



# Workfront

## 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



Specialist, Planning & Integration at a energy/utilities company with 1,001-5,000 employees

**it\_user188925**

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

Workfront's most valuable features include the ability for users to: - Add comments to work projects - Document risks and issues on specific projects - Add a URL (for companies that keep project documents in a secure repository) - Create easy reports to meet stewardship needs of executives - Insert custom templates for common types of projects

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

As per a user survey, 90% of respondents believe that Workfront has increased operational discipline.

### **WHAT NEEDS IMPROVEMENT?**

Areas for improvement are related to how users could leverage the tool for operational work to track responsibilities and to assist with succession planning.

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

I have used Workfront for about three years in a learning department to manage learning projects, operational work and consultations as a specialist.

### **WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?**

Deployment was very successful with the help of a consultation package to ensure adequate change management activities were in place.

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

In a large corporation, it is not easy to upgrade to the most current browser. We have experienced multiple problems as a result. Ensure you have access to current browsers, if you are going to purchase this SAAS.



**Workfront**

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

Our team choose Workfront, knowing that there are many features we will grow into as we mature as an organization.

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

Customer Service: Level of customer service is excellent. Technical Support: Level of technical support is excellent.

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

The previous solutions included ad-hoc use of Excel, Outlook, One Note and PPT reports.

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