



CA Clarity PPM

Review From A Customer



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

Review by a Real User

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Director of Program Management at a
insurance company with 1,001-5,000
employees

it_user348348

VALUABLE FEATURES

The most valuable features are project management, resource management, and idea management. I run a PMO with a portfolio of initiatives, and we have to report on those to upper management to keep them abreast of the health of the products, critical issues, things that need to be escalated. To get the reporting, I need to ensure that the tool is easy to use for project managers.

IMPROVEMENTS TO MY ORGANIZATION

It's really improved our organizational transparency. It gives us visibility into all of the projects and programs people are working on. That covers the health of the projects, financial health, resource allocation, etc.

ROOM FOR IMPROVEMENT

The biggest area of improvement is reporting, though that's going to be fixed in v14.3, which we'll move to. There aren't enough out-of-the-box, standard reports. The tools weren't there for end users to write or create their own reports. The user interface isn't very intuitive for someone who's not living in the product day in and day out.

STABILITY ISSUES

Very stable, probably the most stable of any company where I've used it. It's never gone down.

SCALABILITY ISSUES

It's very scalable – probably the most scalable for an enterprise that really wants to manage their portfolio of projects across the enterprise. I've been working with it for about 15 years since it was Niku, then Clarity, then PPM.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

We use our own technology team to support the solution, and if they can't solve the issue they go to CA support.



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IMPLEMENTATION TEAM

I wasn't involved in the implementation.

OTHER ADVICE

It's a very robust tool and really does everything we need it to do as a PPM tool, but the reporting has held back its adopting, as has the user interface. People tend to find folks who use it because they're forced to be compliant and not because it's their tool of choice. Most obvious piece of advice is, don't underestimate the effort in implementing a tool like this. Understand the maturity of the people in your organization relative to project management and discipline. The more mature they are, the easier it will be to sell. Make sure you've got the process down before you try to implement the CA PPM solution.

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