CWM - SMARTSHEET

Best Field Service CWM

The Forrester Wave™: Enterprise Collaborative Work Management, Q4 2016

The 13 Providers That Matter Most And How They Stack Up

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Why Read This Report

In our 25-criteria evaluation of enterprise collaborative work management (CWM) providers, we identified the 13 most significant ones — Asana, Atlassian, Clarizen, Huddle, LeanKit, LiquidPlanner, Microsoft, Planview, Redbooth, ServiceNow, Smartsheet, Workfront, and Wrike — and researched, analyzed, and scored them. This report shows how each provider measures up and helps enterprise architects, marketing professionals, and information workers requiring collaborative task management make the right choice.
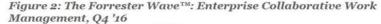
Key Takeaways

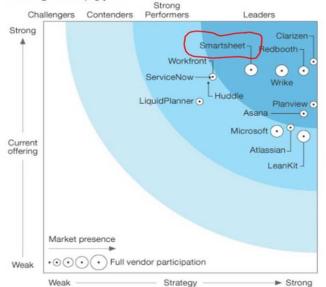**Clarizen, Redbooth, Wrike, Planview, Asana, and Smartsheet Lead The Pack**
Forrester's research uncovered a market in which Clarizen, Redbooth, Wrike, Planview, Asana, and Smartsheet lead the pack. LeanKit, Atlassian, Microsoft, Workfront, ServiceNow, Huddle, and LiquidPlanner offer strong options.

Information Workers Are Looking To Collaborate With A Purpose
The CWM market is growing because more information workers see CWM as a way to enable them to organize. This market growth is in large part due to the fact that enterprise

Smartsheet-CWM Leader

Figure 2: The Forrester Wave™: Enterprise Collaborative Work Management, Q4 '16

"**Smartsheet focuses on project and team workspaces.** Designed for users who like the experience of traditional spreadsheets but are hoping to manage multiple team members' work, Smartsheet allows users to track conversations at a row, sheet, or workspace level and to attach relevant files as needed. These workspaces can be shared with internal and external users via email. Smartsheet also provides resource management capabilities to give project managers an easy overview of their team's workload. Project managers are automatically alerted when their resources are overallocated. Smartsheet provides rich mobile solutions for both iOS and Android. It also provides robust security capabilities and a wide range of customer support programs." **Forrester Wave: Enterprise Collaborative Work Management, Q4 2016**