



Wrike

# 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



Project Manager with 51-200 employees

it\_user152820

### VALUABLE FEATURES

The Time Tracking Mechanism and Contingencies Between Tasks.

### IMPROVEMENTS TO MY ORGANIZATION

It provides visibility to managers on their project status and accountability for those that have fallen behind in tasks.

### ROOM FOR IMPROVEMENT

Further integration with employees' calendars and emails to provide more visible reminders.

### USE OF SOLUTION

18 months

### DEPLOYMENT ISSUES

There is a learning curve, so employees just starting out with Wrike take a few weeks to feel comfortable.

### STABILITY ISSUES

No issues

### SCALABILITY ISSUES

No issues

### CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 10 out of 10. Technical Support: 10 out of 10.

Wrike



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### **INITIAL SETUP**

The initial setup was intuitive, but the training and support videos provided help in moving us to a more developed organizational system.

### **IMPLEMENTATION TEAM**

This was implemented through an in-house team.

### **OTHER ADVICE**

Take the time at the beginning to watch the training and support videos prior to getting started.

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