G2 PSA Software Comparison Report

SPRING 2021

PSA Software Comparison

G2 Grid® Scoring
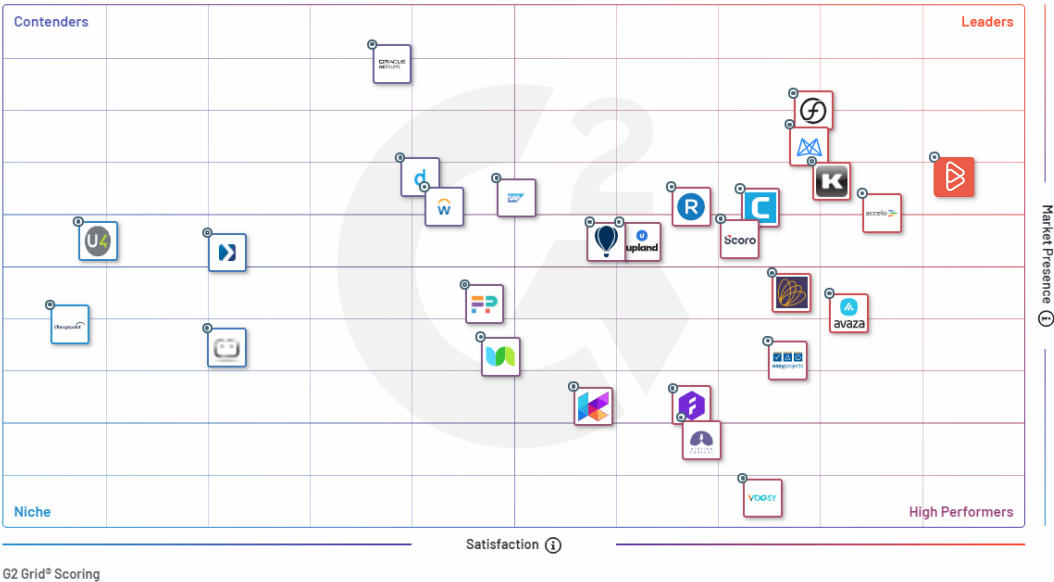
PSA Software Definition

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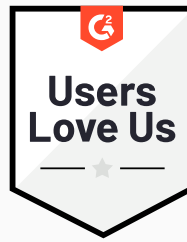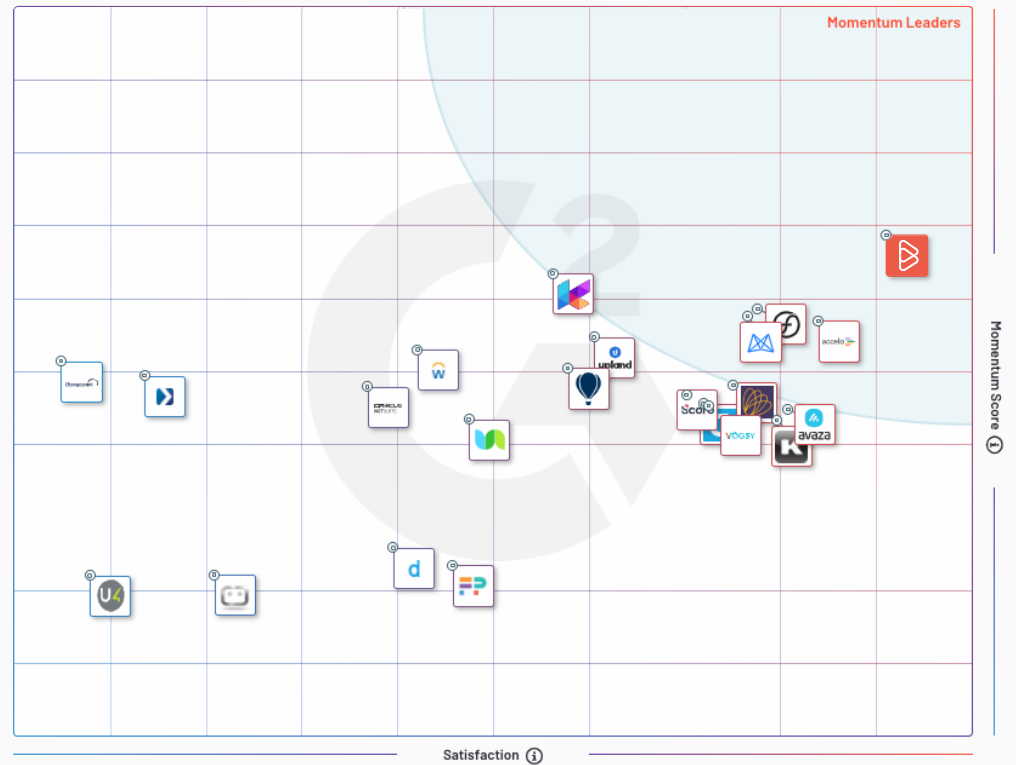
efficiency, productivity, and profitability of the project operations in place. This type of software can be used by all departments of a professional services company, from sales and marketing to accounting, as well as project managers.

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

PSA Software Momentum Leaders

Momentum Leaders

Momentum Score ↑

Satisfaction ⓘ

Best Relationship SPRING 2021

Leader SPRING 2021

Users Love Us

BigTime is the leading solution trending upward for satisfaction and momentum.

Gain insight into products that are outpacing industry growth by delivering innovative solutions that meet the evolving needs of their users. The Momentum Grid identifies products that are on a high growth trajectory based on user satisfaction scores, employee growth, and digital presence. Evaluate products on the Momentum Grid to keep apprised of products that are pushing the boundaries of the market.

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	
BigTime	92%	92%	92%	91%	95%	95%	87%	91%	74
FinancialForce	83%	87%	84%	75%	84%	84%	71%	81%	37
Mavenlink	87%	94%	85%	86%	91%	89%	82%	85%	60
Kimble PSA	86%	91%	86%	77%	88%	87%	72%	79%	52
Accelo	90%	93%	91%	81%	93%	93%	76%	86%	72
Clarizen One	83%	85%	86%	80%	88%	87%	75%	80%	44

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)
BigTime	100%	0%	1.5	79%	13%	2%	6%	17	11
FinancialForce	100%	0%	5.4	35%	24%	41%	0%	175	23
Mavenlink	100%	0%	2.4	70%	26%	1%	3%	37	23
Kimble PSA	100%	0%	4.3	40%	34%	18%	9%	175	24
Accelo	100%	0%	1.6	67%	29%	3%	1%	12	3
Clarizen One	100%	0%	3.2	52%	19%	2%	27%	175	20

Feature Comparison
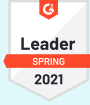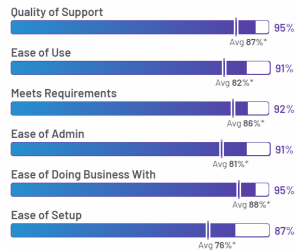
BIGTIME

Leader SPRING 2021

★★★★½ **4.5** out of **5** (946 reviews)

Satisfaction Ratings

Quality of Support	95% (Avg 87%*)
Ease of Use	91% (Avg 82%*)
Meets Requirements	92% (Avg 86%*)
Ease of Admin	91% (Avg 81%*)
Ease of Doing Business With	95% (Avg 88%*)
Ease of Setup	87% (Avg 76%*)

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

Highest-Rated Features

Performance and Reliability	88% (Avg 89%*)
Portfolio Mix	88% (Avg 85%*)
Resource Management	87% (Avg 87%*)

*Category Average

Lowest-Rated Features

Payments	82% (Avg 85%*)
Portfolio Definition	82% (Avg 86%*)
Internationalization	82% (Avg 85%*)

FINANCIAL FORCE PSA

★★★★☆ **4.1** out of **5** (451 reviews)

Satisfaction Ratings

Quality of Support	84% (Avg 87%*)
Ease of Use	81% (Avg 82%*)
Meets Requirements	84% (Avg 86%*)
Ease of Admin	75% (Avg 81%*)
Ease of Doing Business With	84% (Avg 88%*)
Ease of Setup	71% (Avg 76%*)

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

Highest-Rated Features

Project Tracking	95% (Avg 88%*)
Portfolio Definition	95% (Avg 86%*)
Internationalization	94% (Avg 85%*)

*Category Average

Lowest-Rated Features

KPIs	85% (Avg 84%*)
Reporting	85% (Avg 86%*)
Mobile	86% (Avg 86%*)

DELTEK

★★★★☆ **4.0** out of **5** (116 reviews)

Satisfaction Ratings

Quality of Support	77% (Avg 87%*)
Ease of Use	72% (Avg 82%*)
Meets Requirements	85% (Avg 86%*)
Ease of Admin	57% (Avg 81%*)
Ease of Doing Business With	74% (Avg 88%*)
Ease of Setup	52% (Avg 76%*)

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

Highest-Rated Features

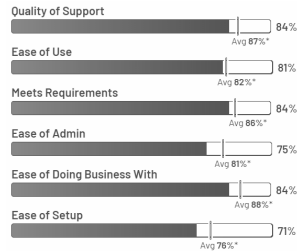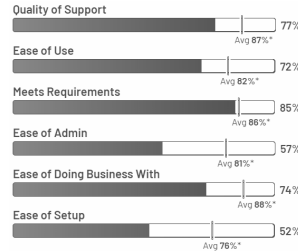Not enough data available.

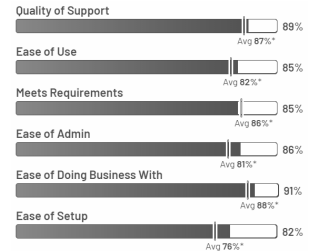### Lowest-Rated Features

Not enough data available.

MAVENLINK

★★★★☆ **4.1** out of **5** (430 reviews)
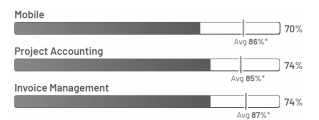
Satisfaction Ratings

Quality of Support	89% (Avg 87%*)
Ease of Use	85% (Avg 82%*)
Meets Requirements	85% (Avg 86%*)
Ease of Admin	86% (Avg 81%*)
Ease of Doing Business With	91% (Avg 88%*)
Ease of Setup	82% (Avg 76%*)

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

Highest-Rated Features

Project Tracking	89% (Avg 88%*)
Project Planning	89% (Avg 87%*)
Budget Tracking	87% (Avg 87%*)

*Category Average

Lowest-Rated Features

Mobile	70% (Avg 86%*)
Project Accounting	74% (Avg 85%*)
Invoice Management	74% (Avg 87%*)

Feature Comparison

BIGTIME

BIGTIME

Leader SPRING 2021

★★★★½

4.5 out of **5** (946 reviews)

Satisfaction Ratings

Quality of Support — 95%
Avg 87%*

Ease of Use — 91%
Avg 82%*

Meets Requirements — 92%
Avg 86%*

Ease of Admin — 91%
Avg 81%*

Ease of Doing Business With — 95%
Avg 88%*

Ease of Setup — 87%
Avg 76%*

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

Highest-Rated Features

Performance and Reliability — 88%
Avg 89%*

Portfolio Mix — 88%
Avg 85%*

Resource Management — 87%
Avg 87%*

*Category Average

ORACLE NETSUITE

OPENAIR PSA

★★★½☆

3.7 out of **5** (182 reviews)

Satisfaction Ratings

Quality of Support — 76%
Avg 87%*

Ease of Use — 74%
Avg 82%*

Meets Requirements — 80%
Avg 86%*

Ease of Admin — 74%
Avg 81%*

Ease of Doing Business With — 78%
Avg 88%*

Ease of Setup — 70%
Avg 76%*

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

Highest-Rated Features

Not enough data available.
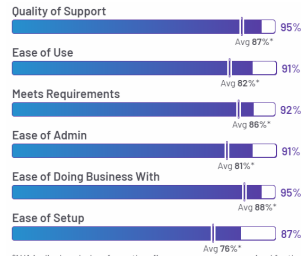
Lowest-Rated Features

Not enough data available.

Function Point

FUNCTION POINT

★★★★☆

3.9 out of **5** (182 reviews)
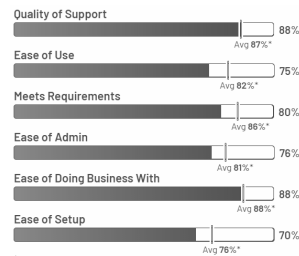
Satisfaction Ratings

Quality of Support — 88%
Avg 87%*

Ease of Use — 75%
Avg 82%*

Meets Requirements — 80%
Avg 86%*

Ease of Admin — 76%
Avg 81%*

Ease of Doing Business With — 88%
Avg 88%*

Ease of Setup — 70%
Avg 76%*

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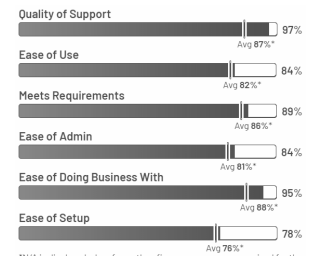
Highest-Rated Features

Not enough data available.

Lowest-Rated Features

Not enough data available.

PROJECTOR

PROJECTOR PSA

★★★★½

4.5 out of **5** (110 reviews)

Satisfaction Ratings

Quality of Support — 97%
Avg 87%*

Ease of Use — 84%
Avg 82%*

Meets Requirements — 89%
Avg 86%*

Ease of Admin — 84%
Avg 81%*

Ease of Doing Business With — 95%
Avg 88%*

Ease of Setup — 78%
Avg 76%*

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

Highest-Rated Features

Not enough data available.

Lowest-Rated Features

Not enough data available.

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.

REQUEST DEMO >