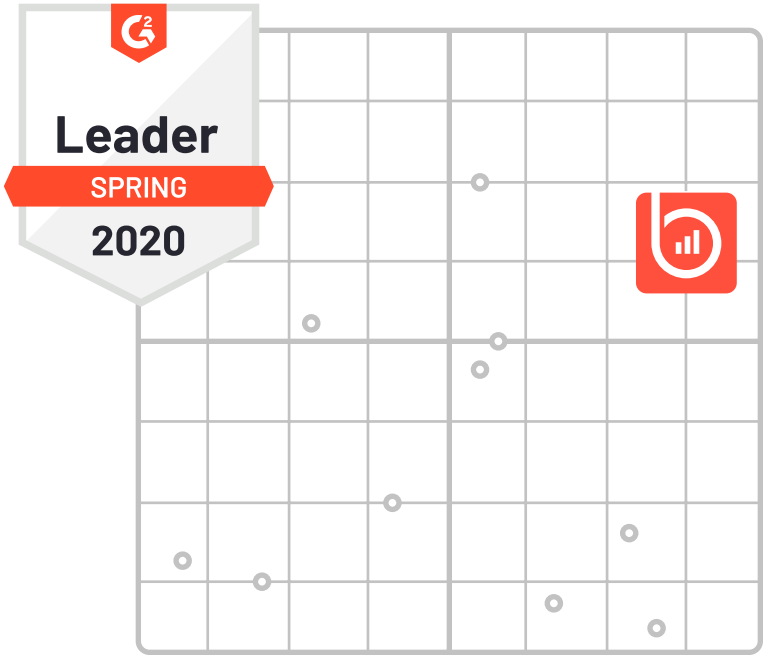
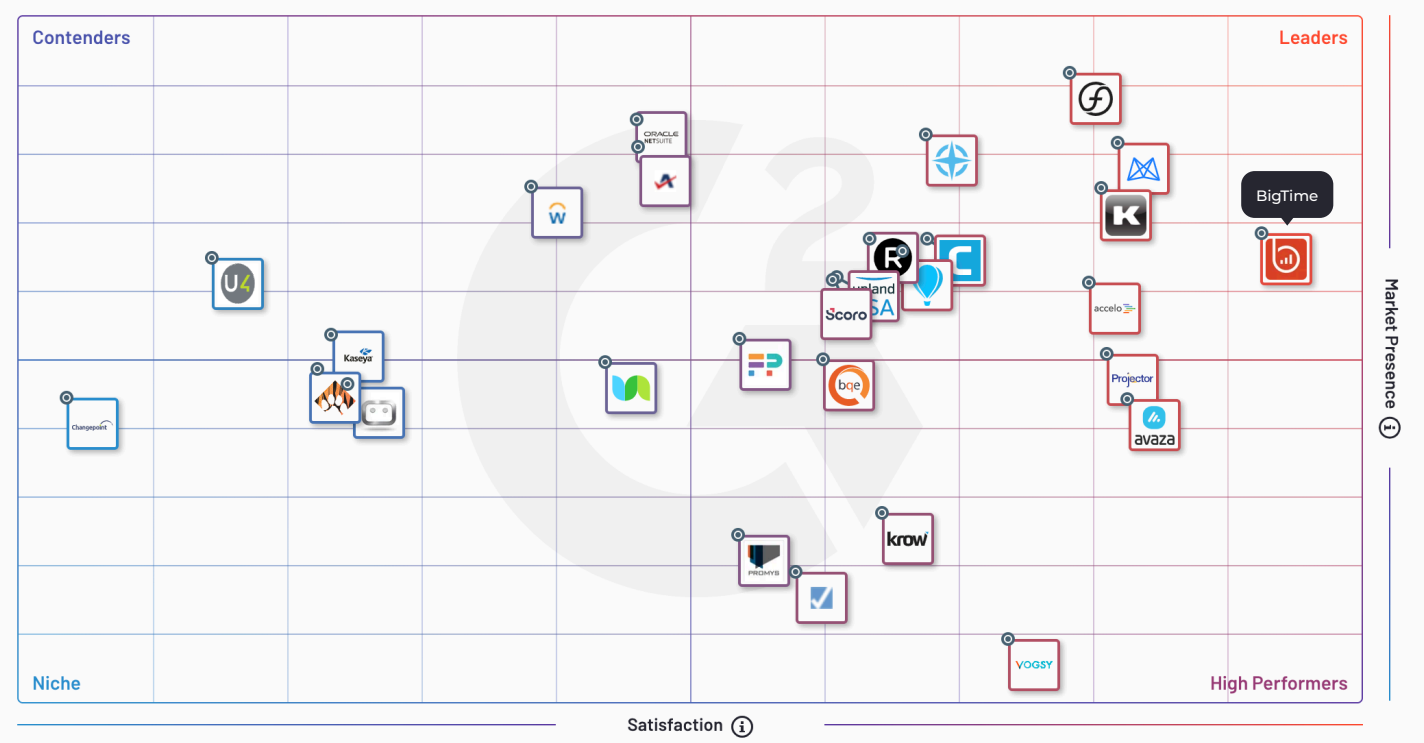
BIGTIME

G2 PSA SOFTWARE COMPARISON REPORT

SPRING 2020



PSA Software Comparison



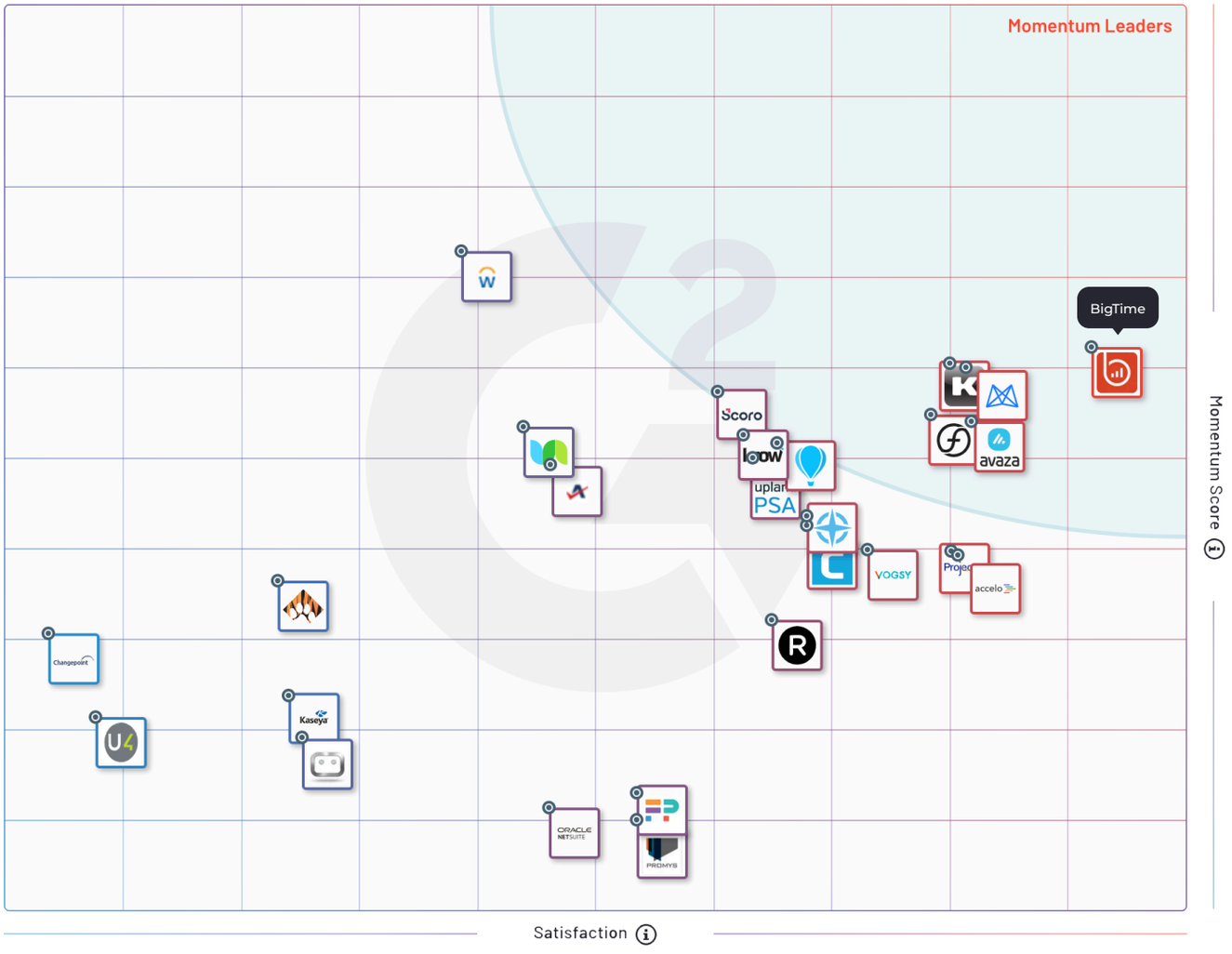
PSA Software Definition

Professional services automation (PSA) software provides companies in professional services with project management and resource allocation tools for client projects. PSA systems are used to **bring transparency to the processes of a project including time tracking, expense management, billing, invoicing, and resource and labor allocation.** These products are **used by consultants, lawyers, marketing account managers, and other professional service industry roles** that conduct business on a client-project level. PSA software gives insight into the business processes of project and resource management to then improve efficiency, productivity, and profitability of the project operations in place. These 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, differing in the sense that PSA product are tailored to the professional services industry.

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

- Provide project management for professional service projects.
- Track time and expenses on a client project level.
- Allow users to record and allocate resources based on necessity and availability.
- Provide transparency in the operations of each professional service project.

PSA Software Momentum Leaders



Momentum Leader SPRING 2020

Best Usability SPRING 2020

Most Implementable SPRING 2020

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

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)
	Likely to Recommend	Product Going in Right Direction?	Meets Requirements	Ease of Admin	Ease of Doing Business	Quality of Support	Ease of Setup	Ease of Use	
FinancialForce	83%	87%	83%	75%	84%	84%	71%	81%	35
Mavenlink	88%	95%	86%	87%	91%	91%	83%	85%	40
BigTime	92%	92%	92%	92%	95%	96%	88%	92%	66
Kimble PSA	86%	92%	87%	78%	89%	87%	73%	80%	52
ConnectWise	81%	74%	87%	76%	81%	79%	65%	78%	24
Accelo	89%	91%	91%	80%	94%	92%	77%	85%	62
Clarizen One	81%	82%	84%	80%	88%	85%	74%	78%	29
Projector	91%	91%	90%	85%	97%	97%	79%	85%	71

Implementation

	Deployment		Implementation Time	Implementation Method				Number of Users Purchased	Contract Term
	Cloud	On-Premises	Avg. Months to Go Live	In-House Team	Vendor Services Team	Third-Party Consultant	Don't know	Median Number of Users Bought	Avg. Contract Term (Months)
FinancialForce	100%	0%	5.4	35%	23%	42%	0%	175	24
Mavenlink	100%	0%	2.4	69%	27%	1%	2%	37	24
BigTime	100%	0%	1.4	79%	15%	2%	5%	17	11
Kimble PSA	100%	0%	4.0	40%	38%	18%	4%	175	24
ConnectWise	100%	0%	2.4	72%	26%	1%	1%	17	12

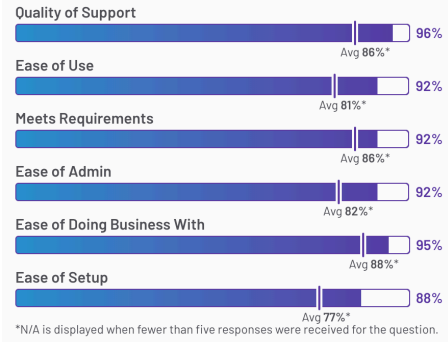
Feature Comparison

BigTime

Leader SPRING 2020

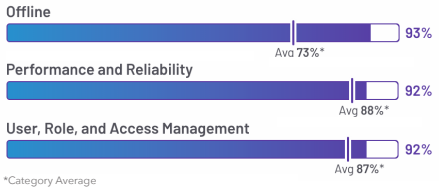
4.5 out of 5 (727 reviews)

Satisfaction Ratings



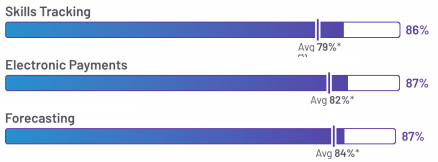
*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features



*Category Average

Lowest-Rated Features

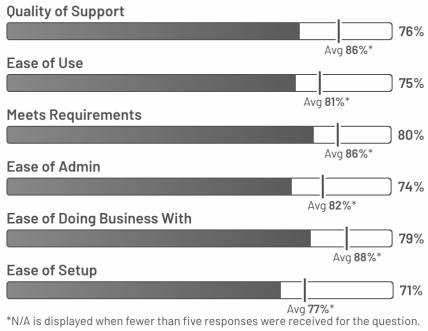


*Category Average

OpenAir PSA

3.7 out of 5 (179 reviews)

Satisfaction Ratings

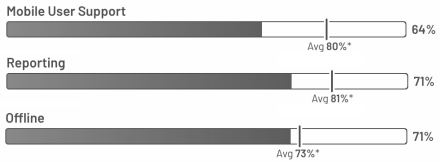


*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features

*Category Average

Lowest-Rated Features

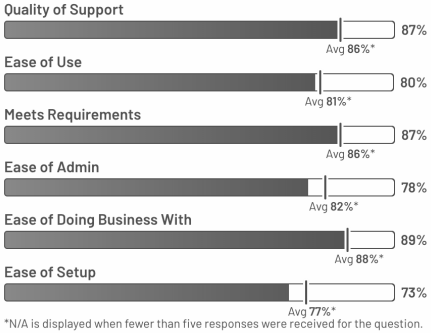


*Category Average

Kimble PSA

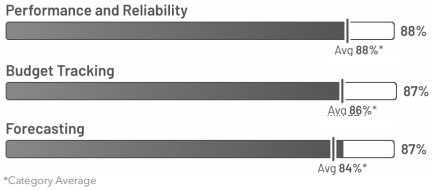
4.3 out of 5 (333 reviews)

Satisfaction Ratings



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

Highest-Rated Features



*Category Average

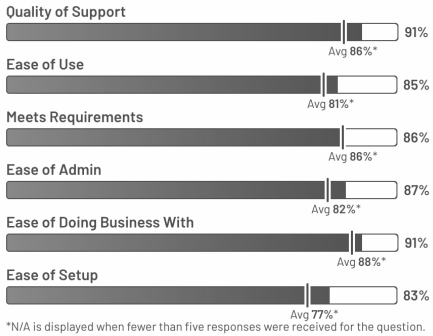
Lowest-Rated Features

*Category Average

Mavenlink

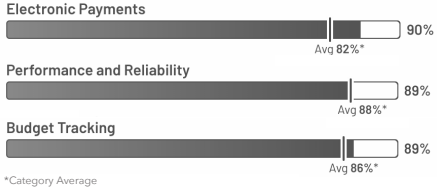
4.1 out of 5 (343 reviews)

Satisfaction Ratings



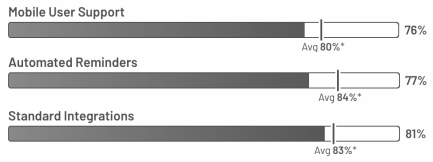
*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features



*Category Average

Lowest-Rated Features



*Category Average

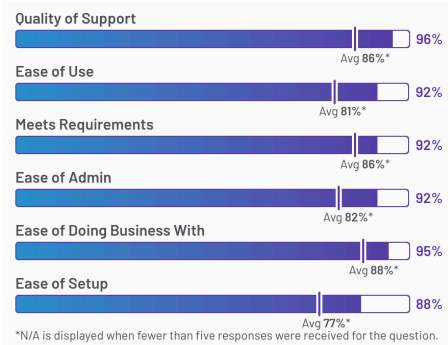
Feature Comparison

BigTime

Leader SPRING 2020

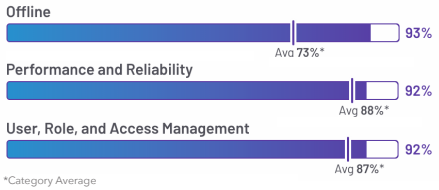
4.5 out of 5 (727 reviews)

Satisfaction Ratings



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

Highest-Rated Features



*Category Average

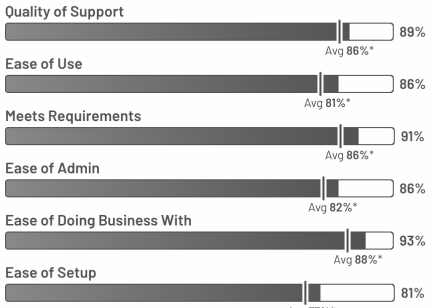
Lowest-Rated Features

*Category Average

Krow PSA

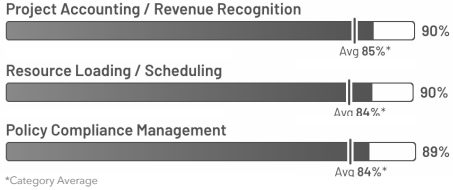
4.5 out of 5 (57 reviews)

Satisfaction Ratings



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

Highest-Rated Features



*Category Average

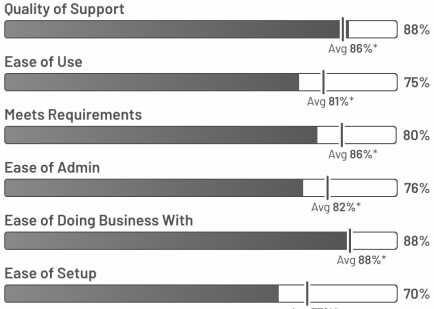
Lowest-Rated Features

*Category Average

Function Point

3.9 out of 5 (181 reviews)

Satisfaction Ratings



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

Highest-Rated Features

*Category Average

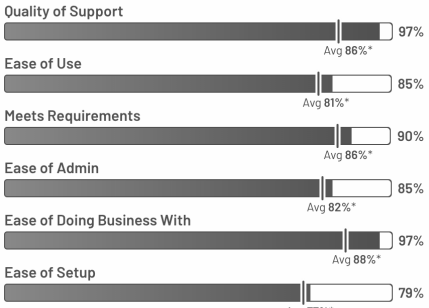
Lowest-Rated Features

*Category Average

Projector PSA

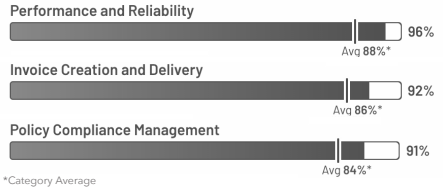
4.5 out of 5 (100 reviews)

Satisfaction Ratings



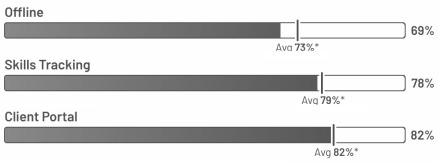
*N/A is displayed when fewer than five responses were received for the question.

Highest-Rated Features



*Category Average

Lowest-Rated Features



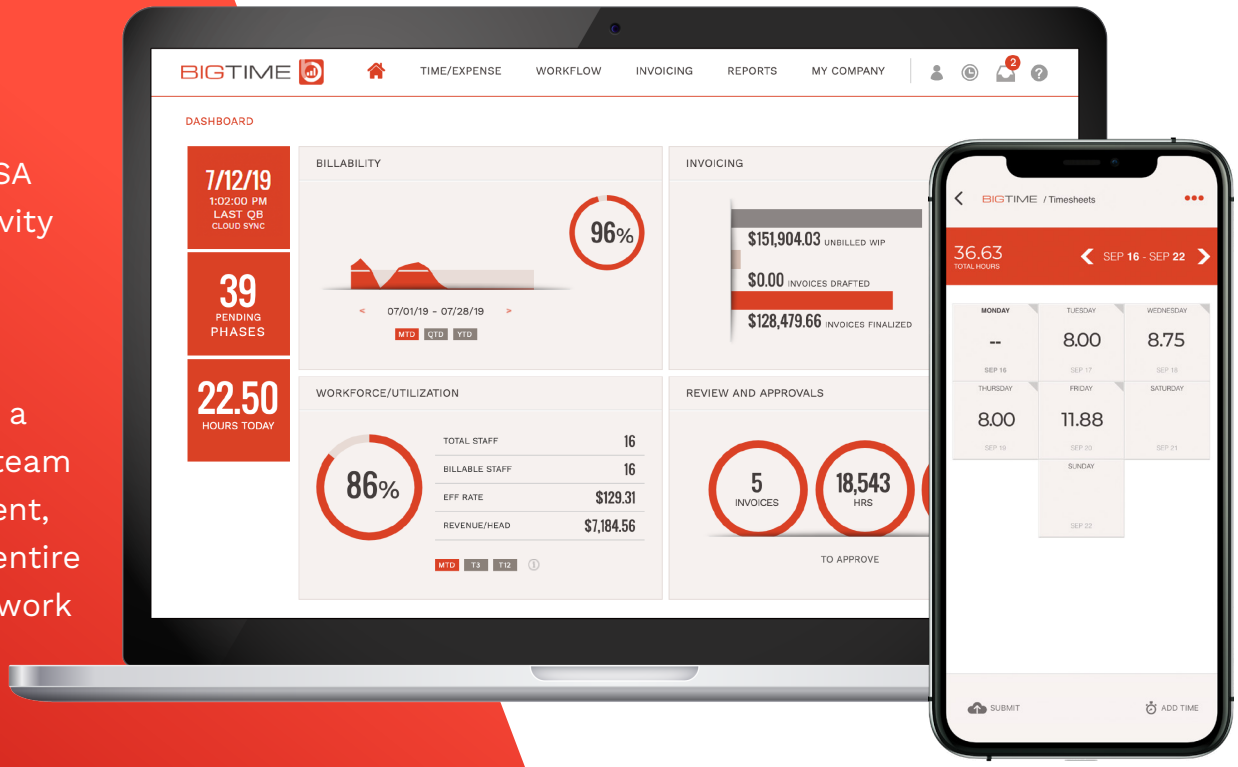
*Category Average

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

Leader SPRING 2020

Momentum Leader SPRING 2020

Most Implementable SPRING 2020

Best Usability SPRING 2020

Easiest Admin Mid-Market SPRING 2020

Easiest Setup Mid-Market SPRING 2020

Best Meets Requirements Mid-Market SPRING 2020

Best Relationship SPRING 2020

Best Results SPRING 2020

Best Usability Small Business SPRING 2020

BIGTIME

311 South Wacker Drive
Suite 2300, Chicago, IL 60606

1-866-BIGTIME

© 2020 BIGTIME SOFTWARE