



# CA Clarity PPM

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Director IT Business Office at a healthcare company with 1,001-5,000 employees

**it\_user345678**

### **WHAT IS MOST VALUABLE?**

Capacity and demand management allows me to know if I have enough resources for all the projects that I have to do. It helps to drive the whole budget of the department.

### **HOW HAS IT HELPED MY ORGANIZATION?**

It allows me to easily keep track of and report costs for the company in order to reach our profit and loss objectives. It's a good tool to manage capacity and demand which ultimately impacts the profit and loss.

### **WHAT NEEDS IMPROVEMENT?**

This is the first time I'm using a partition (one installation for the holding company which includes a partition for my company and our sister company). It would be nice to have more configuration options at the partition level. Resources are at the system level and for an administrator, which can become confusing when troubleshooting issues.

### **FOR HOW LONG HAVE I USED THE SOLUTION?**

We started the implementation last year, and are still doing this.

### **WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?**

I have used CA PPM in three separate companies. I have never had an issue with stability. However, I have always used on premise and not SaaS. In general, I'm not a fan of SaaS. If there are stability issues, I know it's on our end.

### **WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?**

I do not have any scalability issues.



**HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Currently, my implementation partner (R2) has only used technical support when we ran into an issue during implementation.

**WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?**

I've always been using this and I wanted to continue. I implemented a Microsoft Project Server at a prior company, and it was not as good. Where I am now, I got to pick so I chose this.

**WHAT ABOUT THE IMPLEMENTATION TEAM?**

I am currently using a CA Partner (R2) to assist with the implementation.

**WHICH OTHER SOLUTIONS DID I EVALUATE?**

I look at usability. As a resource, I want to do the least amount of clicks and streamline processes. I have looked at other products, however, CA PPM is the only solution that will keep a managed service provider plan in sync with timesheets when a Project Manager deletes a task that has actuals on it. This was the best feature and a huge selling point for me.

**WHAT OTHER ADVICE DO I HAVE?**

Let your employees understand the benefits of CA PPM and show them how much it will help them to do their work. A tool should be used to make their lives easier and not treated as an annoyance.

Learn more: [Read 38 reviews of CA Clarity PPM](#)