



GRID® REPORT FOR PROFESSIONAL
SERVICES AUTOMATIONS

G2 PSA Software Comparison Report

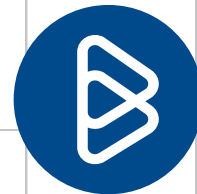
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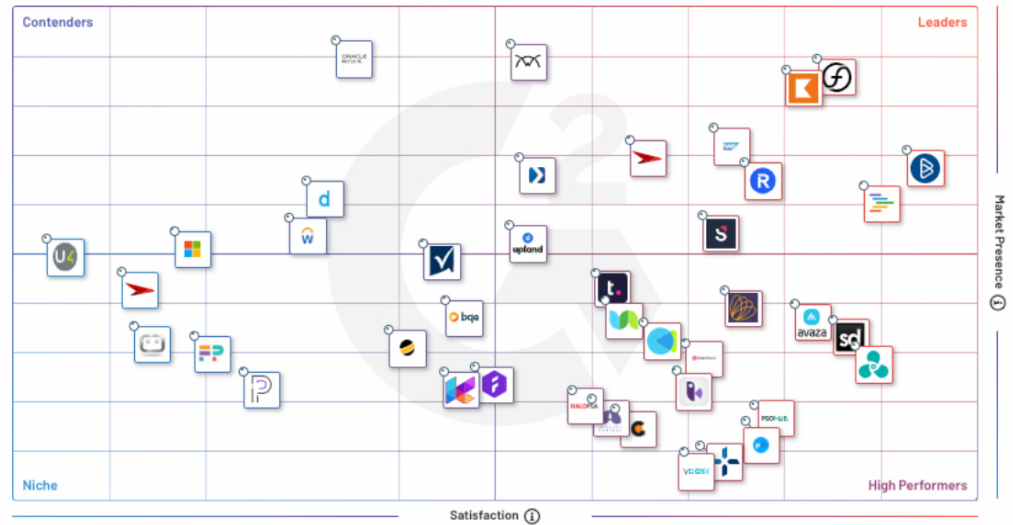
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PSA Software Comparison



PSA Software Definition

Professional services automation (PSA) software helps companies in professional services manage most or all back-office and front-office activities. PSA systems are used to track operations and related costs, as well as the revenues they generate. These products are used by consultants, lawyers, marketing account managers, and other professional services industry roles that conduct business on a client-project level. PSA software delivers insight into the business processes of project and portfolio management to improve

efficiency, productivity, and profitability of the project operations in place. This type of software can be used by all departments of a professional services company, from sales and marketing to accounting, as well as project managers.

PSA systems can be integrated with accounting software, CRM software, and payroll software to make a more end-to-end solution. PSA software also has similarities to ERP systems; PSA products are tailored to the professional services industry.

To qualify for inclusion in the Professional Services Automation category, a product must:

- Manage customer profiles, sales opportunities, and communications
- Include features for contract management and service level agreements (SLA)
- Provide project and portfolio management for professional services
- Deliver accounting functionality or integrate with accounting software
- Track project and portfolio costs such as time and expenses
- Record and allocate resources based on necessity and availability
- Recognize revenue by project, portfolio, or business unit
- Monitor project and portfolio performance, risk, and profitability

Customer Satisfaction Ratings for PSA

G2 reviewers rated software vendors' ability to satisfy their needs as shown in the table below

	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business With	Quality of Support	Ease of Setup	Ease of Use	
Financial Force	85%	88%	85%	76%	86%	84%	72%	82%	46
Kantata Cloud For Professional Services (formerly Mavenlink + Kimble)	85%	89%	85%	80%	88%	86%	76%	81%	51
BigTime	92%	93%	92%	91%	94%	95%	86%	91%	75
Accelo	90%	94%	91%	83%	94%	93%	77%	87%	71

Implementation

	Deployment		Implementation Time	Implementation Method				Number of Users Purchased	Contract Term
	Cloud	On-Premises	Avg. Months to Go Live	In-House Team	Seller Services Team	Third-Party Consultant	Don't Know	Median Number of Users Bought	Avg. Contract Term (Months)
Financial Force	100%	0%	5.6	34%	26%	37%	3%	175	23
Kantata Cloud For Professional Services (formerly Mavenlink + Kimble)	100%	0%	3.9	48%	31%	11%	10%	75	24
BigTime	100%	0%	1.6	77%	14%	2%	7%	17	11
Accelo	100%	0%	2.2	70%	24%	3%	3%	17	5

Feature Comparison

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BIGTIME

★★★★★

4.5 out of 5 (1,176 reviews)

Satisfaction Ratings

Quality of Support	95%
Ease of Use	91%
Meets Requirements	92%
Ease of Admin	91%
Ease of Doing Business With	94%
Ease of Setup	86%

*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features

Performance and Reliability	90%
Customer Profiles	89%
Sales	88%

*Category Average

Top Industries Represented

Accounting	88
Civil Engineering	68
Architecture & Planning	48
Information Technology and Services	42
Management Consulting	39

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KANTATA

★★★★☆

4.1 out of 5 (1,306 reviews)

Satisfaction Ratings

Quality of Support	86%
Ease of Use	81%
Meets Requirements	85%
Ease of Admin	80%
Ease of Doing Business With	88%
Ease of Setup	76%

*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features

Budget Tracking	83%
Reporting	83%
Forecasting	83%

*Category Average

Top Industries Represented

Information Technology and Services	234
Computer Software	102
Management Consulting	101
Marketing and Advertising	56
Financial Services	30

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FINANCIALFORCE PSA

★★★★★

4.2 out of 5 (645 reviews)

Satisfaction Ratings

Quality of Support	84%
Ease of Use	82%
Meets Requirements	85%
Ease of Admin	78%
Ease of Doing Business With	86%
Ease of Setup	72%

*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features

Project Tracking	91%
Resource Definition	89%
Performance and Reliability	89%

*Category Average

Top Industries Represented

Information Technology and Services	200
Computer Software	159
Management Consulting	39
Financial Services	23
Hospital & Health Care	20

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DELTEK VANTAGEPOINT

★★★★☆

4.0 out of 5 (259 reviews)

Satisfaction Ratings

Quality of Support	78%
Ease of Use	77%
Meets Requirements	85%
Ease of Admin	72%
Ease of Doing Business With	82%
Ease of Setup	68%

*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features

Portfolio Performance	91%
Portfolio Definition	89%
APIs	86%

*Category Average

Top Industries Represented

Architecture & Planning	34
Civil Engineering	18
Environmental Services	10
Accounting	5
Design	5

Feature Comparison

BIGTIME

★★★★★

4.5 out of 5 (1,176 reviews)

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Satisfaction Ratings

Quality of Support	95%
Ease of Use	91%
Meets Requirements	92%
Ease of Admin	91%
Ease of Doing Business With	94%
Ease of Setup	86%

*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features

Performance and Reliability	90%
Customer Profiles	89%
Sales	88%

*Category Average

Top Industries Represented

Accounting	88
Civil Engineering	68
Architecture & Planning	49
Information Technology and Services	42
Management Consulting	39

REPLICON

★★★★★

4.3 out of 5 (652 reviews)

Satisfaction Ratings

Quality of Support	88%
Ease of Use	90%
Meets Requirements	87%
Ease of Admin	88%
Ease of Doing Business With	90%
Ease of Setup	85%

*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features

Risk	90%
Standard Integrations	89%
Payments	88%

*Category Average

Top Industries Represented

Information Technology and Services	18
Computer Software	9
Construction	7
Management Consulting	6
Civil Engineering	5

SCORO

★★★★★

4.5 out of 5 (375 reviews)

Satisfaction Ratings

Quality of Support	87%
Ease of Use	89%
Meets Requirements	89%
Ease of Admin	87%
Ease of Doing Business With	91%
Ease of Setup	75%

*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features

Invoice Management	92%
Performance and Reliability	92%
Payments	92%

*Category Average

Top Industries Represented

Marketing and Advertising	17
Construction	5
Information Technology and Services	5
Architecture & Planning	3
E-Learning	3

ACCELO

★★★★★

4.4 out of 5 (481 reviews)

Satisfaction Ratings

Quality of Support	93%
Ease of Use	87%
Meets Requirements	91%
Ease of Admin	83%
Ease of Doing Business With	94%
Ease of Setup	77%

*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features

Performance and Reliability	93%
Project Planning	92%
Project Tracking	91%

*Category Average

Top Industries Represented

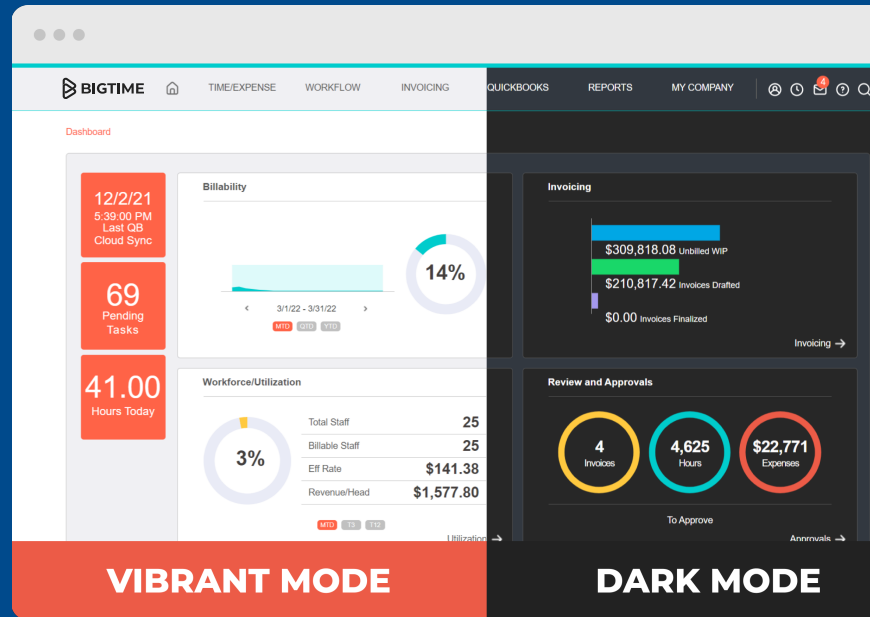
Information Technology and Services	60
Marketing and Advertising	48
Computer Software	10
Management Consulting	10
Internet	9

About BigTime

BigTime Software powers the greatest professional services firms on the planet to unlock their potential. Our award-winning PSA software amplifies profitability and productivity for accountants, architects, engineers, IT consultants, and contractors.

The services economy needs more than just a timesheet. They need a system that unifies team communication, project/resource management, invoicing and financials. BigTime gives your entire team the tools they need to deliver billable work on time and on budget.

To see why thousands of customers rely on BigTime's cloud-based tools to more easily manage their businesses and effectively plan for tomorrow, request your personalized demo today.



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