

**Table 9: End-user Satisfaction of PSA Solution**

Areas of Satisfaction	Changepoint	Lawson	Maconomy	Novient	OpenAir	PlanView	QuickArrow	SharpOWL	Tivity	Vendor Avg.
Total cost to deploy solution was as expected	6.9	7.7	8.0	7.7	9.8	6.3	9.6	6.8	10.0	8.1
Availability/reliability	8.3	8.3	7.4	8.2	9.4	6.1	9.2	6.8	8.0	8.0
Integrated project mgmt. tools	8.0	7.4	7.6	6.0	9.4	8.0	7.4	8.0	8.0	7.8
Thin-client architecture is best for our org.	8.0	8.5	5.3	8.4	9.3	7.9	10.0	8.0	4.0	7.7
Vendor market vision	8.3	8.6	5.0	7.2	8.6	5.9	10.0	6.3	8.0	7.5
Overall PSA solution	7.7	8.0	5.6	7.5	9.3	6.4	7.8	7.2	8.0	7.5
Solution configuration	6.9	8.3	7.2	7.4	9.2	5.6	6.2	6.6	10.0	7.5
Scalability/system response	6.6	7.8	5.8	7.7	9.2	6.2	8.4	6.4	8.0	7.3
Integrate third-party apps. with the PSA solution	8.2	7.5	8.6	7.5	7.6	6.6	9.4	6.3	4.0	7.3
Solution offers a broad range of modules	8.4	8.3	5.6	8.0	8.8	5.4	9.4	5.6	4.0	7.1
PSA deployment time was as expected	5.9	6.9	8.3	7.3	9.8	5.6	9.6	5.8	4.0	7.0
Vendor customer sup. services	5.6	9.3	5.4	8.0	9.5	5.1	9.0	5.2	5.0	6.9
Vendor implementation services	6.8	8.4	5.4	7.8	9.3	5.6	7.5	5.4	3.0	6.6
Individual modules are very rich functionally	6.9	7.0	6.5	7.2	7.6	6.4	6.8	7.2	1.0	6.3
User interface/friendliness	7.0	6.7	4.8	6.0	8.2	6.3	8.6	6.4	1.0	6.1
PDA interface for time & exp. entry is important	7.3	6.3	6.3	6.0	10.0	6.0	6.2	5.0	1.0	6.0
Integration of PSA w/other back-office apps	6.1	7.8	4.2	6.4	7.5	4.4	7.3	5.0	5.0	6.0
We view PSA as tactical, rather than strategic	4.8	6.0	3.7	3.6	6.2	5.1	6.6	4.5	4.0	4.9

Source: Aberdeen Group, November 2001