

Dissatisfaction with project management tools is widespread

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PRESS RELEASE/PROJECT MANAGEMENT & PSA

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Companies who use project management or professional services automation (PSA) software are unhappy with the results, according to the latest survey from PMP Research. Half (54%) of those polled report that the software fails to meet their needs and only a third (36%) reckon their present choice of package matches their requirements exactly.

Organisations are also concerned about the obstacles involved in implementing such packages, with three-quarters maintaining that using project management or PSA software calls for either 'substantial' (24%) or 'some' (50%) business process re-engineering effort. Only 18% reckon operations will be carried out exactly as before. The respondents have come from www.evaluationcentre.com.

Nearly half (45%) feel it will be difficult for their organisation to develop a business case for introducing such technology. This is almost double the proportion (26%) who claim that the benefits of project management and PSA software make building such a case very straightforward.

Added to this, half (49%) believe it is 'somewhat hard' to gauge the benefits of such automation accurately, with a quarter (23%) saying this is 'very hard'. Despite the fact that tracking resource allocation and utilisation is identified in the survey as a critical area for improvement, three-quarters of the sample admit to still having problems in this area post-implementation.

Take-up of project management and PSA software remains slow, with two-thirds of respondents (65%) continuing to record expenses manually and half (48%) relying on manual time recording processes.

However, there are some positive developments cited in the survey. Getting on for a quarter (22%) of respondents say their current project management system is integrated with their financial systems, and 10% report this is also the case for HR applications.

This contrast sharply with previous surveys which have shown much lower levels of connectivity—last year, for instance, none of the companies in the sample had links between their project management and HR systems, and only 16% had integrated with their financial applications.

Significantly, 22% now maintain that an integrated PSA environment is either 'very important' or 'business critical' for their organisation, and in the majority of cases (58%) this option is now more important than it was two years ago.

A quarter of companies have either already installed a PSA solution (6%) or will be doing so within two years (20%), with 14% planning to make the move over the next five years. Just 12% rule this out completely.

For this survey, PMP Research polled a range of UK-based organisations split between professional services providers and in-house service providers.

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Note for editors:

About PMP Research

PMP Research, founded in 1990, is the leading European independent analyst firm and part of PMP Group Services. The firm provides bespoke research, analysis and consultancy on a UK, European or global basis, typically within the IT, telecoms and professional services markets.

Clients include Accenture, KPMG, AT&T, Cisco, Oracle and SAP.

PMP Research being part of the PMP Group, has access to a database of over 68,000 individuals. This unique facility reduces cost and timescales for any project undertaken.

Press enquiries:

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About the Evaluation Centre

www.evaluationcentre.com is the website and service centre to assist buyers of software, services and technology in their procurement process. It achieves this by dividing the site into four areas (a) Strategy - this part of the site help users build their IT and Business strategy (b) Supplier Evaluation - this part has over 150 suppliers evaluation reports and lists an additional 1200 suppliers (c) Implementation - this part of the site provides guidance in terms of implementation best practice and finally (d) the Service Centre - this part of the site provides help desk facility.

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