



Workfront

Review From A Customer



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

Review by a Real User

Verified by IT Central Station



Director of Project Management at a tech company with 51-200 employees

it_user188880

VALUABLE FEATURES

Project Tracking Timesheets Reporting

IMPROVEMENTS TO MY ORGANIZATION

Previous to Workfront, all projects were tracked in Excel Spreadsheets. Updates were only received when a projects became critical. This lead to daily fire alarms and those who screamed the loudest god the work done. Now, all projects are tracked and prioritized based on several criteria. Resources know their schedule over a month out and are not having to shift focus several times throughout the day.

ROOM FOR IMPROVEMENT

Agile methodology- When a task is assigned to an agile team the date associated with the task becomes null and void because is is scheduled in an iteration. The PM then does not have the ability to update the date and often will throw off the project schedule and show as behind.

USE OF SOLUTION

I have used Workfront (AtTask) for two years now

DEPLOYMENT ISSUES

None

STABILITY ISSUES

None



SCALABILITY ISSUES

With the new security levels the Administrative overhead increased.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: Excellent, very timely attention to urgent issues. Technical Support: Excellent, always had the answer I needed even though sometimes it required escalation to level 2.

PREVIOUS SOLUTIONS

Excel and project

INITIAL SETUP

The setup was very straight forward and it was simple enough to get my PMO team trained and efficient using it within only a couple of weeks.

ROI

Less than 6 months

OTHER ADVICE

This has been a great solution for us. We are integrating with TFS and ZenDesk so that each department can work within their own application. Work happens much more efficiently and the transparency throughout the organization is immeasurable as the majority of all executive reporting is happening within the tool.