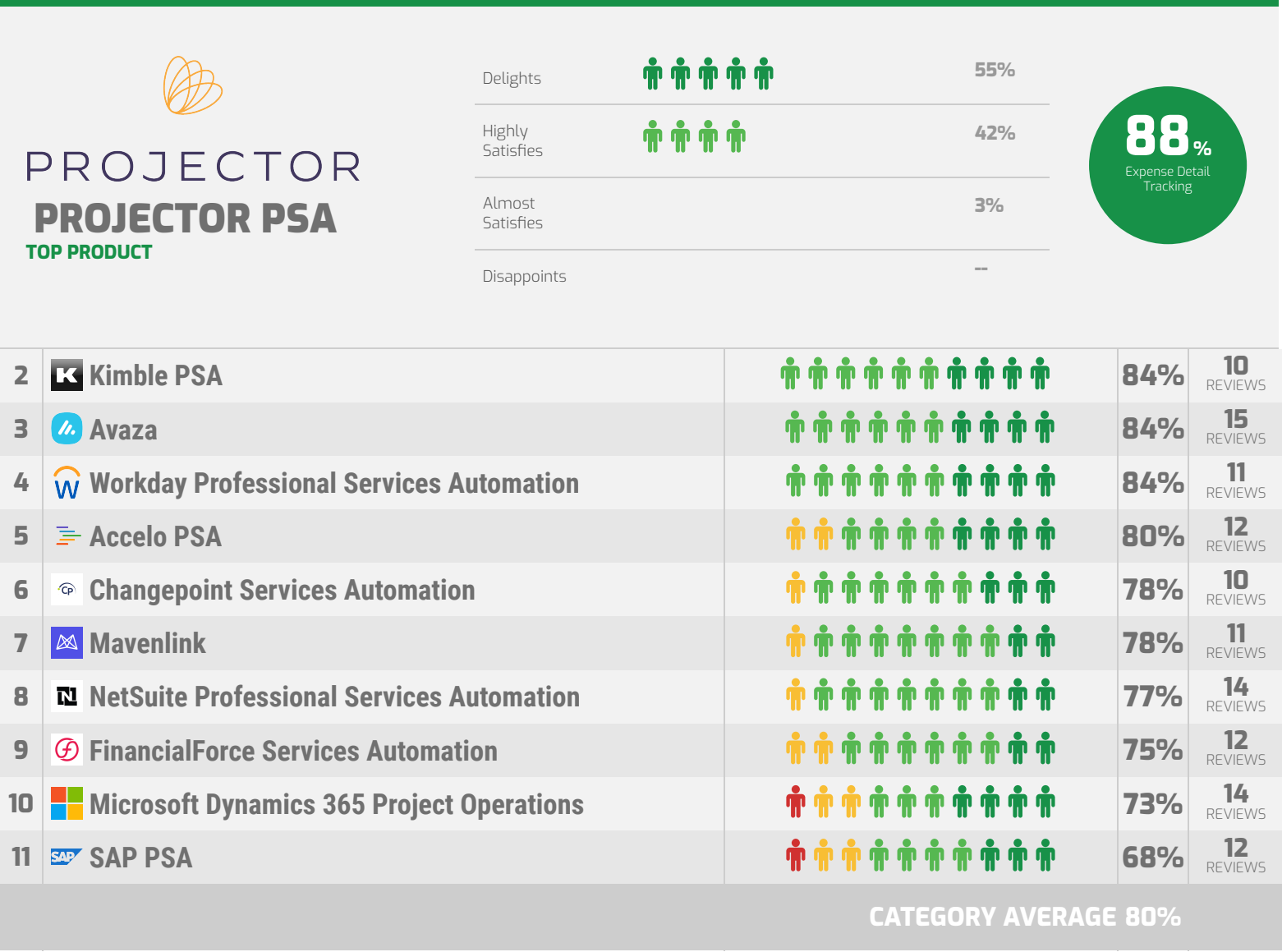
# Product Feature Satisfaction

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.

## 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.



PRODUCTS WITH INSUFFICIENT DATA

--	Wrike		84%	8 REVIEWS
--	ConnectWise Manage		89%	7 REVIEWS
--	Bitrix24		88%	6 REVIEWS
--	BigTime		58%	6 REVIEWS



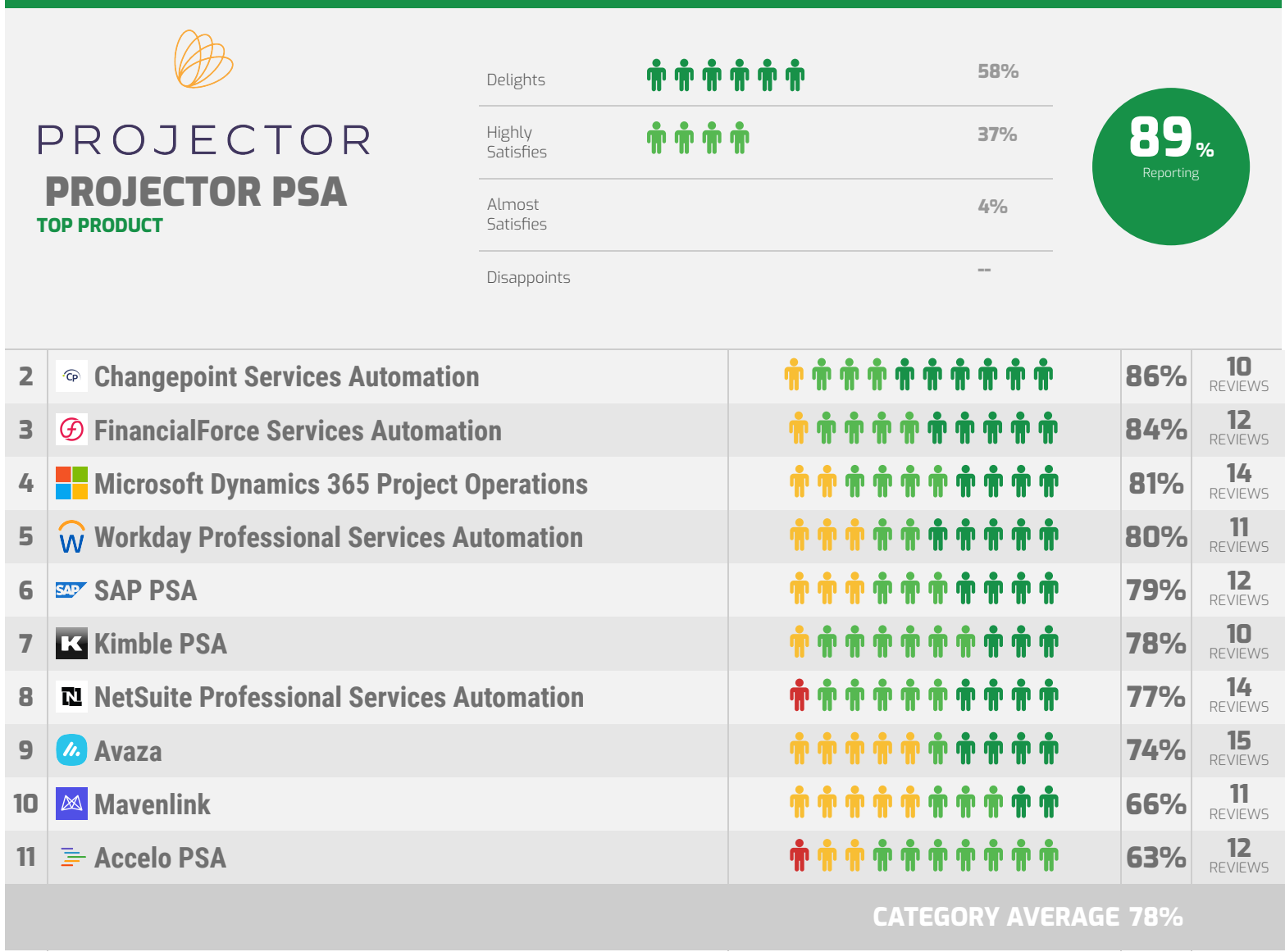
# Product Feature Satisfaction

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.

## Reporting

Mandatory Feature

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



PRODUCTS WITH INSUFFICIENT DATA

--	Wrike		90%	8 REVIEWS
--	ConnectWise Manage		86%	7 REVIEWS
--	Bitrix24		92%	6 REVIEWS
--	BigTime		58%	6 REVIEWS



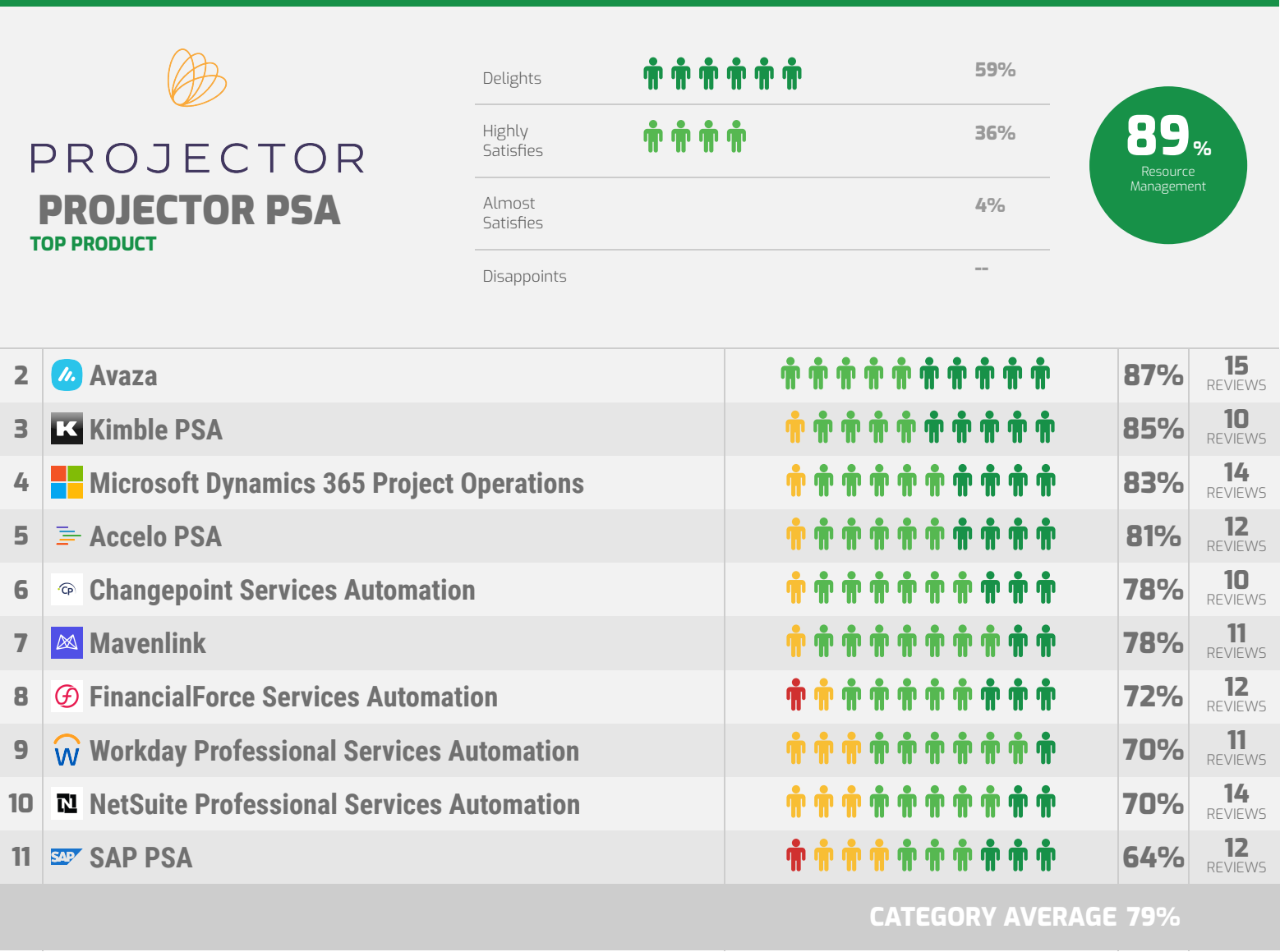
# Product Feature Satisfaction

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.



PRODUCTS WITH INSUFFICIENT DATA

--	Wrike		84%	8 REVIEWS
--	ConnectWise Manage		89%	7 REVIEWS
--	Bitrix24		88%	6 REVIEWS
--	BigTime		50%	6 REVIEWS



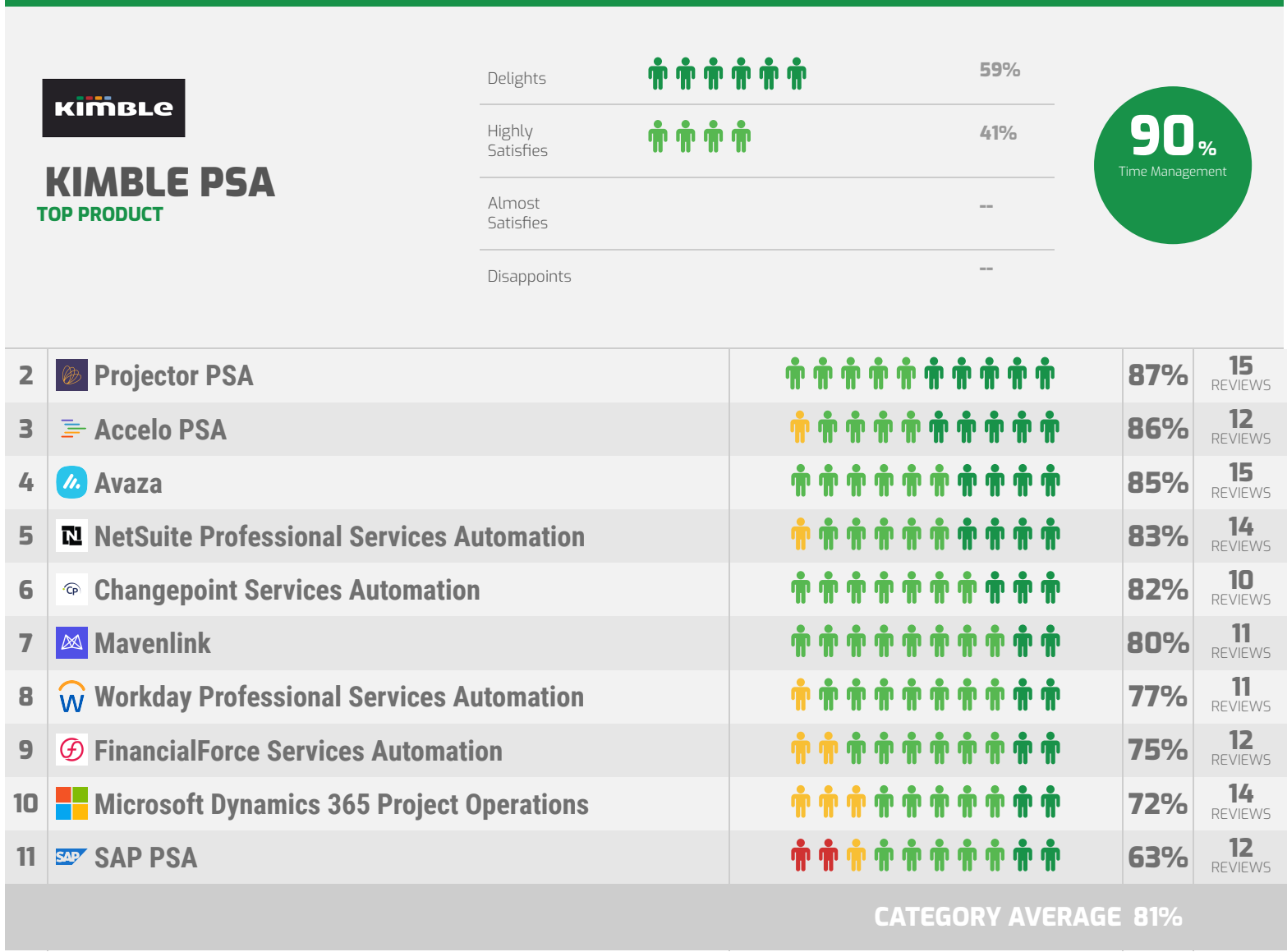
# Product Feature Satisfaction

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.









## Time Management

Mandatory Feature

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



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		87%	8 REVIEWS
--	 ConnectWise Manage		89%	7 REVIEWS
--	 Bitrix24		75%	6 REVIEWS
--	 BigTime		58%	6 REVIEWS



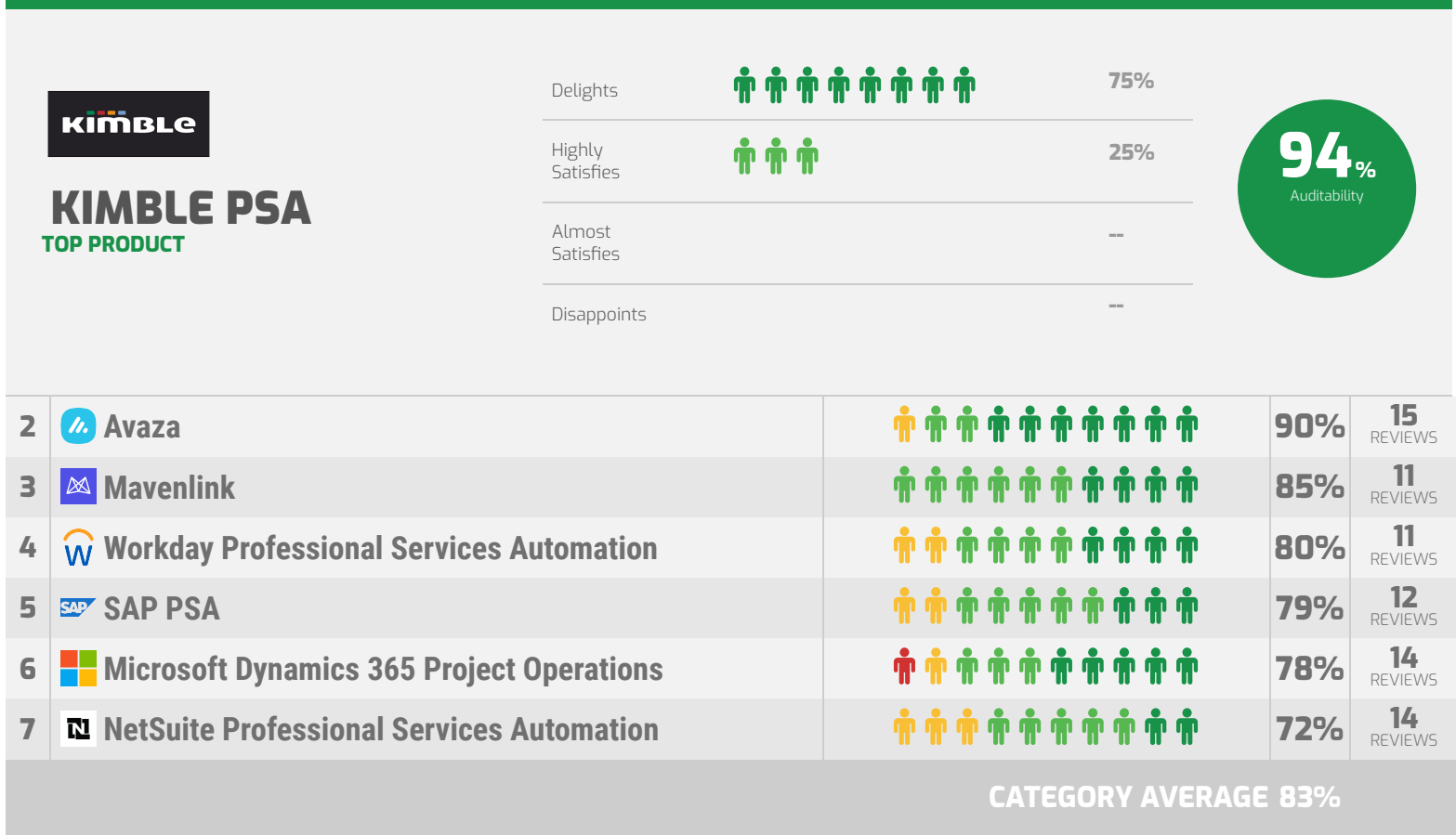
# Product Feature Satisfaction

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.





## Auditability

Standard Feature

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



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		88%	8 REVIEWS
--	 ConnectWise Manage		86%	7 REVIEWS

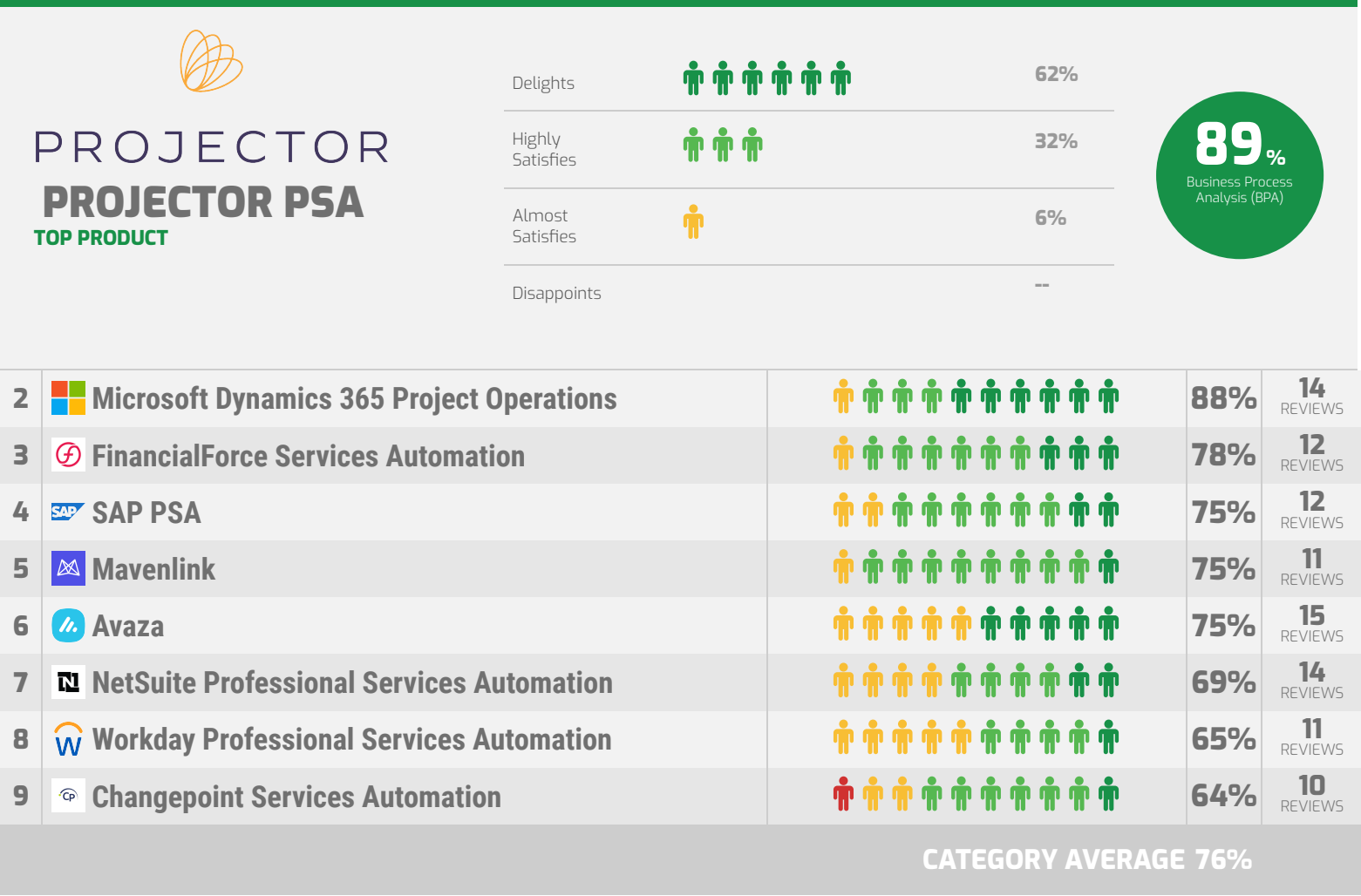
# Product Feature Satisfaction

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.



PRODUCTS WITH INSUFFICIENT DATA

--	Wrike		91%	8 REVIEWS
---	ConnectWise Manage		82%	7 REVIEWS
--	Bitrix24		83%	6 REVIEWS
--	BigTime		45%	6 REVIEWS
--	ProWorkflow		75%	5 REVIEWS

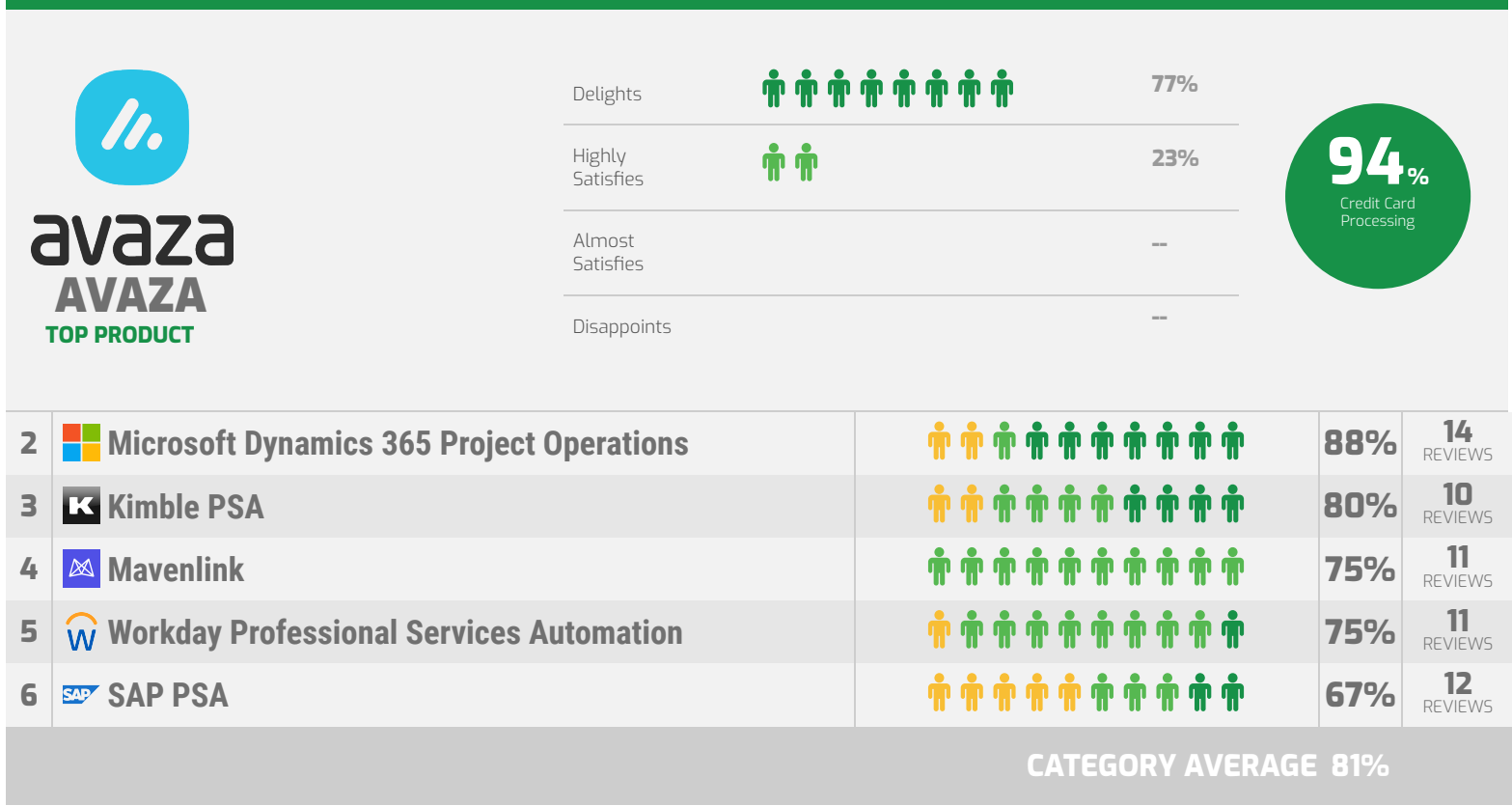
# Product Feature Satisfaction

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.

## Credit Card Processing

Standard Feature

Expenses can be allocated to credit cards to help match statements



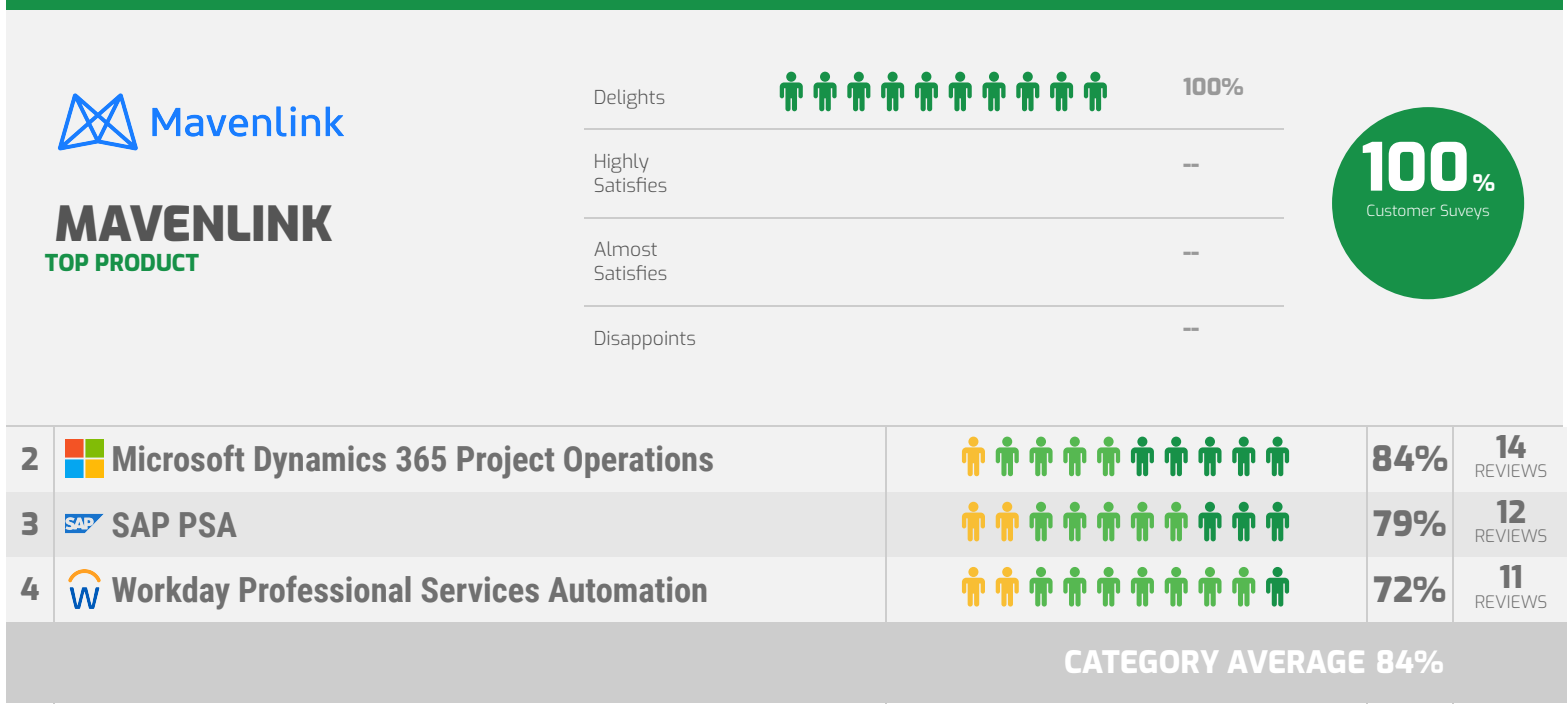
# Product Feature Satisfaction

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.

## Customer Suveys

Standard Feature

Ticket closure can support customer satisfaction feedback



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		90%	8 REVIEWS
--	 ConnectWise Manage		93%	7 REVIEWS
--	 24 Bitrix24		88%	6 REVIEWS

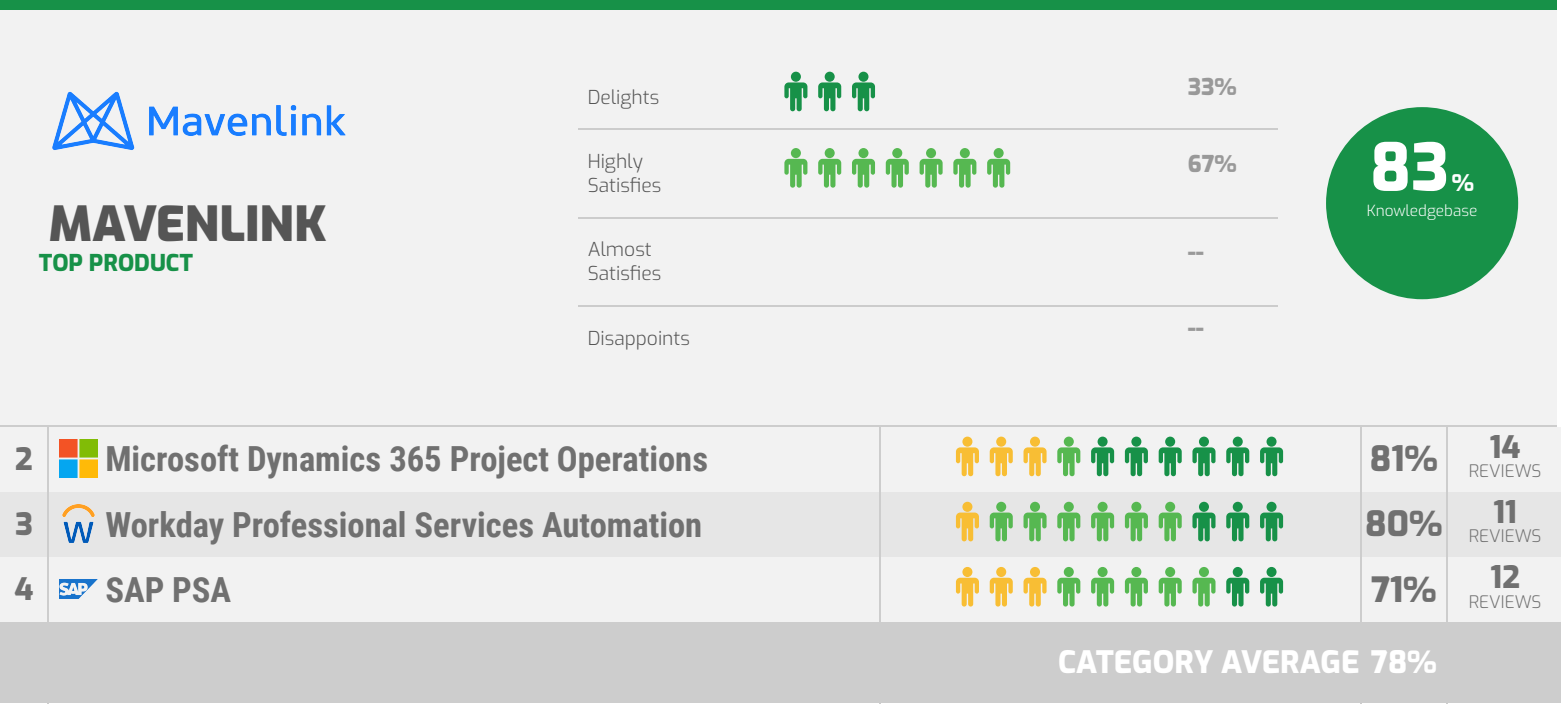
# Product Feature Satisfaction

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.




## Knowledgebase

Standard Feature

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



PRODUCTS WITH INSUFFICIENT DATA

--	 ConnectWise Manage		82%	7 REVIEWS
--	24 Bitrix24		88%	6 REVIEWS

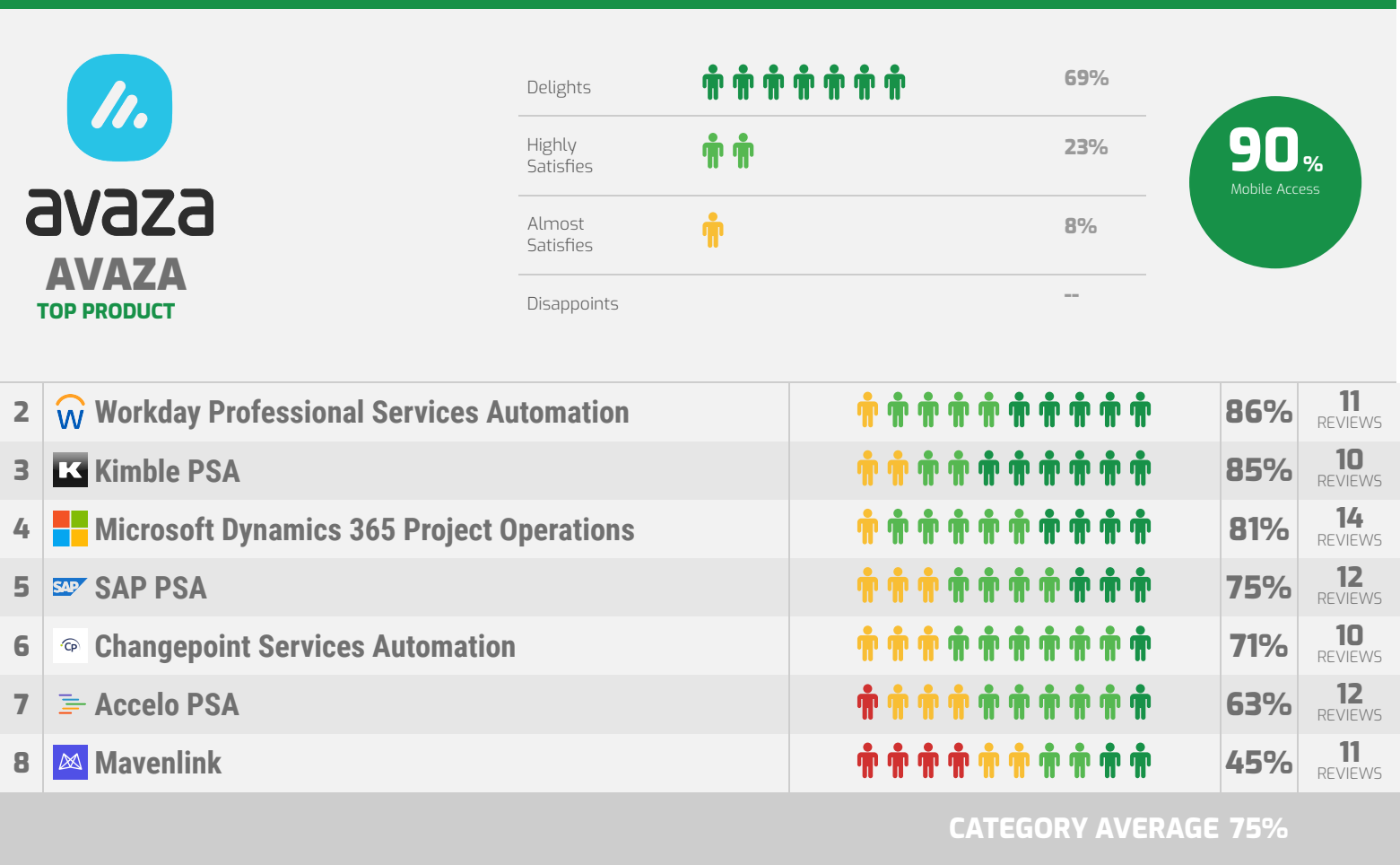
# Product Feature Satisfaction

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.











## Mobile Access

Standard Feature

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



PRODUCTS WITH INSUFFICIENT DATA

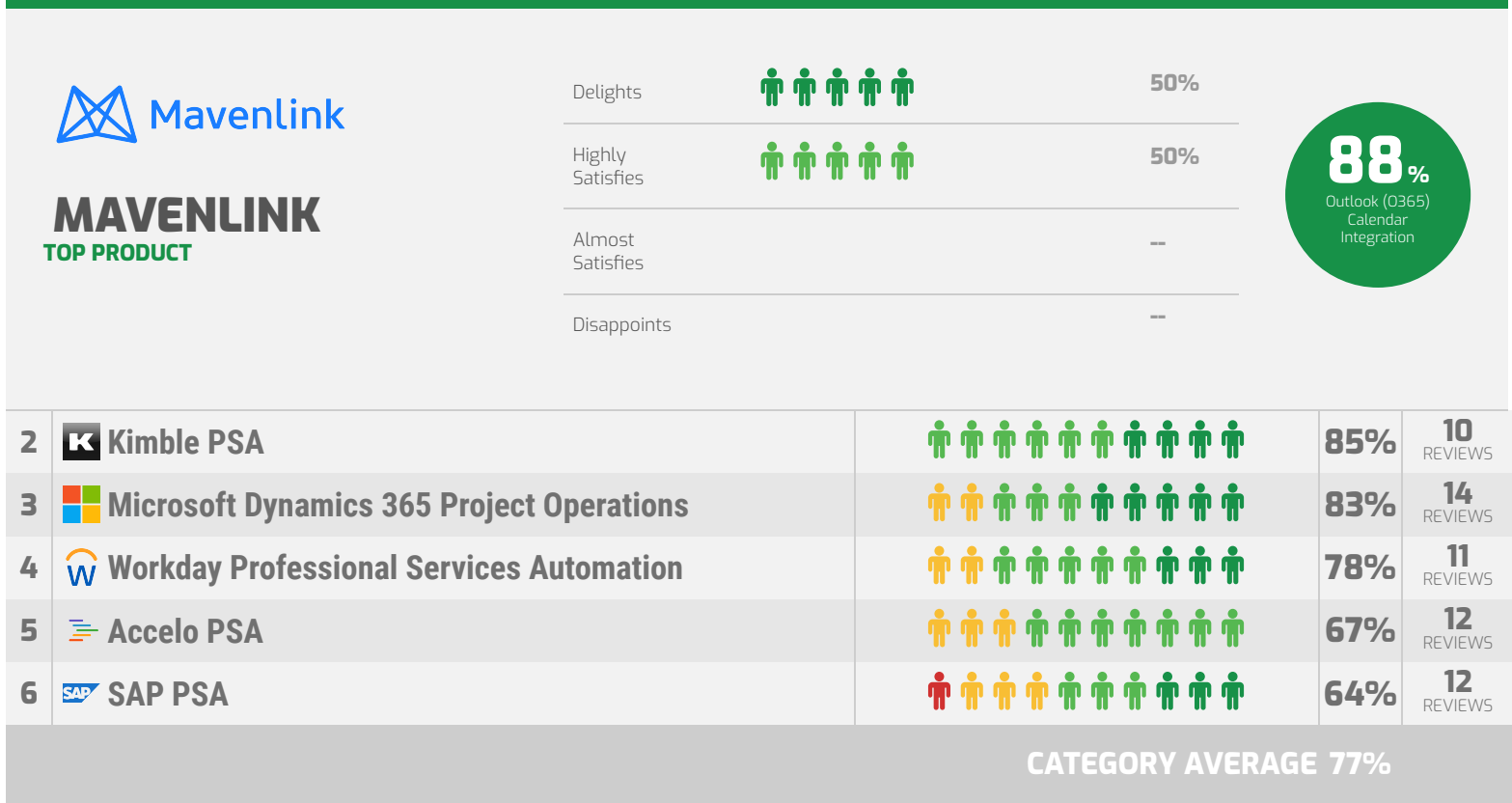
--	 Wrike		88%	8 REVIEWS
--	 ConnectWise Manage		82%	7 REVIEWS
--	 Bitrix24		84%	6 REVIEWS
--	 BigTime		38%	6 REVIEWS
--	 ProWorkflow		80%	5 REVIEWS

# Product Feature Satisfaction







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.

## Outlook (O365) Calendar Integration

Standard Feature

Ability to sync resource bookings with Outlook

PRODUCTS WITH INSUFFICIENT DATA

--	 ConnectWise Manage		89%	7 REVIEWS
--	 Bitrix24		85%	6 REVIEWS
--	 ProWorkflow		75%	5 REVIEWS

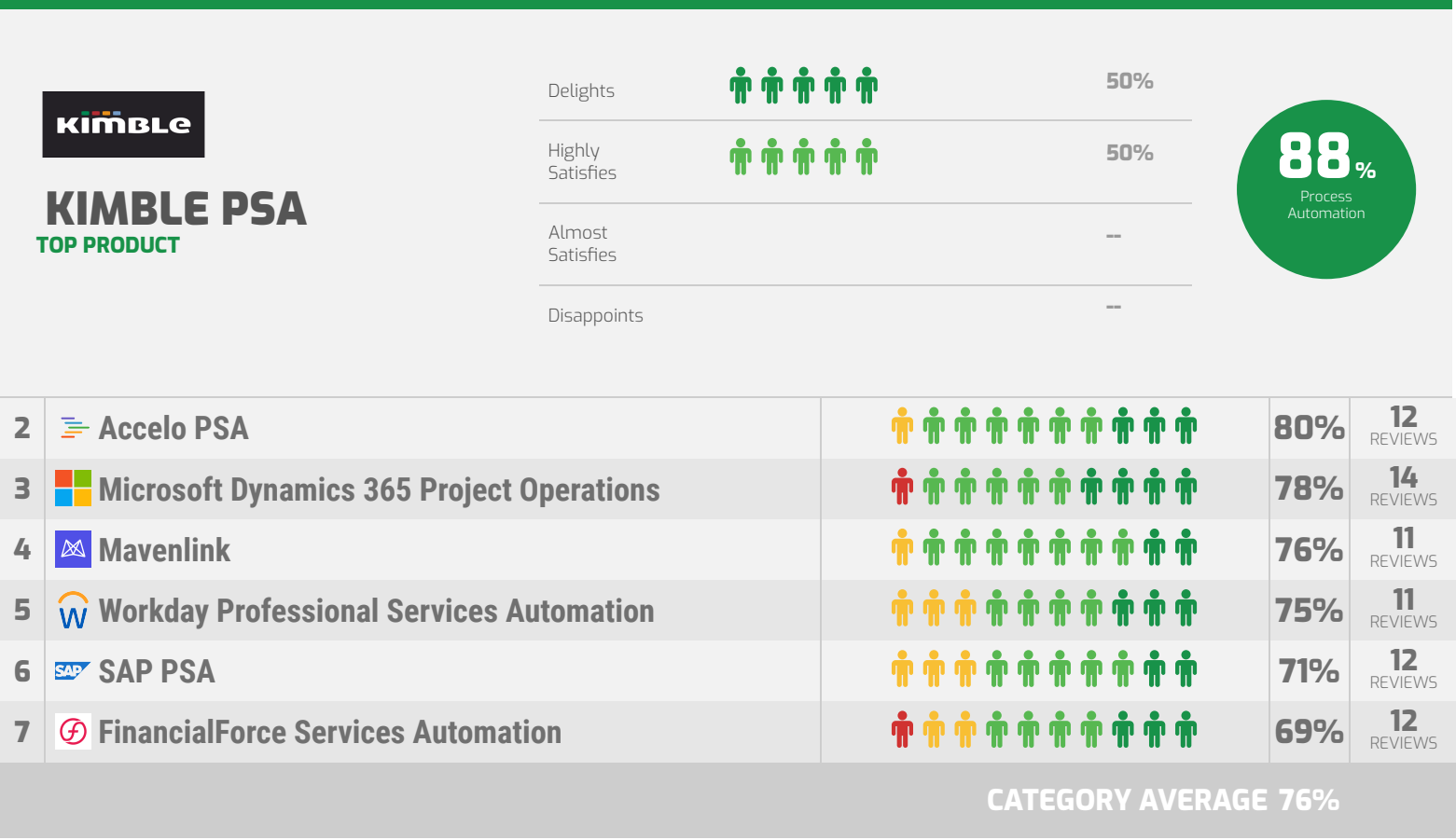
# Product Feature Satisfaction

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.









## Process Automation

Standard Feature

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



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		94%	8 REVIEWS
--	 ConnectWise Manage		79%	7 REVIEWS
--	 Bitrix24		83%	6 REVIEWS
--	 BigTime		55%	6 REVIEWS

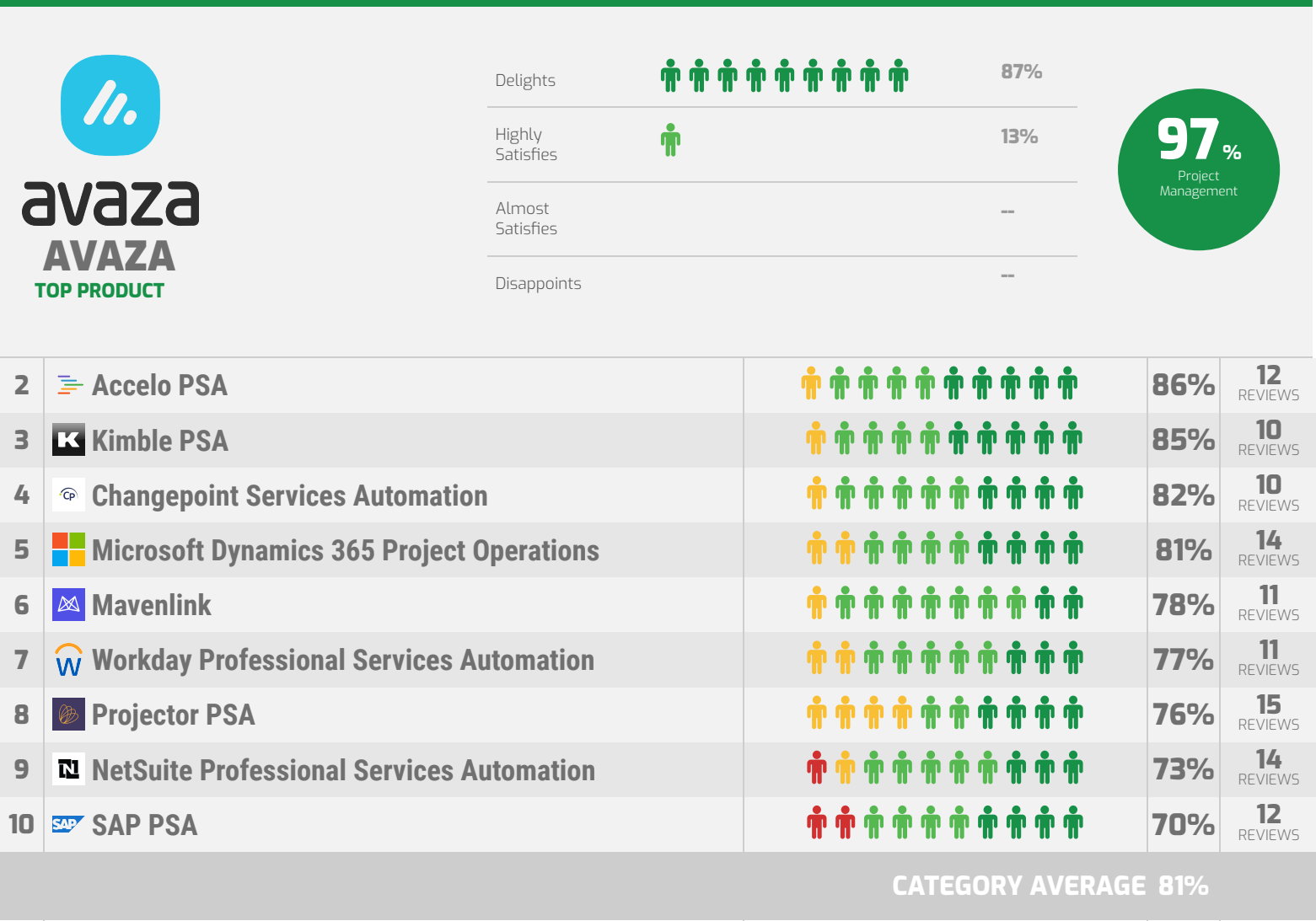
# Product Feature Satisfaction

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

Standard Feature

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



PRODUCTS WITH INSUFFICIENT DATA

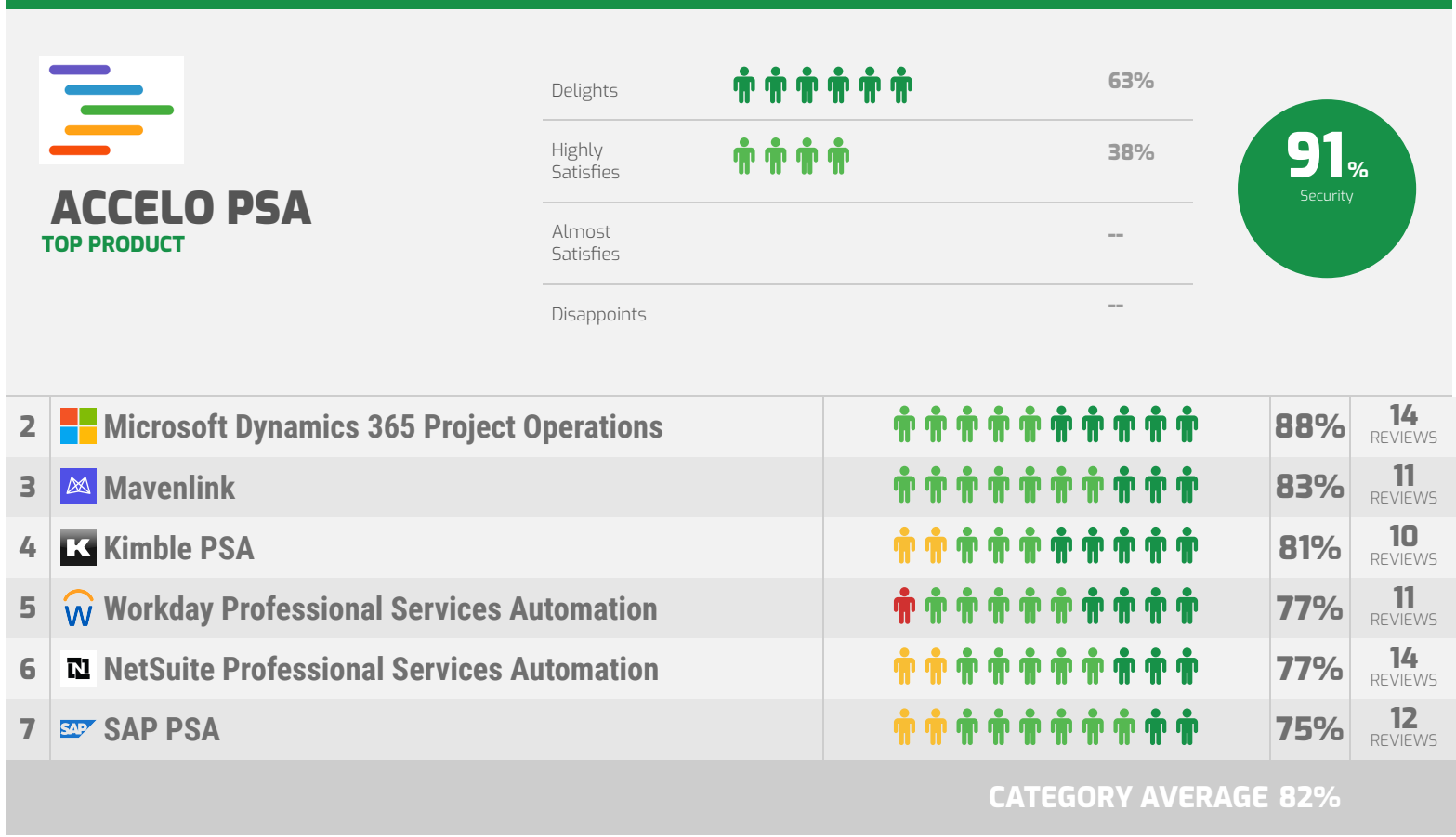
--	 ConnectWise Manage		86%	7 REVIEWS
--	 Bitrix24		87%	6 REVIEWS
--	 BigTime		54%	6 REVIEWS
--	 ProWorkflow		85%	5 REVIEWS

# Product Feature Satisfaction


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

Software provides appropriate data and access security.

PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		87%	8 REVIEWS
--	 ConnectWise Manage		82%	7 REVIEWS
--	 ProWorkflow		70%	5 REVIEWS

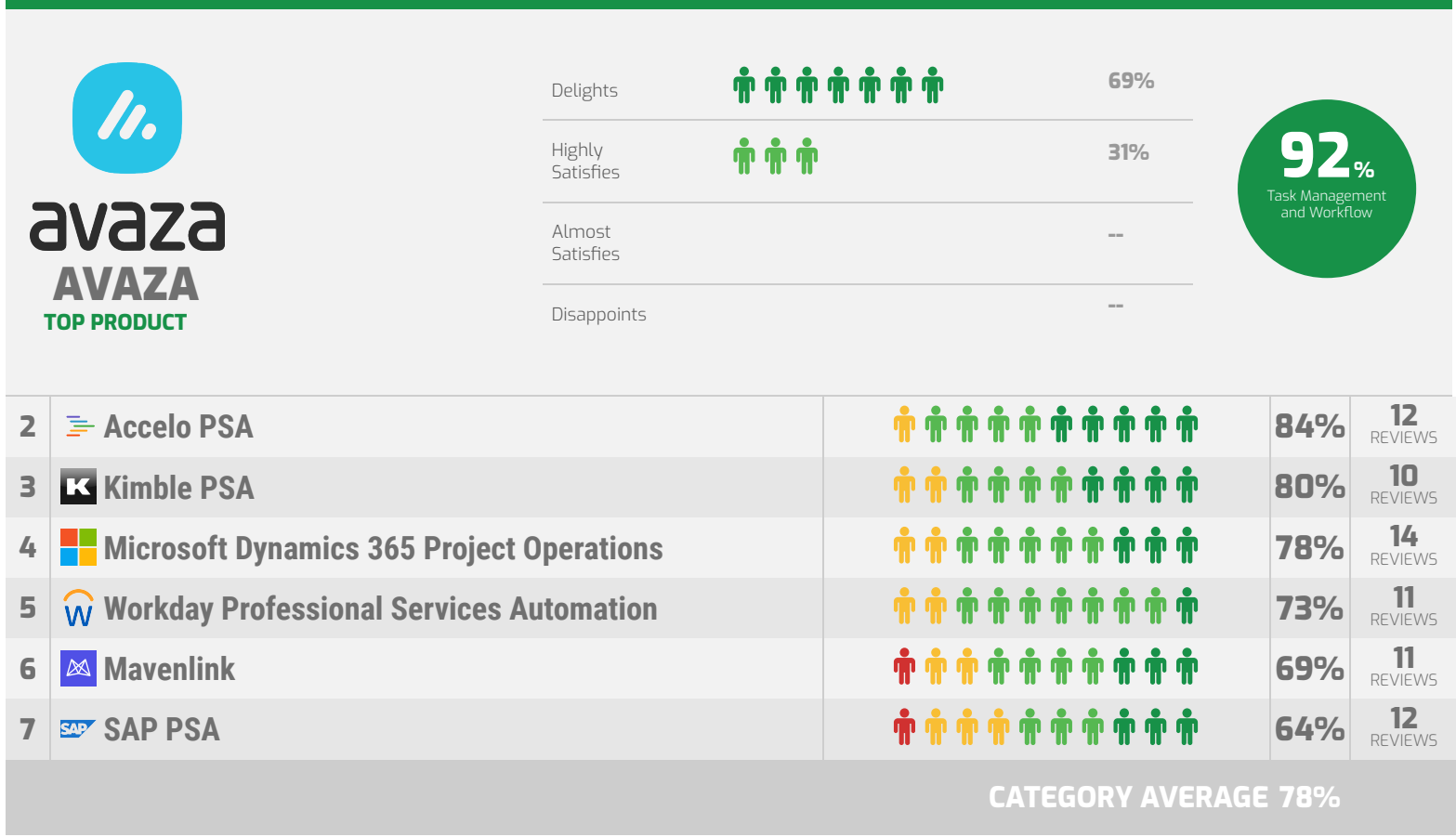
# Product Feature Satisfaction

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.



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		88%	8 REVIEWS
--	 ConnectWise Manage		86%	7 REVIEWS
--	 Bitrix24		83%	6 REVIEWS
--	 BigTime		46%	6 REVIEWS
--	 ProWorkflow		70%	5 REVIEWS

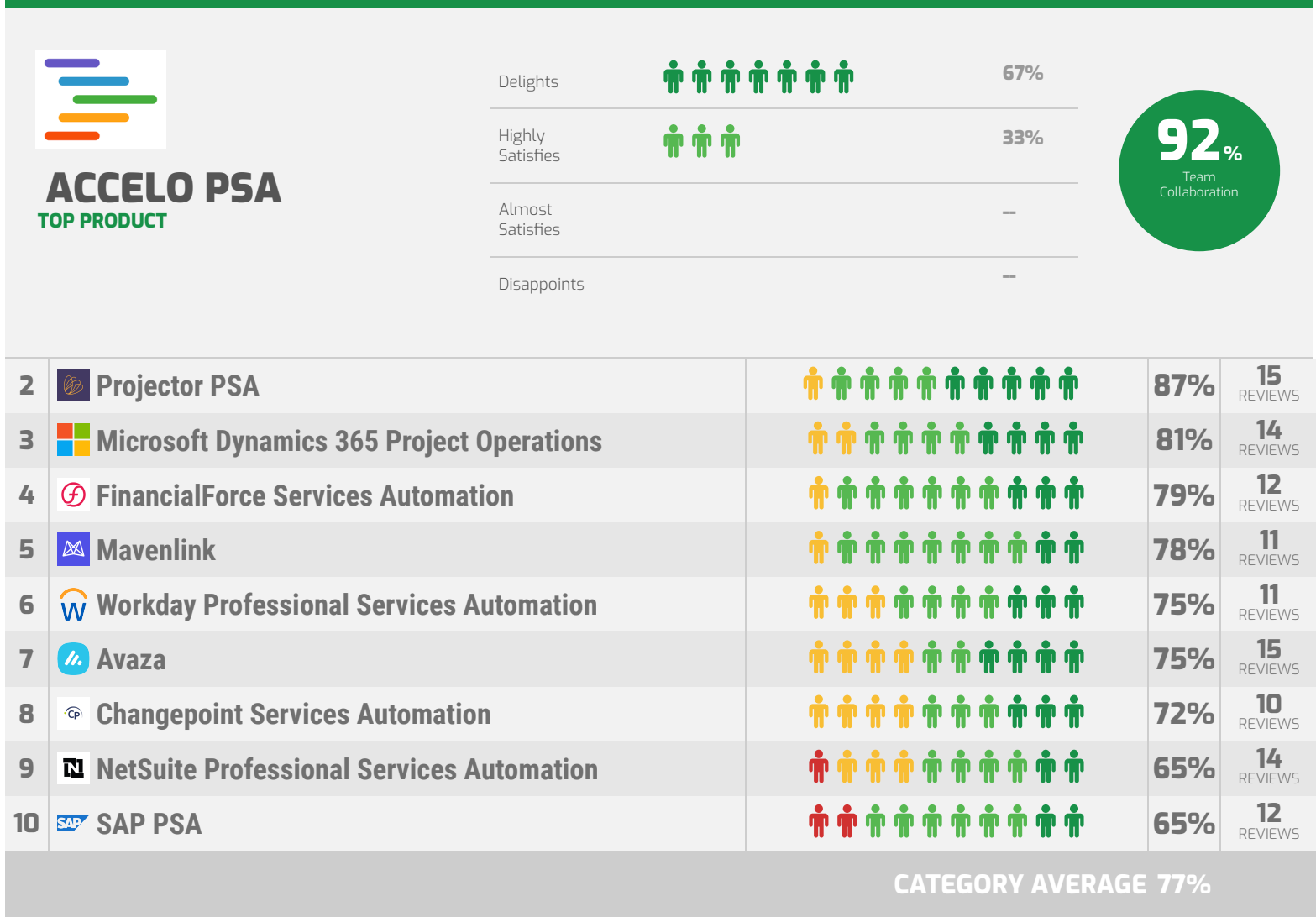
# Product Feature Satisfaction

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.











## Team Collaboration

Standard Feature

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



PRODUCTS WITH INSUFFICIENT DATA

--	 Wrike		84%	8 REVIEWS
---	 ConnectWise Manage		86%	7 REVIEWS
--	 Bitrix24		83%	6 REVIEWS
--	 BigTime		54%	6 REVIEWS
--	 ProWorkflow		75%	5 REVIEWS