

Project Management Tool Trends



Summary Results | January 2020

Survey Summary

- ▶ **Between October 2019 and January 2020, Gatepoint Research invited selected executives to participate in a survey themed *Project Management Tool Trends*.**
- ▶ **Candidates were invited via email and 240 executives have participated to date.**
- ▶ **Management levels represented are senior decision makers: 22% hold CxO or vice president titles, and 78% are directors.**
- ▶ **Survey participants represent firms from a wide variety of industries including business services, construction, consumer services, financial services, healthcare, media, manufacturing (general, primary and high tech), mining, retail trade, telecom services, transportation, utilities, and wholesale trade.**
- ▶ **Responders work for firms with a wide range of revenue levels:**
 - **57% work in Fortune 1000 companies with revenues over \$1.5 billion;**
 - **15% work in Large firms whose revenues are between \$500 million and \$1.5 billion;**
 - **6% work in Mid-Market firms with \$250 million to \$500 million in revenues;**
 - **22% work in Small companies with less than \$250 million in revenues.**
- ▶ **100% of responders participated voluntarily; none were engaged using telemarketing.**

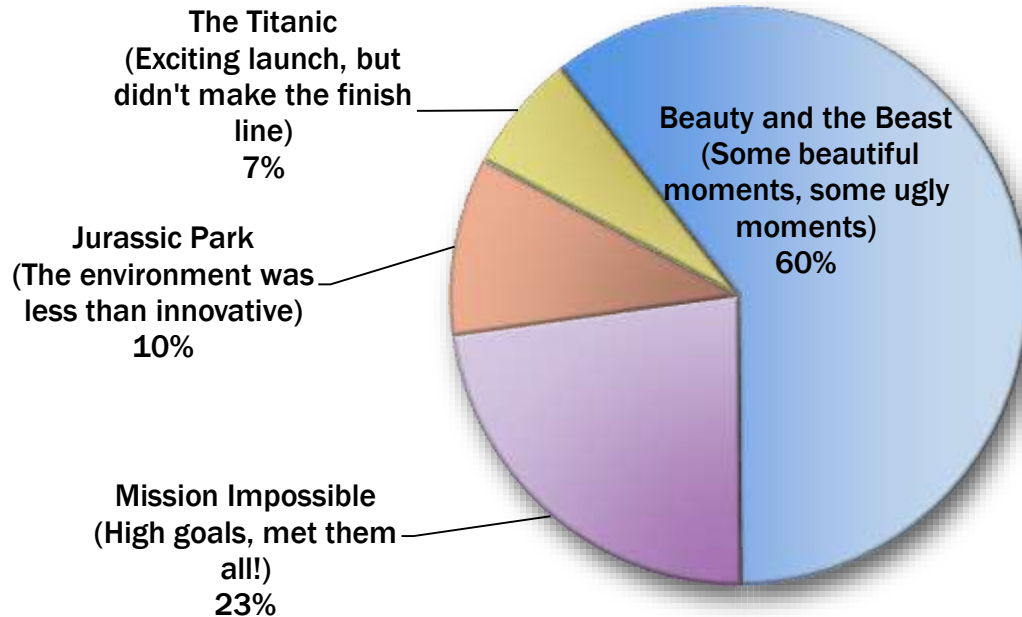
Executive Overview

Successful business changes require successful project outcomes, but businesses need project teams that deliver the expected outcomes. Failure is not an option, but it happens. What tools do organizational project teams use to avoid failure? How do they communicate and collaborate across the team, and with other teams, while keeping the executive level accurately informed of progress?

This survey asks respondents to report:

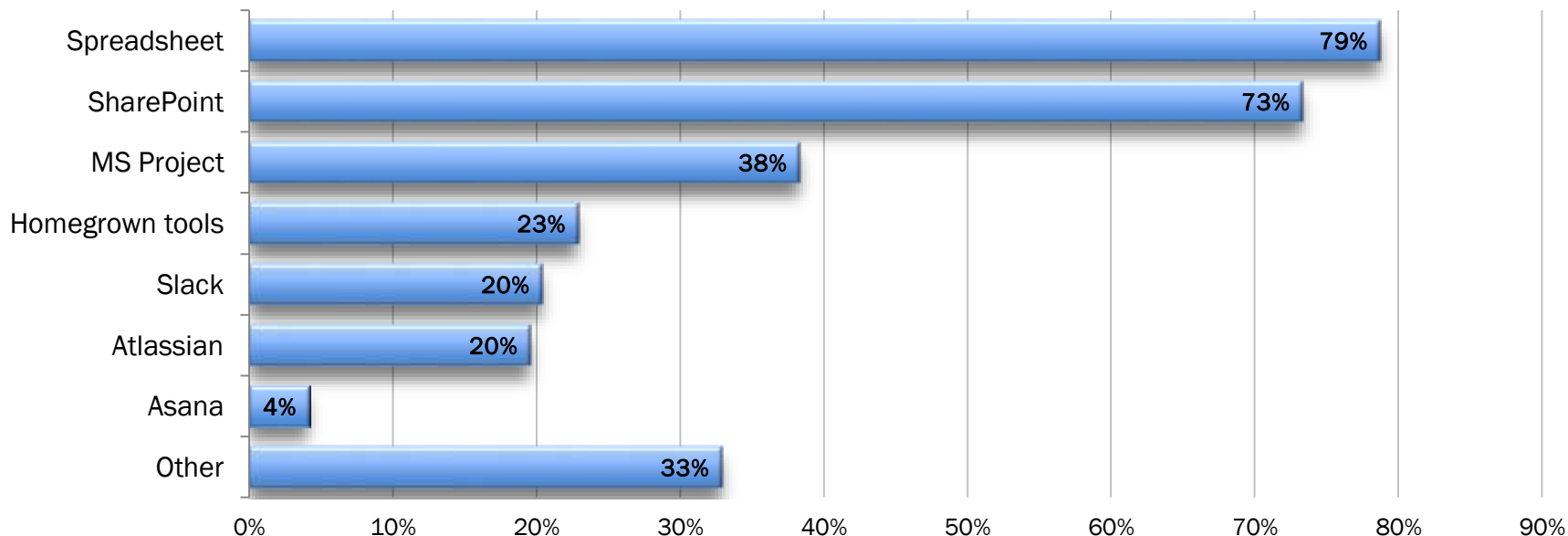
- ▶ Generally, how successful are team projects in the organization?
- ▶ Which project tools do they use, and how easy is it to collaborate across the project team?
- ▶ Are they able to easily compile data for executive updates?
- ▶ What do they wish their project tools could do? What features would support better outcomes?
- ▶ Does the organization adopt new technology quickly?

What movie title best characterizes the outcome of your most recent team project?



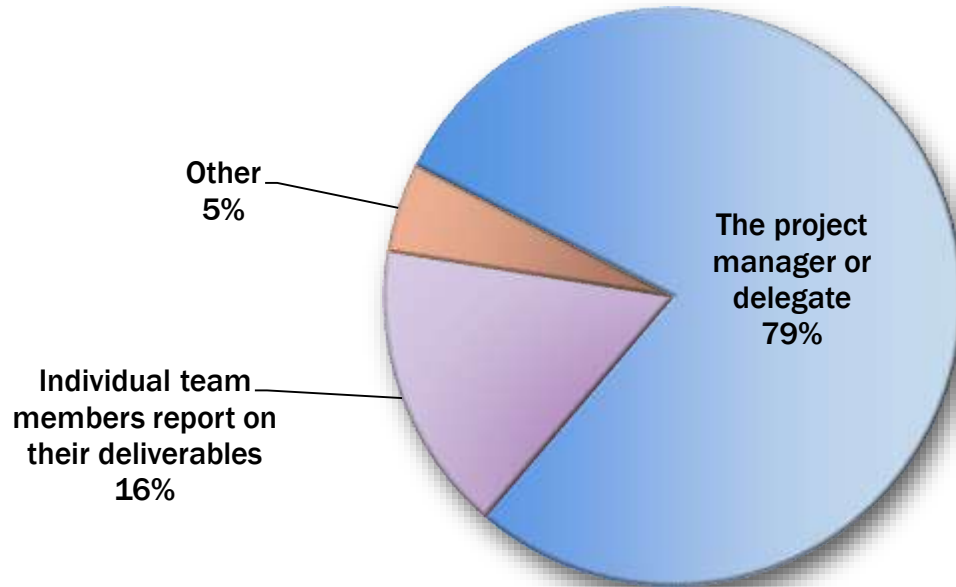
Responders' most recent projects had varying outcomes. Just 23% brag of a perfectly executed project. The rest admit their projects were uneven, like *Beauty and the Beast* (60%), or operated in a *Jurassic Park*-like environment, or after a great launch, eventually sank, like *The Titanic*.

What tools do your work teams use to collaborate across projects?



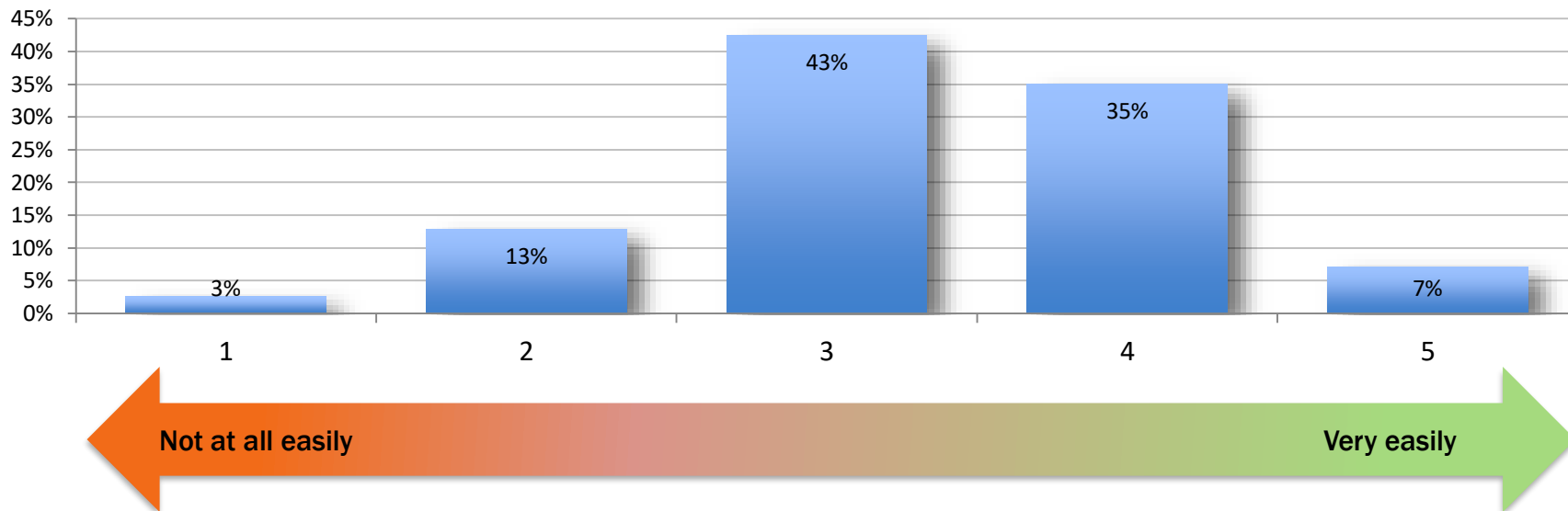
The top two collaboration tools for respondents' project teams are spreadsheets (used by 79%) and SharePoint (73%), far outdistancing the third most popular tool, MS Project, used by just 38%.

Who is responsible for keeping executives updated during the project lifecycle?



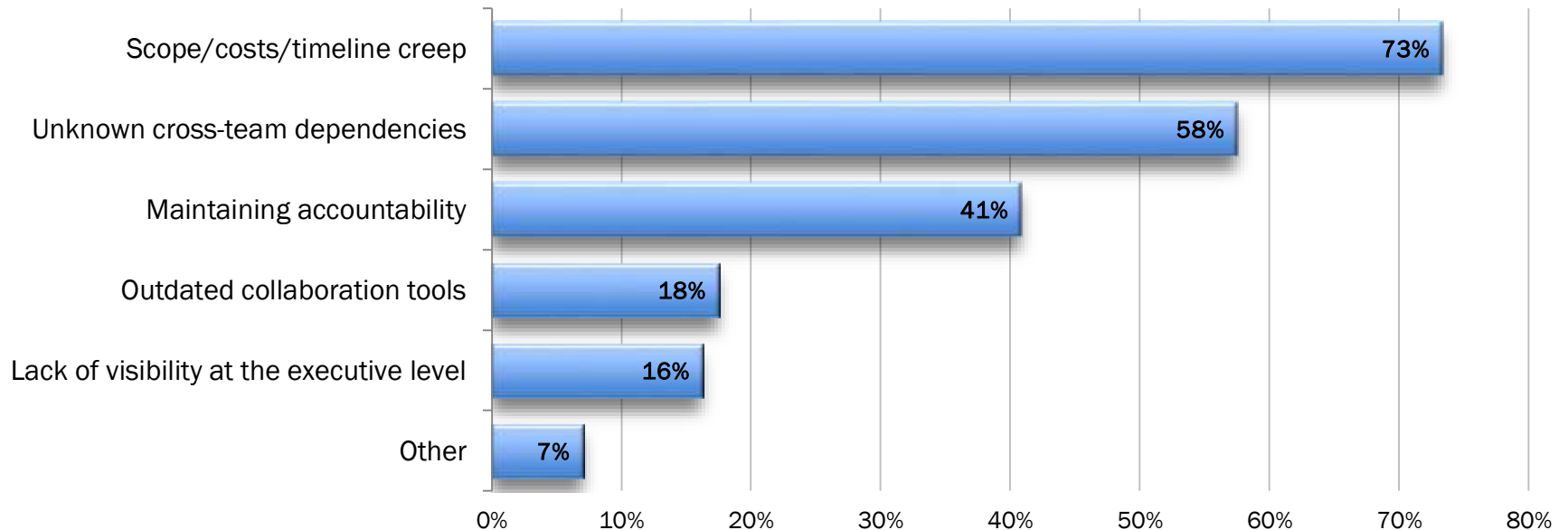
The great majority of responders say that the project manager or his/her delegate is responsible for executive updates, but 16% have team members individually updating executive reports.

Relevant to team projects, how easily are teams able to compile outcomes, metrics, and KPIs for executive readouts? (Rate 1 to 5, 1 = Not at all easily, 5 = Very easily)



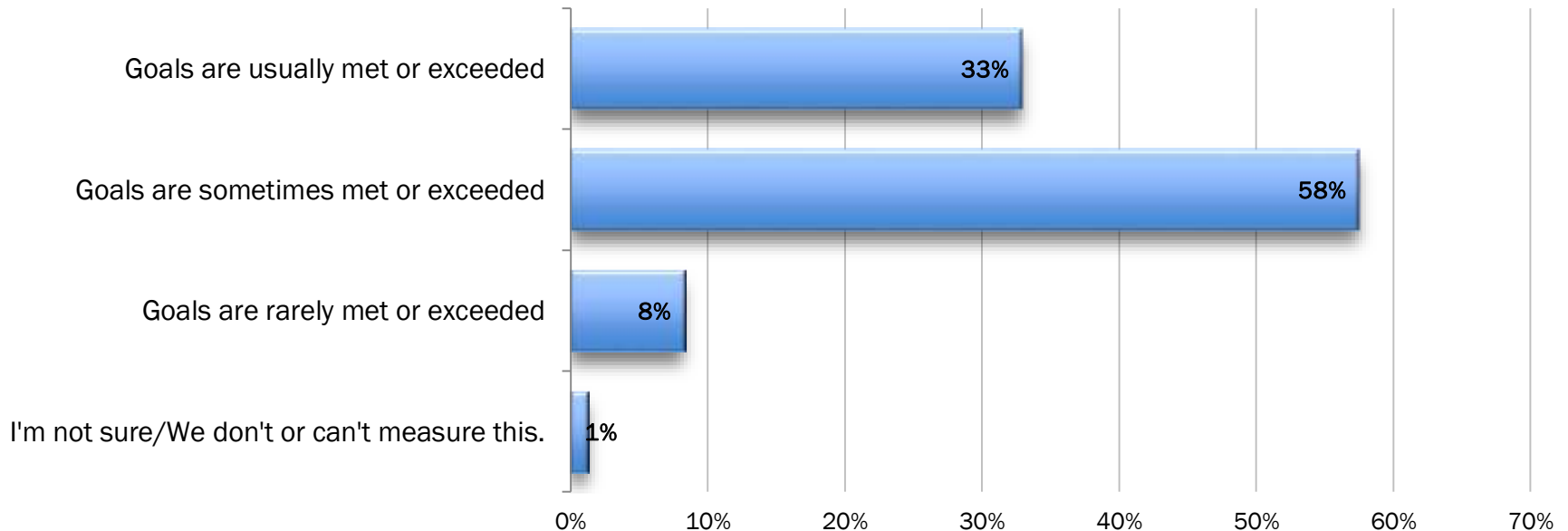
While 42% say that it is easy to compile project data for executive readouts, 43% see room for improvement, and 16% find compilation of outcomes, metrics, and data challenging.

What regularly impacts project team outcomes in your organization?



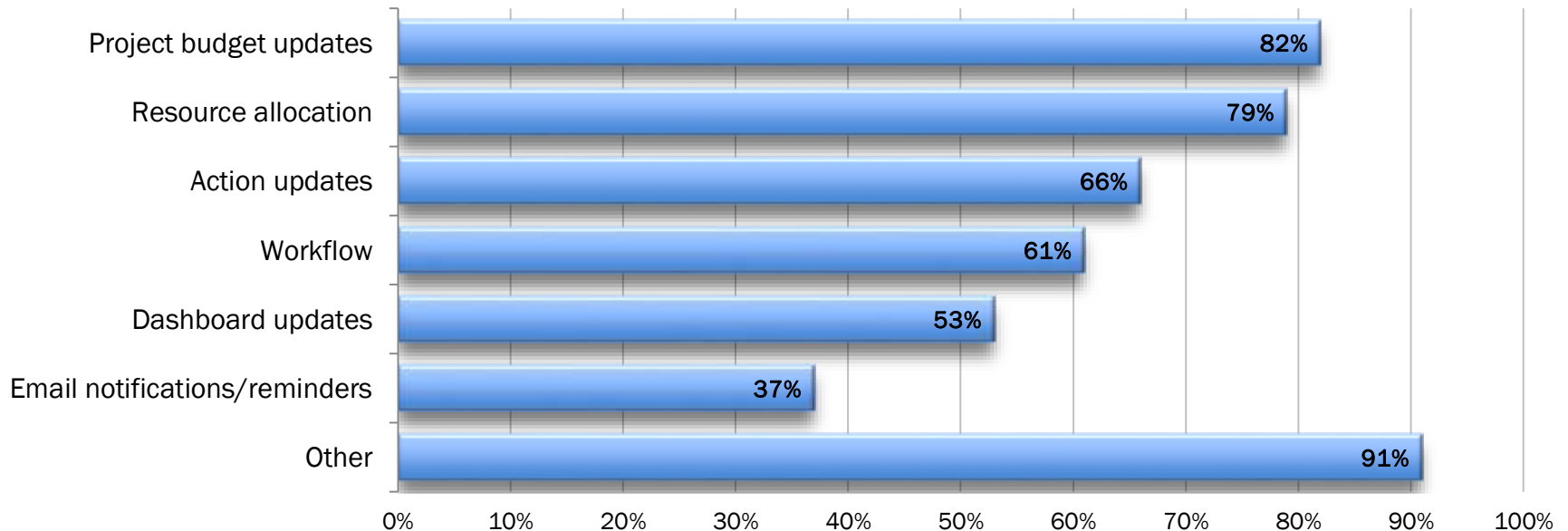
Scope creep, leading to timeline creep, leading to cost creep. The effect scope creep has on outcomes plagues nearly three fourths of those surveyed. Unknown cross-team dependencies affect outcomes for 58%, and loosened accountabilities is in third place, with 41% of responders citing it as a known impact.

How frequently do team projects meet or exceed projected timelines, costs, and other goals and objectives?



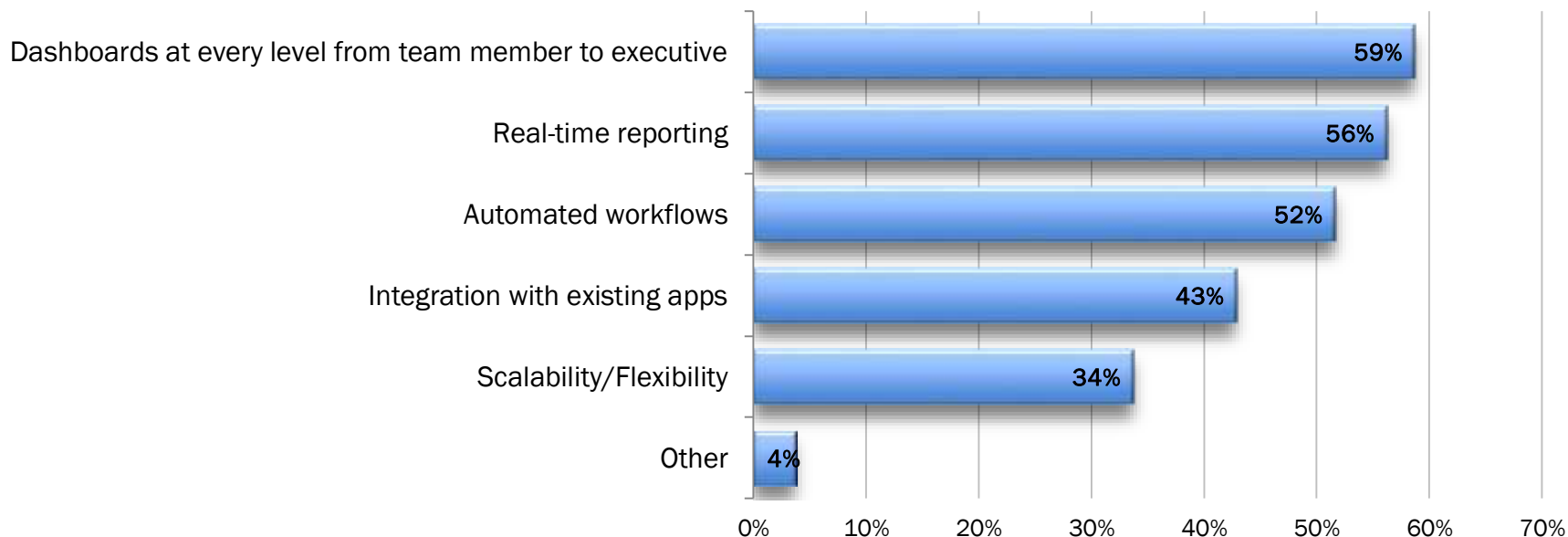
While a third of responders claim project goals are usually met or exceeded, twice as many say goals are only sometimes (58%) or rarely (8%) met or exceeded.

Which of these features are not automated in your project management/collaboration tools?



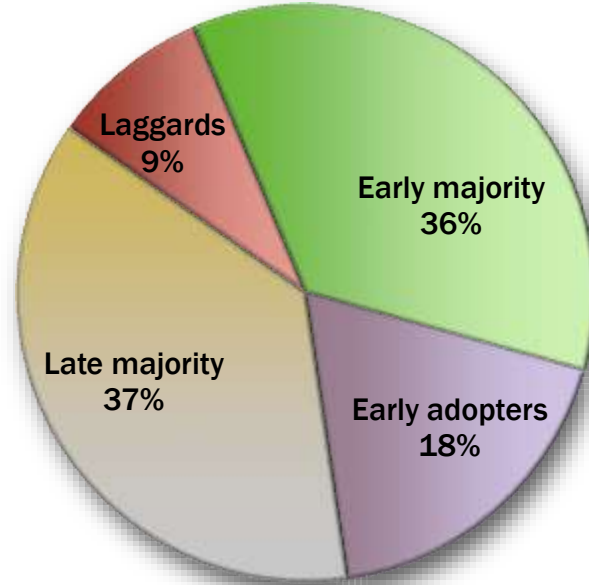
Some of the most important project details are not automated say more than half of those surveyed. For example, 82% can't automatically update project budgets. Nearly as many (79%) allocate resources manually. Action updates are manual for two thirds, while 61% are unable to generate automated workflows. Dashboard updates? Not exactly dashing for more than half of survey responders.

Which project management/collaboration tool features would significantly improve outcomes for your teams?



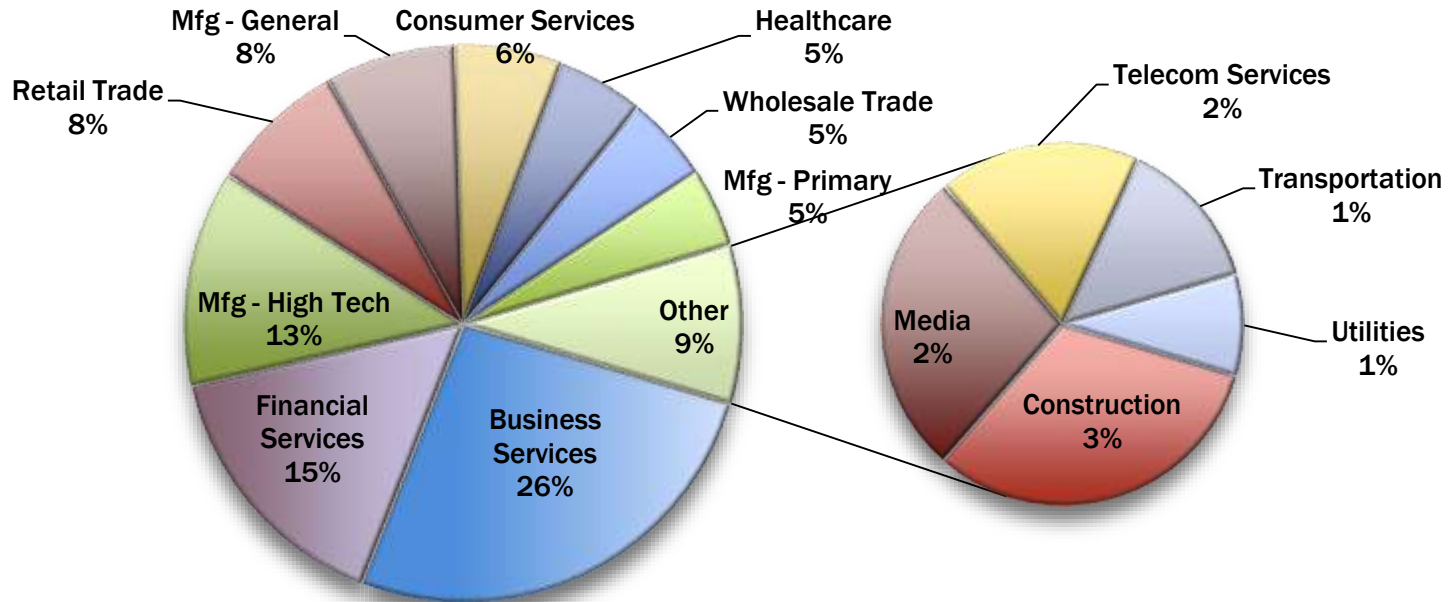
On the wish list for project management: Dashboards, real-time reporting, and automated workflows, desired by more than half of all responders. Not far behind is a wish to integrate with existing apps (say 43%), and ability to scale and flex with business needs (34%).

Which best describes your organization's propensity to adopt new technology?



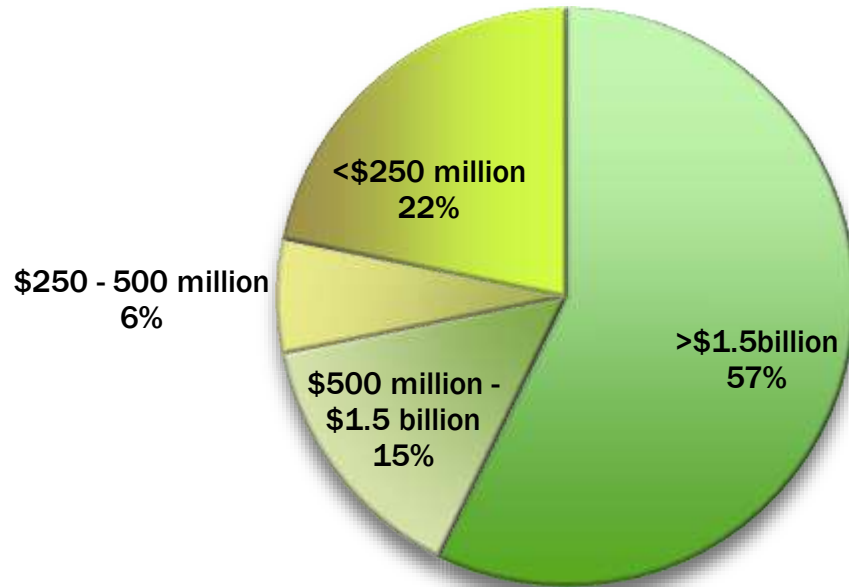
Ready to forge ahead, most responders say their organization quickly embraces new technology: 18% say they tend to be early adopters, 36% cast themselves in the early majority category.

Profile of Responders: Industry Sectors



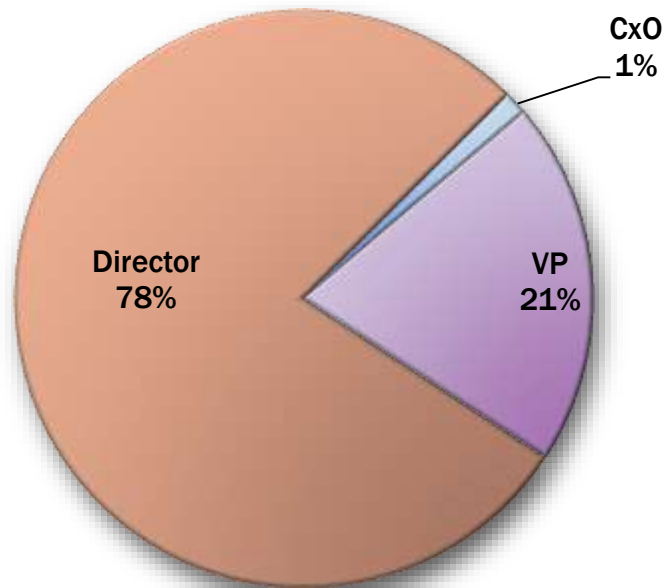
Responders represent a wide variety of industries.

Profile of Responders: Revenue



57% of those surveyed work in Fortune 1000 companies with revenues over \$1.5 billion.

Profile of Responders: Job Level



All of those surveyed hold director or executive level positions in their organizations.



Smartsheet offers software as a service collaboration and work management. The software is used to assign tasks, track project progress, manage calendars, share documents, and manage other work, using a tabular user interface.

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