

User Satisfaction Ratings

Data is scoped to the Project Management category. All reviews were collected as of September 26, 2022







Airtable		Asana		Smartsheet		monday.com	
Rating (1,448)		★★★★ (8,955)		★★★★ (8,475)		★★★★ (6,268)	
Risk Analysis	89%	7	4%		80%		78%
ROI and Forecasting	89%	7	3%		79%		80%
Cost Tracking	89%	7	4%		81%		82%
Version Control	88%	8	0%		82%		82%
Calendar View	88%	8	2%		82%		83%
Resource Database	89%	7	6%		79%		84%
What-If Scenarios	85%	7	5%		77%		81%
Performance and Reliab	ility 94%	9	0%		88%		90%
Document Collaboration	90%	8	3%		86%		86%
Project Budgeting	87%	7	2%		80%		83%

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User Satisfaction Ratings (continued)









Airtable		Asana		Smartsheet		monday.com	
Time Tracking	90%		78%		80%		87%
Search	92%		85%		83%		88%
Surveys	88%		81%		81%		85%
Issue Tracking	88%		79%		83%		85%
Workload Capacity	90%		80%		81%		87%
File Sharing	91%		86%		86%		88%
Resource Allocation	89%		77%		79%		86%
Calendar	89%		86%		85%		86%
Baselining / KPIs	86%		73%		79%		84%
Resource Allocation	90%		86%		84%		89%
Baselining / KPIs	91%		86%		85%		89%

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User Satisfaction Ratings (continued)









Airtable		Asana		Smartsheet		monday.com	
Knowledge Base	90%		83%		84%		89%
Customization	88%		78%		80%		87%
Request Management	87%		82%		83%		86%
User Directory	85%		81%		82%		84%
GANTT	90%		85%		87%		89%
User, Role, and Access M	lanagemer 89%	nt	86%		85%		88%
Documents and Uploads	90%		85%		86%		89%
Performance and Reliab	lity 92%		89%		87%		92%
Dashboards	91%	_	88%		86%		91%
Templates	91%	_	87%		85%		91%
Workflow	89%		84%		84%		89%

(User Satisfaction Ratings continues on next page)

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User Satisfaction Ratings (continued)









Ai	rtable	!		Δ	Asana				Smartsheet				monday.com			
API / Integ	grations	S	84%				81%				78%				84%	
Collaborat	tive Pro	oject P	lanning 92%				87%				88%				92%	
Online Status of Coworkers 84%							83%				N/A				84%	
Avg. Go Live Time (months)																
< 1 day		42%		< 1 day		53	%	< 1 day	2	27 %		< 1 day		34%		
<1 month		41%		< 1 month		32%		< 1 month		37%		< 1 month		44%		
1-3 months	13%			1-3 months	8%			1-3 months	20	%		1-3 months	11%			
3-6 months	2%			3-6 months	3%			3-6 months	7%			3-6 months	3%			

6-12 months

> 12 months

Never

1%

6%

Average 1 Month

Average 1 Month

6-12 months **1**%

Never

3%

> 12 months

Average 2 Months

Average 2 Months

6-12 months

> 12 months 0%

Avg. ROI (months)

6-12 months

> 12 months

Never 1%

6 months or less		68%	6 months or less		68%	6 months or less	40%	6 months or less	49%	6
7-12 months	16%		7-12 months	17 %		7-12 months	27%	7-12 months	27%	
13-24 months	4%		13-24 months	5%		13-24 months	13%	13-24 months	8%	
24-36 months	4%		24-36 months	2%		24-36 months	5%	24-36 months	2%	
37-48 months	0%		37-48 months	0%		37-48 months	0%	37-48 months	1%	
48+ months	0%		48+ months	0%		48+ months	1%	48+ months	1%	
Never Got Full Payback	8%		Never Got Full Payback	8%		Never Got Full Payback	14%	Never Got Full Payback	12%	

Average 10 Months

Average 10 Months

Average 16 Months

Average 13 Months



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