

# The Buyer's Guide to Project Management Software

2019 edition



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# 1

## Why Read This Guide?

Finding a project management solution that meets the needs of all stakeholders, including individual contributors, managers, and executives, can be a difficult task. Especially when there are literally hundreds of solutions available! This guide aims to provide you with insights, common use cases for individual tools, and the most important buying criteria, to help you make informed purchasing decisions. It also features summary profiles for 11 of the most used project management tools, based entirely on feedback from software end-users.

Project management software is ubiquitous. Odds are that every department in your organization uses some sort of project management, workforce collaboration, project portfolio management, task management, or issue tracking software. Unlike department-specific technology, such as an HR Management system or accounting solution, project management software is used by individuals across functions. These tools support a wide range of project types and are intuitive and flexible enough to work well in diverse situations.

Project management users are also more likely to use multiple different tools, rather than just one. Of the over 200 software end-users we surveyed, **58% use at least two different project management solutions**. Combined with the reality of a crowded market (there are [230 project management products listed](#) on TrustRadius), finding a solution that meets all your needs can be a struggle.

This guide seeks to provide project management software buyers with a free resource to help make better purchasing decisions based on buying insights from software end-users. Our goal is to help you differentiate between 11 popular [project management products](#) and find one that will meet your requirements. This guide is based on detailed information from 10,101 reviews and ratings published on TrustRadius, as well as 218 additional survey responses from project management software users about their buying experiences. Each review and rating has been individually vetted by a TrustRadius researcher to ensure we're providing authentic feedback from real end-users of the software.

In this guide, readers will find:

- > Information about most common use cases for individual tools.
- > Insights about the most important buying criteria from software end-users.
- > Summary profiles for 11 of the most used project management products, including pros and cons and customer demographics.

**94% said their project management tool was 'essential' to achieving their project goals.**

**200,000 reviews  
from 100%  
verified users.**

## About TrustRadius

TrustRadius is the most-trusted review site for business technology, bringing transparency to the \$3.7 trillion B2B market. We help buyers make confident decisions with in-depth reviews and ratings from real software users. Every reviewer on TrustRadius is authenticated and every review vetted by our Research Team before publication. We also help vendors engage and convert buyers by putting their customer's voice to work, authentically and at scale. Headquartered in Austin, TX, TrustRadius was founded by successful entrepreneurs and is backed by the Mayfield Fund and LiveOak Venture Partners.

To learn more, visit [www.trustradius.com](http://www.trustradius.com).

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# 2

## Buying Insights From Project Management Software Users

It can be difficult to figure out which software will fit your unique circumstances best. And even if you find one that meets most of your requirements, it likely won't be a silver bullet solution. The majority of project managers (58%) use at least two different products. However, project managers often aren't in the market for the be-all end-all of project management software. Instead, they have a set of very specific needs or capability gaps they need a project management tool to fill. These could include a better task management system, the ability to visualize an extended content calendar, or robust issue tracking capabilities.

**58% of respondents  
use at least  
two project  
management tools.**

Why do so many people use more than one project management tool for the full scope of their projects? One reason for this is because different software are better suited for certain use cases and circumstances. For example, Trello is adept at task management—especially task assignment, tracking, and visualization. JIRA, on the other hand, has particularly well-developed capabilities for issues and bug tracking.

Another reason is that it can be difficult to get everyone on board with using the same tool. This is, in part, because people have different use cases. Think about how a team of developers might use a project management solution compared with a customer success/support team. But individual preferences are at play here as well. Many people have experience with multiple tools, and end up preferring certain solutions and methodologies of project management over others.

Whether you're looking for a tool that will serve as a command center for your whole team, or a tool that can help with a specific need you have—knowing what you'd like to accomplish with your project management tool will help you navigate this guide.

Here's a list of the top two products for nine different use cases, based on percentage of survey respondents that use these tools for each of the activities below.

### **Team project management**

Asana (25%)

JIRA (21%)

### **Client project management**

Microsoft Project (21%)

Smartsheet (16%)

### **Personal project management**

Trello (19%)

Asana (18%)

### **Marketing project management**

Wrike (23%)

Basecamp (19%)

### **Project portfolio management**

Airtable (14%)

Workfront / Smartsheet (12%)

### **IT project management**

Planview Projectplace (28%)

JIRA (17%)

### **Resource management**

Microsoft Project (15%)

Monday (14%)

### **Time tracking**

Planview Projectplace (17%)

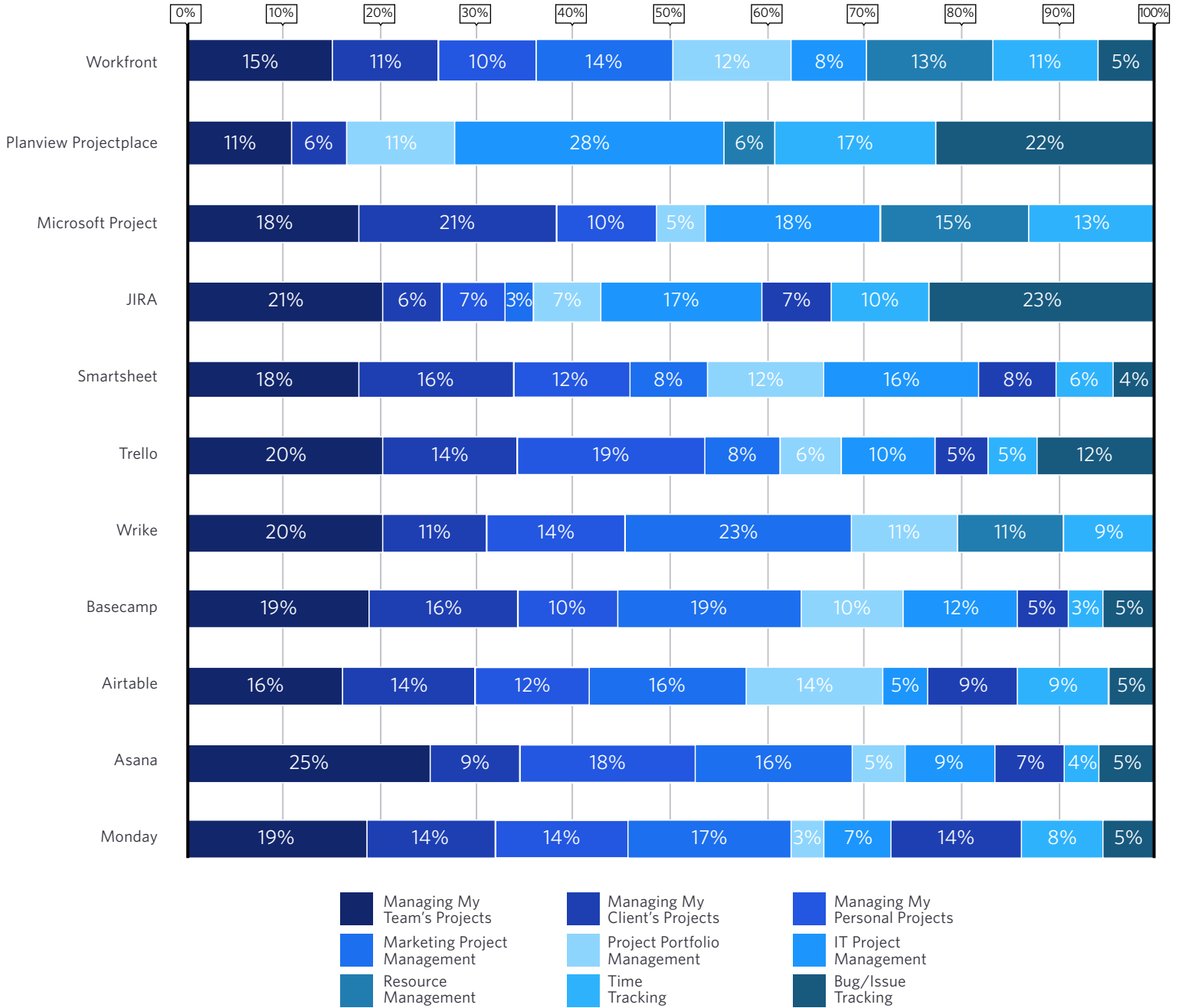
Microsoft Project (13%)

### **Bug/issue tracking**

JIRA (23%)

Planview Projectplace (22%)

# Most Common Use Cases by Product





## Most Important Buying Considerations

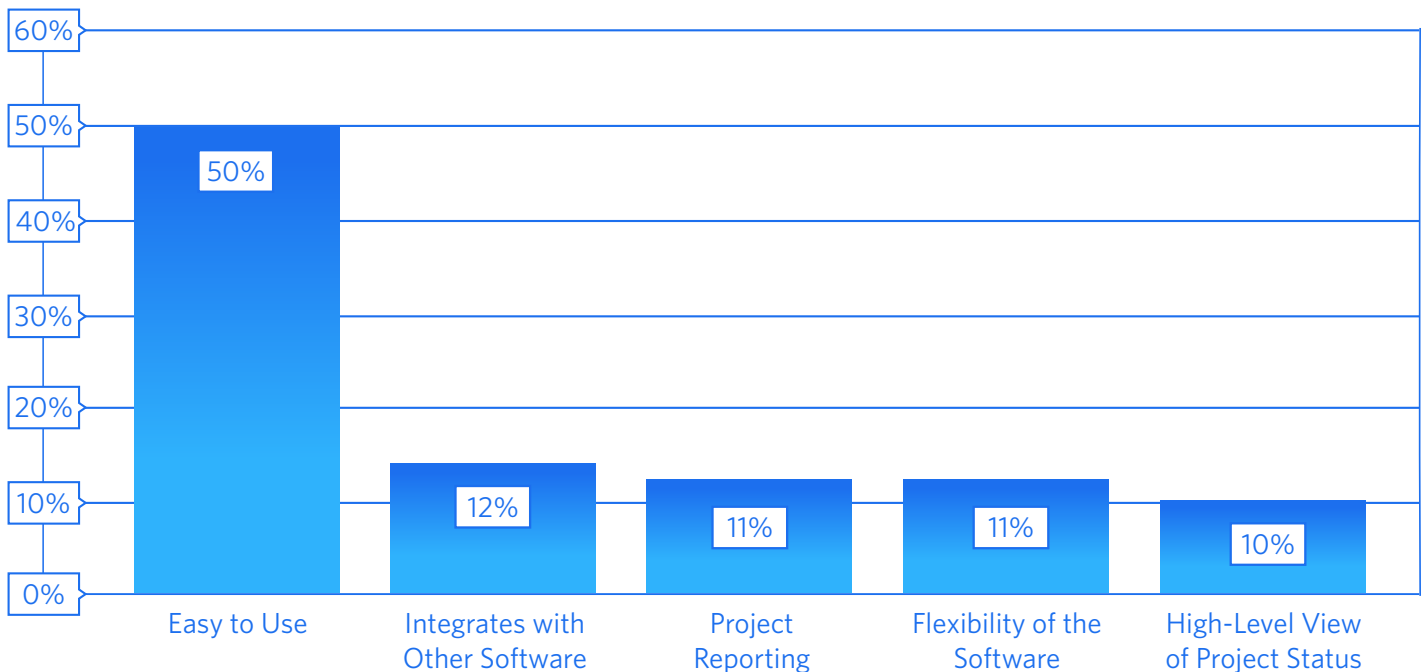
Even though software buyers might be looking for different things in a project management solution, there is a high degree of agreement about the most important elements of a project management solution.

When asked about their top buying considerations, these five attributes rose to the top of the list:

- > Ease of use
- > Available integrations with other software
- > Project reporting
- > Flexibility of the software in terms of configuration
- > Ability to have a high-level view of project statuses, timelines, and dependencies

**94% mentioned one or more of these 5 buying considerations.**

## Top 5 Buying Considerations



**50% of end users said that 'ease of use' was one of their top buying criteria.**

## Ease of use

Usability is one of the most important elements of a project management solution. Even if the tool has incredibly extensive features and customization options, it needs to be user-friendly enough to become widely adopted. If it's not, you won't get the benefits of organizing your needs from one tool.

Another aspect of usability to consider is training. Ask yourself questions like "how easy was it for me to learn during the free trial?" and "how easy will it be to teach the rest of my team how to use the new tool?" as you're evaluating tools. This will help to ensure you're considering the amount of post-purchase work you'll have to do.

Here's what our survey takers had to say about the importance of ease of use:

*It has to be usable by anyone. People who are familiar with PM software and people who aren't. If someone isn't comfortable with a program - even at a new level - they won't use it.*

*Ease of use—I want to make sure the rest of the team will adopt the tool and that we won't spend too much time managing the tool.*

## Integrations with other software

Of the 200+ project management end users we surveyed, 12% listed integrations with third-party software as one of their top buying considerations. The universe of potential project management software integrations is very wide indeed, but 48% of survey takers said they relied on integrations with collaboration and communication tools the most. This is not surprising, since a large part of project management entails communicating tasks, updates, and deadlines with contributors and stakeholders. Many respondents called out integration with Zapier specifically, as this iPaaS facilitates integration with other tools.

**48% of respondents rely on project management integrations with communication and collaboration tools the most.**

Here's what project management end users had to say about the necessity of having access to integrations:

*Integration with other tools we use, preferably directly (Zapier integrations are also considered).*

*Easy integration with Google and Slack.*

## Project reporting

Reporting capabilities, whether on project status, dependencies, or resource allocation, are another key buying consideration. This attribute is especially important for teams that need to report on project progress frequently to internal or external stakeholders. About 11% of survey respondents listed reporting as one of their top buying considerations.

**37% of project management software reviewers mention reporting capabilities.**

Here's what they had to say about the importance of a reporting function:

*Reporting customization is the number one criteria for me because custom data is unique to each department/organization and the ease of building custom reports is essential for understanding your system and process.*

*Strong reporting capabilities - reports should be directly usable without further editing necessary.*

## Software flexibility

Assessing the 'flexibility' of a project management tool is more nuanced than evaluating reporting capabilities. However, 11% of survey takers used this exact word to describe one of their top buying criteria. Many of them framed this concept in terms of having a tool that could be used in multiple different scenarios, was easily configurable, and could handle project leadership switching hands throughout the life of the project.

Here's what project management users had to say about flexibility:

*Ease of use and flexibility, need to be able to fit to our process, not have to bend to the tool.*

*Flexibility—our business structure changes significantly fairly often, so our ability to change how projects are distributed is important.*

**95K have evaluated project management software on TrustRadius so far this year.**

## High-level view of project progress and dependencies

One important aspect of project management across the board is the ability to have a high-level, or 'macro' view of all project progress and status. This is especially important for project managers, as they keep tabs on various projects and communicate progress to internal stakeholders like executives.

The ability to have a macro view of all projects is also important for companies involved in completing client projects. Sharing a summary view of overall progress with customers is typically part of doing client projects.

Here's what software end-users had to say about having a high-level project view:

*Efficient communication is key. Being able to see project progress and communicate with stakeholders without using email is great.*

*Ease of overview (for anybody in the company) which projects are currently going on, what the status and timelines are.*

## Tips for Buyers

Over 90% of project management users surveyed told us one or more of these five attributes was among their top buying considerations. However, it can be difficult to assess just how well a given solution will meet your needs. Here are three things you can do to help evaluate different products for their usability, available integrations, reporting capabilities, flexibility, and 'macro' view of project progress:

(1) Use the full free trial of the software. Set up realistic projects that you and your team would actually be working on. This helps you get a good feel for how difficult the tool is to use and how easy it will be to teach the rest of your team. Plus, you'll walk away with an indication of if it has all the specific features and integrations you're looking for.

(2) Read reviews from fellow project management software users to get a better understanding of the pros and cons of each product you're considering, the obstacles and challenges others in similar positions and companies have faced, and how they customized the tool to fit their circumstances.

(3) Ask the vendor questions about all the features you're looking for and the time it takes to fully learn the software. If your projects will require specific integrations, ask the vendor about these to see how deep the integration goes. Download our [Evaluation Readiness guide](#) for a list of questions to use in conversations with vendors.

# 3

## Spotlight on 11 Project Management Solutions<sup>1</sup>

Project management software—also referred to as work management or collaboration software, has increasingly become not only a means of organizing and tracking project progress, but a way to connect individuals across teams, departments, and offices to foster collaboration. This development is evidenced by the fact that many popular project management solutions are now web-based. However, this rise in accessibility has also been accompanied by an inflation of the number of project management solutions available to choose from, making it harder to find the best fit product in many cases.

<sup>1</sup> Information contained in the product matrices, product comparison charts, and on the product pages is accurate as of September 6th, 2019. Company size definitions are: Small Companies (1-50 employees); Midsize Companies (51-1,000 employees); Enterprises (1,001+ employees).

**80% of professionals who have evaluated project management software this year on TrustRadius researched one or more of these products.**

This guide aims to give you an overview of 11 of the most reviewed project management products on TrustRadius, highlighting pros & cons and other key differences across products. An exhaustive list of products can be found in the [project management software](#) on our website.

The product profiles in this report showcase aggregate data from reviews collected on TrustRadius. These include the most commonly identified pros and cons from the most recent 30 reviews, qualitative feedback from reviewers, and customer demographic information. In order to be included in this guide, products must meet the following requirements:

- > The product must offer comprehensive project management capabilities.
- > The product must have at least 50 reviews
- > The product must be 'customer verified' — indicating there have been at least 10 new or updated reviews within the past year.

The products featured in this guide are some of the most widely used project management tools, and are ordered by their 'market focus' - defined here and elsewhere in the guide as the percentage of reviewers that are from small companies, midsize businesses, and enterprises. Products with the highest percentage of reviewers from enterprises are at the beginning of the guide.

# Product Comparison Tables

	Overall Satisfaction Rating	Product Metrics		Reviewer Company Size			Comparison Information
	trScore	# of Reviews	Share of Traffic	Small	Midsize	Enterprise	Most Compared To
<b>Workfront</b>	8.0	326	6%	8%	37%	52%	Aprimo JIRA Azure DevOps
<b>Planview Projectplace</b>	8.3	100	2%	19%	36%	39%	MS Sharepoint Microsoft Office 365 Aconex
<b>Microsoft Project</b>	8.0	68	8%	18%	36%	35%	Azure DevOps ProjectLibre Smartsheet
<b>JIRA</b>	8.1	113	31%	18%	38%	35%	Azure DevOps Micro Focus App. Mgmt IBM Rational Team Concert
<b>Smartsheet</b>	8.5	79	6%	23%	42%	28%	Microsoft Project JIRA MS Sharepoint
<b>Trello</b>	8.4	121	8%	41%	31%	18%	Azure DevOps MeisterTask Azure DevOps Server
<b>Wrike</b>	8.3	114	4%	33%	39%	16%	Azure DevOps Monday Workfront
<b>Basecamp</b>	8.0	96	4%	37%	30%	16%	Monday HubSpot Zoho Projects
<b>Airtable</b>	8.7	190	8%	61%	23%	14%	Microsoft Access Monday Smartsheet
<b>Asana</b>	8.4	101	10%	45%	30%	12%	Monday ClickUp HubSpot
<b>Monday</b>	8.7	53	8%	59%	27%	10%	Asana Airtable ClickUp

	Overall Satisfaction Rating	Feature Rating						
	trScore	Task Management	Resource Management	Gantt Charts	Scheduling	Workflow Automation	Team Collaboration	Agile Methodology Support
Workfront	8.0	9.2	8.6	8.2	8.5	8.2	8.4	7.8
Planview Projectplace	8.3	8.4	6.5	7.2	7.3	--	8.1	8.9
Microsoft Project	8.0	8.5	8.3	8.9	8.8	7.5	6.9	6.5
JIRA <sup>2</sup>	8.1	--	--	--	--	--	--	--
Smartsheet	8.5	8.7	8.2	8.2	8.3	8.4	8.9	8.4
Trello <sup>3</sup>	8.4	8.9	7.8	6.5	7.3	6.8	8.6	8.0
Wrike	8.3	8.9	7.4	8.1	8.5	8.0	9.2	8.0
Basecamp	8.0	8.7	8.3	7.5	7.5	7.4	8.7	7.1
Airtable	8.7	8.4	8.6	7.5	7.9	7.3	9.1	7.7
Asana	8.4	9.2	7.7	6.5	8.7	7.7	9.1	8.5
Monday	8.7	9.3	8.5	8.2	8.0	7.9	9.1	7.9

	Overall Satisfaction Rating	Feature Rating						
	trScore	Waterfall Methodology Support	Document Management	Email Integration	Mobile Integrtion	Timesheet Tracking	Change Request & Case Management	Budget & Expense Management
Workfront	8.0	8.3	8.0	7.3	7.9	8.6	8.3	8.4
Planview Projectplace	8.3	6.8	8.3	7.9	7.7	7.2	--	--
Microsoft Project	8.0	8.0	7.2	7.3	6.8	7.7	7.1	8.1
JIRA	8.1	--	--	--	--	--	--	--
Smartsheet	8.5	8.5	8.3	8.1	7.7	8.0	8.0	8.2
Trello	8.4	7.3	7.1	7.6	8.3	8.1	7.8	7.4
Wrike	8.3	7.4	7.5	7.7	8.1	7.5	7.8	7.2
Basecamp	8.0	7.1	8.11	7.9	7.4	7.7	8.0	7.7
Airtable	8.7	7.3	7.8	7.5	8.2	8.6	8.0	8.9
Asana	8.4	8.5	7.4	7.5	8.0	6.1	8.4	6.9
Monday	8.7	7.0	7.3	7.6	8.1	8.5	8.6	--

<sup>2</sup>JIRA does not have any feature ratings d because its primary software category on TrustRadius is not Project Management. However, JIRA is included in this guide due to widespread use as a project management tool, especially for IT and Development teams. <sup>3</sup>Trello also does not provide built-in capabilities for all features listed below. This tool does not include the ability to create a Gantt chart, for example, but many of these features are accessible through integrations and 'power-ups'.



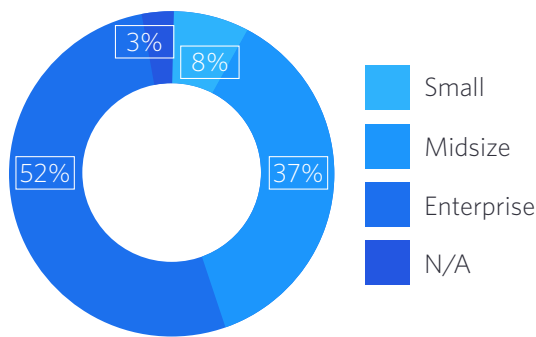
# Workfront



**TR** Score 8.0 out of 10

Workfront is a cloud-based work management platform designed for enterprises. It includes demand and resource management capabilities, project automation, Gantt charts, task lists, calendar view, and a communications feed that houses project updates and discussion threads. Workfront offers the flexibility to switch between agile and waterfall project management methodologies, and has built-in automated approval workflows and financial reporting. Additionally, users can access a number of integrations with third-party tools such as G-Suite, Slack, Microsoft Outlook, Adobe Experience Manager, JIRA, Microsoft OneDrive, Box, and more.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Enterprises and midsize companies that need a comprehensive and highly customizable solution to help manage multiple complex projects. Well-suited for companies that need to do project-level budgeting and reporting.

### PROS

#### + Highly customizable reporting

(mentioned in 14 reviews)

*It's very easy to use, and the reporting allows you to get in-depth on what is the current status is for each product...The reporting is very robust and easy to use. You can literally report on anything you can think of.*

[Verified User](#) | Manager in Marketing  
Computer Software Company

#### + Task management

(mentioned in 7 reviews)

*Workfront is great at task management and project timeline planning. It has the capability of having different layouts and views for different users.*

[Verified User](#) | Project Manager in Marketing  
Financial Services Company

### CONS

#### - Redundancy & confusion in the user interface

(mentioned in 14 reviews)

*Certain areas of the interface mimic each other very closely so it is easy to get confused and post/upload something to a wrong page.*

[Verified User](#) | Program Manager in Professional  
Services | IT & Services Company

#### - Sizable learning curve

(mentioned in 10 reviews)

*Compared to other project management tools, Workfront is not a user-intuitive platform because it requires training periods for the end-users...It has a confusing user interface, which makes it hard for new users to adopt.*

[Faith M.](#) | Public Relations Coordinator  
Hospitality Company



89% agree that Workfront delivers good value for the price.



89% are happy with Workfront's feature set.



74% agree that Workfront lives up to sales and marketing promises (16% were not involved).



53% thought that implementation went as expected (16% were not involved).



84% said would buy Workfront again.

*Based on a survey of 19 Workfront users.*

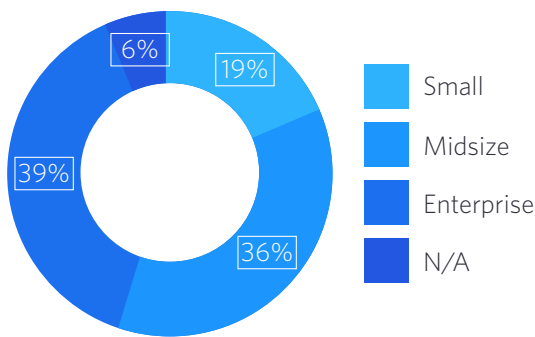
Interested in learning more about Workfront? [Read reviews on TrustRadius.](#)

# Planview Projectplace

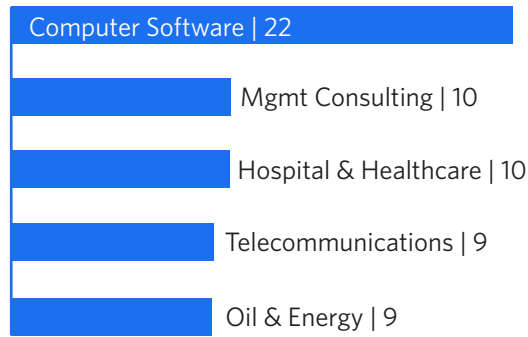


Planview Projectplace is an online collaboration and project management solution ideal for midsize businesses and enterprises. It features Gantt charts, Kanban boards, the ability to view workloads of all project members, file sharing and document management capabilities, project dashboards, pre-built reports, time tracking capabilities, data security, and mobile applications. Projectplace also helps facilitate team collaboration via its communication and activity streams in project views. Users can design custom integrations with third-party software using the Projectplace API, and integrate with over 700 online services using Zapier.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Teams that need a fully-featured project management solution that makes it easy to communicate and collaborate within teams, across teams, across international offices, and with external stakeholders and multilingual support.

### PROS

- + **Document management & control capabilities** (mentioned in 13 reviews)

*I use ProjectPlace for several project life cycle elements—primarily document review and repository including version control, and tasks and activity tracking using Boards.*

[Verified User](#) | Consultant in Professional Services IT & Services Company

- + **Task management** (mentioned in 7 reviews)

*It helps the project managers and stakeholders to track all tasks, as well as to communicate easily within the group... It shows the tasks in a time schedule view, allowing the user to switch between the agile interface of cards and an overview of the tasks and its correlations.*

[Verified User](#) | Manager in Engineering Mining & Metals Company

### CONS

- **User interface difficult to navigate** (mentioned in 9 reviews)

*The board structure can become complicated—it would be nice to view the same action / card on multiple boards...The gantt chart of the plan is difficult to see.*

[Verified User](#) | Manager in Other Oil & Energy Company

- **Limited reporting functionality** (mentioned in 7 reviews)

*I believe the reporting interface could be improved—our PMO is currently experimenting with yet another solution to create better at a glance reports from a burndown perspective. Planview has all the raw data so this is re-work.*

[Jeffrey T.](#) | Consulting Enterprise Architect Hospital & Healthcare Company

50% agree that Planview Projectplace delivers good value for the price.

88% are happy with Planview Projectplace's feature set.

38% agree that Planview Projectplace lives up to sales and marketing promises (50% were not involved).

63% thought that implementation went as expected (36% were not involved).

75% said would buy Planview Projectplace again.

*Based on a survey of 8 Planview Projectplace users.*

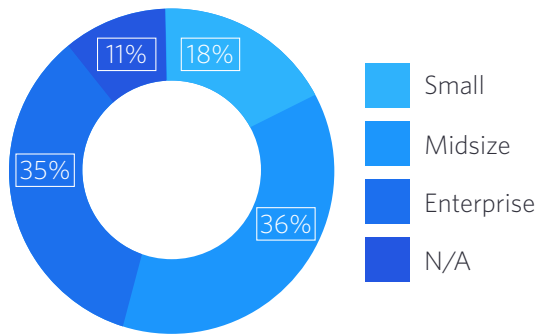
Interested in learning more about Planview Projectplace? [Read reviews on TrustRadius.](#)

# Microsoft Project

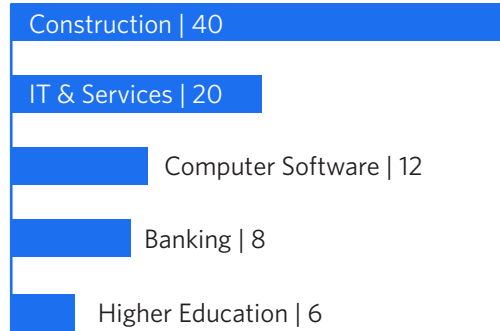


Microsoft Project is a project management solution ideal for midsize and large businesses. It offers project, portfolio, and resource management capabilities, and has both on-premise and cloud-based deployment options. These include built-in project templates, Gantt charts, pre-built project reports, customizable timelines, portfolio scenario modeling, a resource requesting system, resource capacity heatmaps, and resource analytics. Microsoft Project is part of the Microsoft ecosystem of products, and therefore integrates with other Microsoft products like Power BI, Excel, SharePoint, and Office.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Companies already using Microsoft products that need a software that can handle planning for large, complex projects. Ideal for businesses that have the resources to invest in learning how to fully utilize the software.

## PROS

- + **Planning/scheduling capabilities**  
(mentioned in 12 reviews)

*I found that MS Project is a great tool for developing your WBS with your team. The tool is great to use during a planning session as it easily allows you to enter tasks, determine the sequence, add level of effort, and determine resources.*

[Verified User](#) | Project Manager in IT Utilities Company

- + **Resource management**  
(mentioned in 12 reviews)

*It allows you to set up resources. You can set up hours of availability, when overtime kicks in, costs, and other useful items. Then, when you assign tasks, the software calculates the time needed or how much extra it will cost if you need a resource to work longer on a particular piece.*

[Robert P.](#) | Project Manager  
IT & Services Company

## CONS

- **Steep learning curve**  
(mentioned in 12 reviews)

*It can be a little more difficult to work with when you use all of the hooks, bells and whistles that are available. It will take some time for the Novice user to pick all of this up.*

[Verified User](#) | Project Manager in Professional Services  
Computer Software Company

- **High cost associated with upgrading**  
(mentioned in 7 reviews)

*Upgrading to the top of the line version can feel like a requirement. There is a lot of functionality that is not available unless in the most expensive pay-tiers and can be extremely expensive on a per user basis.*

[Joshua M.](#) | Process Optimization Analyst  
Printing Company

82% agree that Microsoft Project delivers good value for the price.

91% are happy with Microsoft Project's feature set.

55% agree that Microsoft Project lives up to sales and marketing promises (45% were not involved).

82% thought that implementation went as expected (18% were not involved).

100% said would buy Microsoft Project again.

*Based on a survey of 11 Microsoft Project users.*

Interested in learning more about Microsoft Project? [Read reviews on TrustRadius.](#)

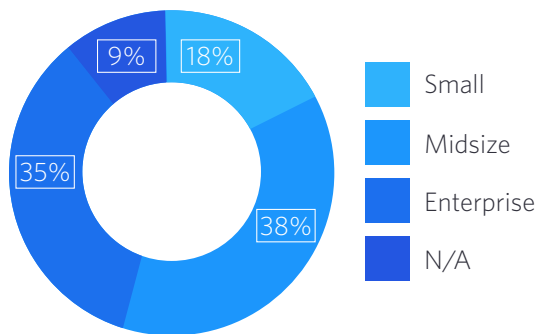
# JIRA



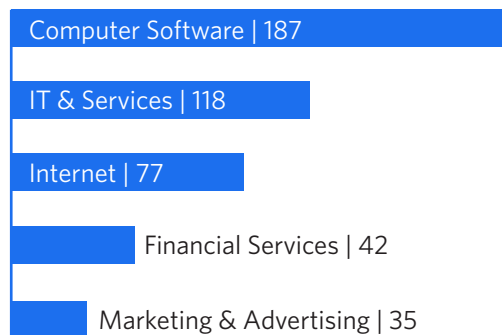
**TR** Score 8.0 out of 10

From Atlassian, JIRA is a software development tool designed for use by product development teams, product managers, and SCRUM masters. The tool has both cloud and on-premise deployment options available. It can be used for many different types of project management activities, but some of the most common include bug/issue tracking, product management, task management, and software development tracking. Teams have access to multiple project management methodologies (e.g. Scrum boards and Kanban boards), pre-built project reports, roadmap design and planning tools, customizable workflows, and mobile applications. JIRA integrates with other Atlassian products and other third-party software through the Atlassian Marketplace.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Agile teams looking for a highly customizable IT project management solution to help track and manage software development projects as well as invest time in learning how to fully customize the solution to their project management style.

## PROS

### + Agile development capabilities

(mentioned in 9 reviews)

*For agile-based software development, it makes it easy to manage your backlog, plan sprints, track and manage individual issues, and get reports showing overall team/sprint metrics.*

[Richard D.](#) | Senior Web Application Developer  
Government Administration

### + Project progress tracking

(mentioned in 7 reviews)

*JIRA Software is excellent for tracking large individual projects. It is able to break apart these projects into individual tasks. The Kanban board feature lets all users easily see how the entire project and tasks are progressing. The Status system is customizable to your business workflow.*

[Tory T.](#) | Web Developer  
Religious Institutions

## CONS

### - User interface is not intuitive or easy to use

(mentioned in 14 reviews)

*JIRA's UI is very difficult to navigate and impossible to find things. I find myself just using the address bar and putting in the ID numbers as I can't find what I need anywhere else. There is no one place to do tasks.*

[Kyle K.](#) | Technical Lead  
Consumer Goods Company

### - Licensing model can get expensive

(mentioned in 7 reviews)

*The licensing system is per number of users. If you buy a small license and the tool is widely adopted, you may have an issue in getting your budget approved in a low cost environment, because the price for higher tiers goes up quickly.*

[Cristian B.](#) | Senior Software Development Manager  
Semiconductors Company



85% agree that JIRA delivers good value for the price.



90% are happy with JIRA's feature set.



55% agree that JIRA lives up to sales and marketing promises (45% were not involved).



58% thought that implementation went as expected (42% were not involved).



98% said would buy JIRA again.

*Based on a survey of 40 JIRA users.*

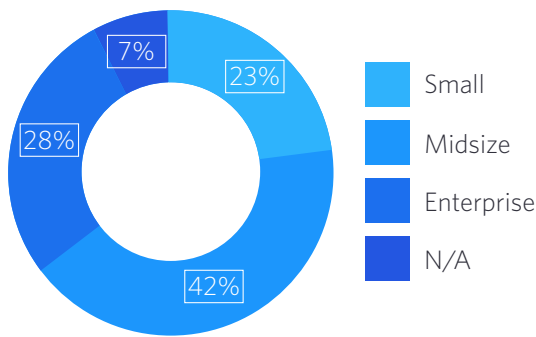
# Smartsheet



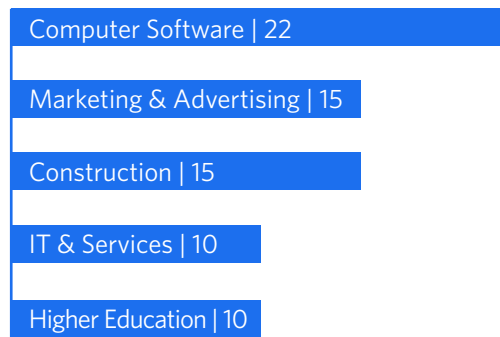
 Score 8.5 out of 10

Smartsheet is a spreadsheet-style collaborative work management solution ideal for midsize businesses. Along with the spreadsheet view, Smartsheet includes a host of other project management features such as customizable automations (e.g. notifications, updates, approval requests), project progress and KPI dashboards, customizable forms, Gantt charts and Kanban board visualization capabilities, a mobile application, and the ability to generate and export reports. Smartsheet integrates with a wide range of other productivity and communication tools including G-Suite, Slack, Microsoft Teams, and Gmail.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Midsize companies looking for a user-friendly solution with a small learning curve to help manage projects ranging from simple to complex. Well-suited for teams that are familiar with Excel and are looking for a spreadsheet/database style tool that offers additional project views (e.g. Gantt charts, Kanban or task list boards).

### PROS

- + **Collaboration capabilities**  
(mentioned in 9 reviews)

*Smartsheet is well suited for collaboration. Multiple users, if given admin or editor privileges have the ability to make changes at once, avoiding issues that often can materialize regarding versioning errors typical, as a result of multiple authors or editors.*

[Verified User](#) | Project Manager in Professional Services Management Consulting Company

- + **Strong reporting capabilities**  
(mentioned in 9 reviews)

*This allows the roll-up of information across multiple Smartsheets. Important information can be realized at a glance. It also allows for the sharing of only necessary information to stakeholders.*

[Janie L.](#) | Sr. Partnership Development & Events E-Learning Company

### CONS

- **Outdated user-interface**  
(mentioned in 5 reviews)


*I think it's great at what it does. I do think that the interface is a bit dated feeling and not user-friendly. You feel more like you're using an old school version of Excel on windows.*

[Verified User](#) | Partner in Other Graphic Design Company

- **Expensive**  
(mentioned in 4 reviews)

*I think it's a cool product but needs some improvements before I blanket recommend it. It's also very expensive... The increase in cost [of] their platform has been very frustrating.*

[Verified User](#) | Manager in IT Automotive Company




64% agree that Smartsheet delivers good value for the price.



82% are happy with Smartsheet's feature set.



36% agree that Smartsheet lives up to sales & marketing promises (64% were not involved).



55% thought that implementation went as expected (45% were not involved).



73% said would buy Smartsheet again.

*Based on a survey of 11 Smartsheet users.*

Interested in learning more about Smartsheet? [Read reviews on TrustRadius.](#)

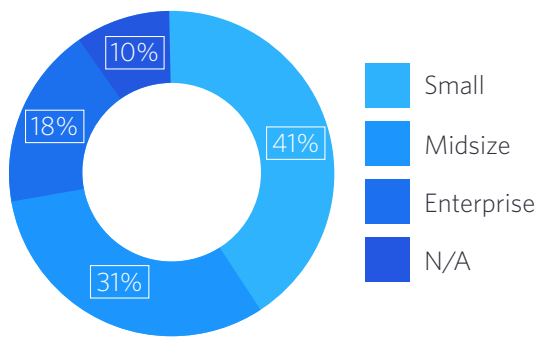
# Trello



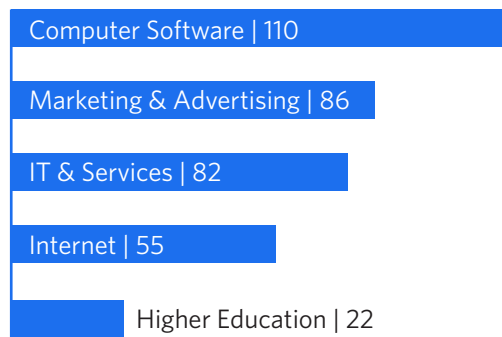
**TR** Score 8.4 out of 10

Also from Atlassian, Trello is an online task management software built on a Kanban board framework ideal for personal and team-based project management. Users have the ability to customize both boards and cards; list columns can be created or added to boards, and cards can be expanded with details like checklists, due dates, labels, file attachments, and a comment thread to show activity history. Cards can also be manually moved between lists, archived or deleted, and copied to create card templates. Trello offers a number of integrations and 'power-ups' that enable specific automations, like the ability to create Gantt charts—which cannot be created in Trello without an integration.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Small and medium-sized teams that need a simple and user-friendly task management solution. Also good for individuals who prefer Kanban project management, who will be managing or contributing to self-contained projects.

### PROS

- + **Easy-to-use interface**  
(mentioned in 15 reviews)

*It's one of the simplest interfaces. You make lanes on a board, and add cards. You can drag cards around and edit those cards. It's modeled after sticking post-it's on a wall or board. But it gives you so much more than that.*

[Richard R.](#) | Software Developer  
Computer Software Company

- + **Board customization**  
(mentioned in 6 reviews)

*You can change your background color, create as many lists as you want, as many boards as you want, color code, add details, etc.*

[Sarah M.](#) | Business Operations Manager  
Financial Services Company

### CONS

- **Project boards can become easily cluttered**  
(mentioned in 13 reviews)

*Too many cards, boards, and lists make it hard to keep up with individual comments and details. You end up having to create multiple boards for a given project which divides the team and that is often more harmful than it is helpful.*

[Joel McAfee](#) | Producer  
Media Production

- **User interface is limited to Kanban views**  
(mentioned in 10 reviews)

*Trello only offers one kanban view. You can filter this view, but it would be great if there were multiple views that let you reorganize and view your cards in different ways.*

[Elissa B.](#) | Product Content Strategist | Computer Software Company



92% agree that Trello delivers good value for the price.



92% are happy with Trello's feature set.



68% agree that Trello lives up to sales and marketing promises (32% were not involved).



76% thought that implementation went as expected (20% were not involved).



92% said would buy Trello again.

*Based on a survey of 25 Trello users.*

Interested in learning more about Trello? [Read reviews on TrustRadius.](#)



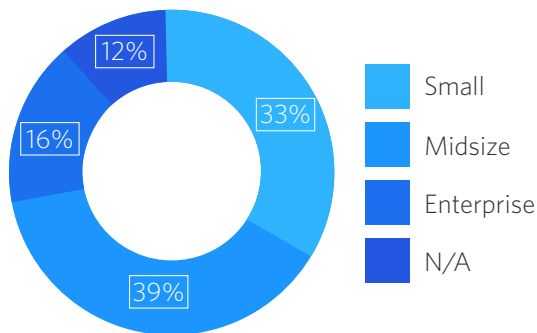
# Wrike



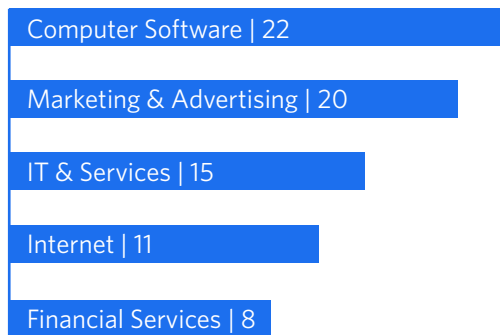
**TR** Score 8.3 out of 10

Wrike is a cloud-based collaborative work management solution ideal for midsize businesses. Users can organize and visualize projects in multiple ways, including a spreadsheet view, Kanban board, task lists, and a calendar view. Wrike also features customizable project dashboards, the ability to invite contractors and collaborators from other teams, project-level reporting, file sharing, and mobile applications. Wrike integrates with a wide range of tools, which may vary by pricing tier, including Google Drive, DropBox, Microsoft Office 365, Microsoft Project and Excel, and Salesforce.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Teams looking for a solution to help them manage large and/or complex projects. Well-suited for teams that need strong cross-departmental collaboration capabilities and reporting functionality.

## PROS

- + **Flexibility of multiple project views**  
(mentioned in 11 reviews)

*Really like the different views—[Kanban], list view, etc. If you're used to Trello, Basecamp, Asana, etc... there's a view that's pretty comfortable to you.*

[Ian N.](#) | Digital Marketing Operations Manager  
Computer Software

- + **Task management**  
(mentioned in 8 reviews)

*Wrike does a great job tracking tasks, and providing a space for project specific communication... [it is] extremely useful for delineating responsibility and assigning projects digitally, and tracking the progress of those projects.*

[James W.](#) | Manager of Legal Affairs and HR  
Entertainment Company

## CONS

- **User interface is not intuitive**  
(mentioned in 13 reviews)

*Setting up an entire project with dependencies etc. can be daunting and is a lot like databasing. It is not the most user friendly.*

[James W.](#) | Manager of Legal Affairs and HR  
Entertainment Company

- **Learning curve for new users**  
(mentioned in 10 reviews)

*Because it has so many features, it can be difficult to get a good grasp on how to use it best to fit your team. It definitely has a learning curve, but I still wouldn't consider it hard to use... if you are looking for something simple and easy to digest, Wrike will probably be a little too much for you.*

[Verified User](#) | Manager in Marketing  
Farming Company



94% agree that Wrike delivers good value for the price.



83% are happy with Wrike's feature set.



78% agree that Wrike lives up to sales and marketing promises (11% were not involved).



89% thought that implementation went as expected.



78% said would buy Wrike again.

*Based on a survey of 18 Wrike users.*

Interested in learning more about Wrike? [Read reviews on TrustRadius.](#)

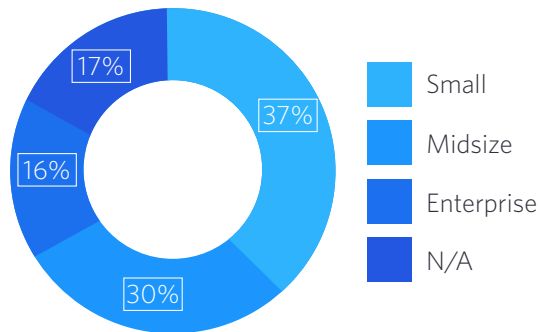
# Basecamp



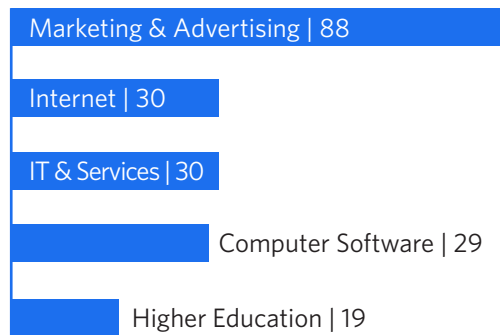
**TR** Score 8.0 out of 10

Basecamp is a project management software ideal for small and midsize businesses. Notably, it only has two distinct pricing tiers, one of which is free. Their paid offering is a \$99/month flat-rate version that can accommodate an unlimited number of users. While the free version of Basecamp is limited, the paid version offers features like to-do lists, message boards, scheduling, document and file storage, 'hill-charts', project reporting, client access, and project templates.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Small teams and agencies that need an easy-to-use, affordable, and highly collaborative solution designed for client-based project management. Also, companies that are focusing on task management and execution, rather than project-level reporting.

## PROS

- ⊕ **Ease of in-app communication**  
(mentioned in 17 reviews)

*Built-in messaging board—You can communicate through basecamp which made it easier to keep all conversations in one place.*

[Verified User](#) | Professional in Marketing Health, Wellness and Fitness Company

- ⊕ **Easy-to-use platform**  
(mentioned in 17 reviews)

*Basecamp is not super overwhelming for users, so this works great for companies that aren't not familiar with sophisticated project/resource management tools... [Basecamp] is very easy for any user to set up and does not require lengthy training sessions.*

[Verified User](#) | Project Manager in Marketing Publishing Company

## CONS

- ⊖ **Learning curve for new users**  
(mentioned in 7 reviews)

*It took a long time for us to figure out how best to fit Basecamp into our workflow, who was responsible for what and how our processes would best work. It's great now but it probably took us a solid year before we got to the point where we had smoothed out the rough edges and felt like our processes worked perfectly within Basecamp.*

[Jessica M.](#) | Curriculum Coordinator E-Learning Company

- ⊖ **Too many emails from the vendor**  
(mentioned in 7 reviews)

*Sometimes it can send WAY too many update emails and it gets a little confusing to open that many basecamp tabs and check each one.*

[Megan R.](#) | Owner and Head Designer Graphic Design Company



88% agree that Basecamp delivers good value for the price.



100% are happy with Basecamp's feature set.



59% agree that Basecamp lives up to sales and marketing promises (35% were not involved).



71% thought that implementation went as expected (29% were not involved).



100% said would buy Basecamp again.

*Based on a survey of 17 Basecamp users.*

Interested in learning more about Basecamp? [Read reviews on TrustRadius.](#)



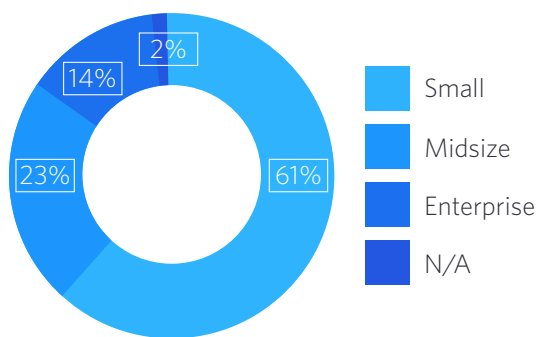
# Airtable



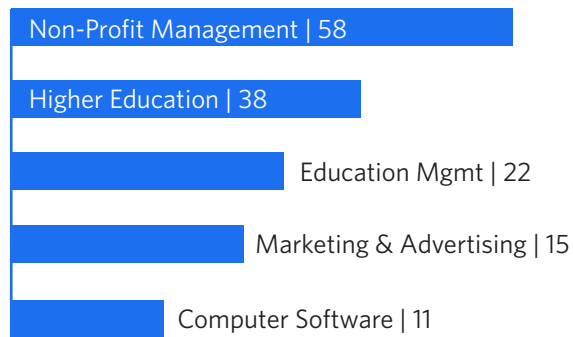
**TR** Score 8.7 out of 10

Airtable is a highly customizable project management solution built on a spreadsheet framework that allows users to link records across project tabs within the same workspace. Users can use the spreadsheet view as a project database, attaching files and sorting columns and rows by things like project due date, contributor, owner, status, or priority level. Airtable offers users a wide range of flexibility in terms of different ways to visualize and organize projects, including grid, Kanban, calendar, and gallery views. On higher pricing tiers, users also have access to Airtable 'blocks' that provide additional functionality, such as mapping/geocoding, time tracking, an org chart builder, and the ability to create pivot tables.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Small and midsize businesses looking for a flexible and customizable project management solution. Well-suited for teams that need a high degree of interconnectability between different project sheets and an extended calendar view of upcoming projects.

### PROS

- + **Customizable & feature-rich spreadsheet view** (mentioned in 12 reviews)

*Airtable is a tool that combines the flexibility of sheets with the possibilities with databases. It gives endless opportunities to display almost any kind of data and relationships across different data sources. All data is accessible within a few clicks.*

[Adam F.](#) | Digital Marketing Manager  
Marketing and Advertising Company

- + **Flexibility of multiple different project views** (mentioned in 11 reviews)

*It's very easy to customize and adapt to your needs... Further, you can toggle between different views, so if you have certain visual preferences, you can probably find a solution that makes you comfortable!*

[Amanda L.](#) | Founder  
Marketing and Advertising Company

### CONS

- **Licensing model can be expensive** (mentioned in 8 reviews)

*I would still recommend [Airtable] for larger teams, with the caveat that the pricing could get expensive that way. If you need to create multiple workspaces with many users, the cost will definitely get high.*

[Elissa B.](#) | Product Content Strategist  
Computer Software Company

- **Takes time to learn** (mentioned in 6 reviews)

*This tool is a little complicated because of all the features it has, but I would say that it's well worth the learning curve.*

[Verified User](#) | Employee in Quality Assurance |  
Online Media Company



83% agree that Airtable delivers good value for the price.



92% are happy with Airtable's feature set.



83% agree that Airtable lives up to sales and marketing promises (17% were not involved).



75% thought that implementation went as expected (17% were not involved).



83% said would buy Airtable again.

*Based on a survey of 12 Airtable users.*

Interested in learning more about Airtable? [Read reviews on TrustRadius.](#)

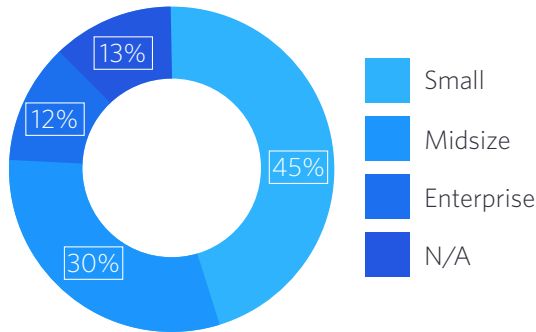
# Asana



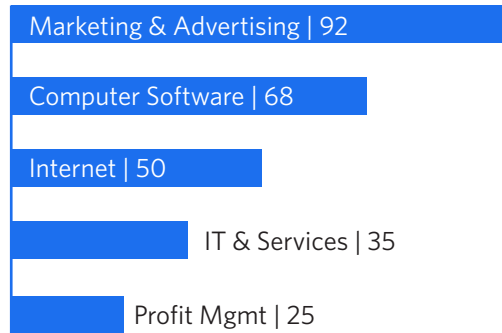
**TR** Score 8.4 out of 10

Asana is an online work management solution ideal for personal and team-based project and task management. It allows users to organize and track projects via multiple different formats, including a list view, project timeline, conversation thread, calendar view, and Kanban board. Users also have access to features like the ability to assign tasks, advanced searching, and admin console, a gallery of project templates, and customizable fields to use for project-level reporting. Asana integrates with a wide range of third-party software such as Adobe Creative Cloud, Slack, Dropbox, Microsoft Office 365, and Zapier.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Smaller teams looking for a solution with strong task management capabilities. Ideal for teams that need an easy-to-use solution with a minimal learning curve, and don't require advanced financial reporting or resource management.

## PROS

- + **Task management**  
(mentioned in 13 reviews)

*Assigning projects to team members, and myself, is a breeze. It's easy to identify at a glance who is responsible for what task in any given project... Having a personal to-do list is also helpful. It keeps track of all of the projects you're assigned in one place.*

[Chandos S.](#) | Technical Director  
Religious Institutions

- + **Easy to set and track project due dates**  
(mentioned in 11 reviews)

*Asana is an amazing tool for deadline and tasks scheduling. Being able to assign team members tasks, setting due dates and being able to manage all communications in one place is a game changer.*

[Alexa T.](#) | Founder  
Marketing and Advertising Company

## CONS

- **Too many email notifications**  
(mentioned in 5 reviews)

*Asana can lead to inbox-overload. By default, you are subscribed to updates on any task that you create or follow. You can always unsubscribe from emails or write rules to categorize them in your inbox, but the default setting will leave you inundated.*

[Elizabeth C.](#) | Senior Business Analyst  
Marketing and Advertising

- **Learning curve for new users**  
(mentioned in 4 reviews)

*It is not possible to really master this platform without the videos and tutorials, even for young tech-savvy employees.*

[Verified User](#) | Project Manager in Product Management  
Professional Training & Coaching Company



88% agree that Asana delivers good value for the price.



94% are happy with Asana's feature set.



75% agree that Asana lives up to sales and marketing promises (19% were not involved).



81% thought that implementation went as expected (6% were not involved).



88% said would buy Asana again.

*Based on a survey of 16 Asana users.*

Interested in learning more about Asana? [Read reviews on TrustRadius.](#)

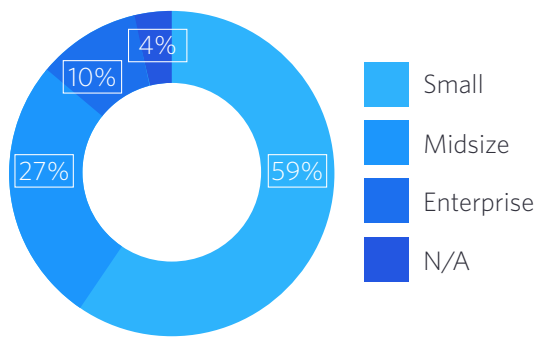
# Monday



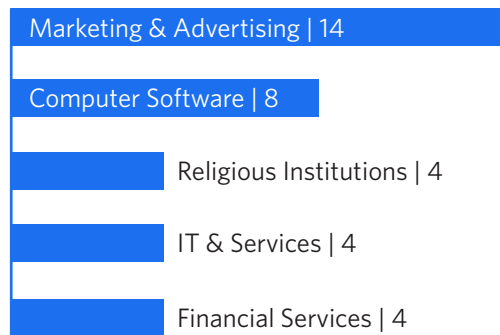
**TR** Score 8.7 out of 10

Monday is a team management software that emphasizes collaboration capabilities and is ideal for small businesses. Features include timeline creation, messaging, checklists, task assignment, project level reporting, an unlimited number of unpaid project viewers, an unlimited number of project boards, Kanban view, calendar view, forms customization, Gantt charts, and time tracking capabilities. Monday also provides users with access to project templates for quick set up, and security features like two-factor authentication, Google authentication, and Single Sign-On (SSO). Monday integrates with other communication and collaboration tools such as Slack, Google Drive, Trello, and Dropbox.

## Reviewer Company Size Distribution



## Top 5 Reviewer Industries



**Great Fit For:** Small teams that need a simple and user-friendly tool for task management for small to medium-size projects. Ideal for companies that don't need a solution with advanced workflow capabilities and complex user permissions.

## PROS

- + **User-friendly interface**  
(mentioned in 13 reviews)

*Very visual, so you see what's up at a glance—you can hide less important info (or pull them up) very simply... It's as logical and simple as a spreadsheet... the surface makes everything easier to remember, with subtle color coding and smooth UI.*

[Verified User](#) | Manager in Marketing  
Marketing and Advertising Company

- + **Project progress tracking**  
(mentioned in 8 reviews)

*It helps us stay on track and not drop the ball on any tasks. It also helps with communication and accountability. This is particularly true for recruiting and onboarding where there is a huge checklist and multiple people responsible for each task.*

[Heidi F.](#) | Executive Clinic Director  
Mental Health Care

## CONS

- **User interface is unstructured/unprofessional**  
(mentioned in 5 reviews)

*The UI makes the app feel like it is a less capable system, most controls and interfaces seem unprofessional. Several features make no impact on my workflow, namely the inbox. Some of the UI elements take more screen real estate than they need.*

[Hernán S.](#) | Web Designer  
IT & Services Company

- **Licensing model can get expensive**  
(mentioned in 4 reviews)

*I can honestly say that the price is somewhat expensive, especially when many people use it in the same organization, the price rises.*

[Jeniriana R.](#) | Web Designer  
Internet Company



92% agree that Monday delivers good value for the price.



100% are happy with Monday's feature set.



67% agree that Monday lives up to sales and marketing promises (33% were not involved).



83% thought that implementation went as expected (17% were not involved).



92% said would buy Monday again.

*Based on a survey of 12 Monday users.*

We hope that you find this guide helpful for your software buying journey! If you have any questions about this Buyer's Guide or its contents, please contact us anytime.

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