Workfront

Review From A Customer

Workfront

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

Review by a Real User

Verified by IT Central Station

Owner with 51-200 employees

it_user248610

WHAT IS MOST VALUABLE?

Project templates Reports Dashboards I love the custom forms - the custom forms have fulfilled every need for data needs within Workfront, and the flexibility to integrate custom form fields into any report, view, filter or grouping has been wonderful

HOW HAS IT HELPED MY ORGANIZATION?

Implemented as an enterprise service desk solution (metrics, resource management, customer satisfaction communication workflow) Implemented as the PMO project management solution (dashboards, metrics, resource management, project management lifecycle) Greatly improved enterprise workflow through the entire project management lifecycle as well as help desk functionality.

WHAT NEEDS IMPROVEMENT?

Although the reporting will get the bare basic metrics to present, Executives now want more. The ability to show high level summaries with the ease of drilling down to details within one report. With limitations in the grouping/charting functionalities - multiple charts reports are often needed for one summary presentation. Agile dashboards need improving, and they need to improve the branding on the business cases.

FOR HOW LONG HAVE I USED THE SOLUTION?

I've been using it for four years.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

I have not had any issues with deployment.

Workfront

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

I did not have any issues with stability.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

I have not had any issues with scalability.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: 5/10 - it is sometimes tough to get an advanced technician to review tickets. I find I am more advanced than some of the support team and the more advanced tickets are then deemed suitable for the "contracted support" team - which costs money. The functionality I have asked them to review is pretty basic and core to a standard PM workflow so this can be frustrating. Technical Support: 5/10 - no further issues with technical support than otherwise noted above.

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

No, the organization did not use any solution prior to Workflow.

HOW WAS THE INITIAL SETUP?

straightforward, organizations just need to plan ahead and think of how you would like to create the structure so it meets all your needs 5 years down the line. Allow for growth in the organization

WHAT ABOUT THE IMPLEMENTATION TEAM?

We implemented it in-house.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

It's worth the money it costs.

Learn more: Read 0 reviews of Workfront