JPWF Tier 2 Research

Assess existing solutions for Mary Manager

Direct competitors:

Do what we do, solve what we solve

1. Karbon

What they do:

What is their purpose? What is their product all about?

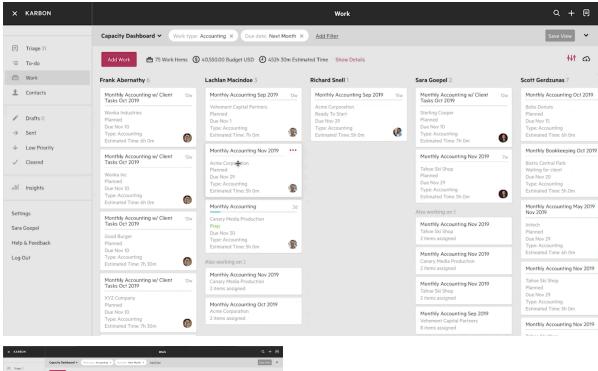
- "Karbon is collaborative work management software for accounting firms..."

Key product features:

What do they offer? What do they emphasise?

Product video:

- Emphasis on single place to communicate and collaborate for your team and your clients
- Page: Team capacity overview and management

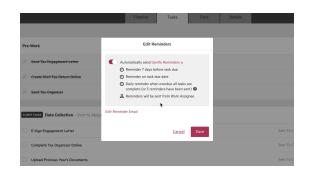


	Capacity Dashboard ~	tek type: Accounting × The date: Next	Harth X AddElter		Sare View
Triage 31					
🗉 Ta-do	400 Wesk 💼 75 Wesk I	tems () 40,550,00 Budget USD () 453h	30m Estimated Time Show Details		441 a
f) Work	Frank Abernathy 6	Lachian Macindoe 3	Richard Snell 1	Sera Gospel 2	Scott Gerdzunas 7
1 Contacts					
/ Dats 0					
-> Sent					
			Monthly Accounting Sep 2019		
 Law Priority 			Volument Capital Partners Planned		
/ Cleared		Acme Corporation			
		Due Nov 29	Estimated Time 7h On		
II insights		Type Accounting Estimated Time Sh On			
cting		Monthly Accounting	м		
		Canary Hedia Production			
wa Gorpel		Due Nov 30			
elp & Feedback		Type Accounting Estimated Time Sh On			
ng Out		Alse working on 2			
		Monthly Accounting Nov 2019			
		Canary Media Production 2 Items assigned			
		Monthly Accounting Oct 2019			
		Acree Corporation			
		2 items assigned			

- Includes workflow templates for internal use
- "Automates client data collection"
 - Karbon does client outreach for you

CLIEXT TASKS Data Collection - Sent to Abigail Silvers Today 🧿 Gentle Reminders
E-Sign Engagement Letter
Complete Tax Organizer Online
Upload Previous Year's Documents
Reconcile All Accounts

Able to schedule auto reminders



Mentions improved timeliness in clients and a better relationship, time saved

 Email integrations used to bring email communications into Karbon app

- Staff members can leave notes for each other on emails
- Can reply to email
- Permissions
- Security
- Automate recurring work
- Client management features (--> client is brought into Karbon workflow)
- "One single place for your team to work together, with everything at their fingertips."

2. Monday

What they do: What is their purpose? What is their product all about?

- Generalized workflow software

- "Together. In projects, processes, and success. Wherever you are.

monday.com is the Work OS that powers remote teamwork."

Key product features:

What do they offer? What do they emphasise?

- Customizable workflow ("Enjoy working in a platform that adapts to your

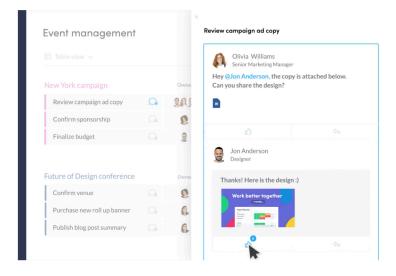
needs")

🗒 Table view 🖌				₹ 🏟 Share
Q1		Status	Team	Priority File
Finalize budget	G	Done	#Finance	Add new column
Refine messaging	0	Done	#Content	E Status
Analyze campaign performance	Q	Working on it	#Marketing	8 Numbers
Conduct user research	Q	Stuck	#UX	Time tracking
Hire new copywriter	Q	Working on it	#HR	
				f _x Formula
Q2		Status	Team	Q Location
Launch iOS app	Q	Ongoing	#Dev	Progress tracking
Redesign homepage	0	Ongoing	#Design	View more (36)

- Automate routine work and focus on what counts

							A Share	Sales pipelin	e					101 = (~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
										Email	Sales rep.	Est. deal	File	Status
M	When	an email is received c	reate a n	ew lead in	Sales	nineline		First Bowl	G	Ava@firstbowl.com	6	\$7,500	w	Intro call
	VVIICII	arr cirian is received e	reate a m	cwicaa iii	oules	benne				Sofia@drover.com		\$10,000	-	Negotiation
						1		Drover	10	Sofia@drover.com	9	\$10,000	POP	Negotiation
						R.		Drover Four Series	G	Grace@fourseries.com	2	\$5,500	P	Negotiation
Steve's Place	0	Lily@stevesplace.com	0	\$12,000		Intro call	-				-		-	1
	D ,							Four Series	Q.	Grace@fourseries.com	0	\$5,500		Negotiation
Non deals		Email	Sales rep.	Est. deal	File	Status	•	Four Series Steve's Place	Q	Grace@fourseries.com Lily@stevesplace.com	9 0	\$5,500 \$12,000	P W	Negotiation
Steve's Place Non deals Cars R Us			Sales rep.		File		0	Four Series Steve's Place Wonder Glasses	0 0 0	Grace@fourseries.com Lily@stevesplace.com Emily@wonderglasses.com	2 0 2 3	\$5,500 \$12,000 \$12,000 \$12,000		Negotiation Intro call Intro call Intro call
Won deals		Email	Sales rep.	Est. deal		Status	•	Four Series Steve's Place Wonder Glasses Top Red Dogs		Grace@fourseries.com Lily@stevesplace.com Emily@wonderglasses.com Oliver@topreddogs.com	0 0 0	\$5,500 \$12,000 \$12,000		Negotiation Intro call Intro call

- Collaborate in one shared workspace



- Workflow overview gives snapshots into project progress

Campaign overvie	w						
Foceboo		2-8	9-15	16-22	23-29		8-14
351				Fir	nalize budg	et	
				Refine m	essaging		
				Analyze ca	impalgn pei	formance	
150				De	sign banner	s	
100		all campaign pro			Durley	et tracker	
50	Over	ali campaign pre	ogress		-		
				3	\$50	,79	6
	Done	 Working on it 	Stuck				

	Ov	erall campaigr	n progres	S	
The Pet Shop	Done	Home Insurance Company	Working on it	McLaren Mall Opening	Stuck
Car dealership	Done	Gutkowski and Sons	Working on it	Beatty-Carter	Stuck
Beatty-Carter	Done	Aunt May's Bakery	Working on it	Jon's Pizza	Stuck
	Done	DW Constractions	Working on it	Nancy's Vintage	Stuck
Kshlerin Ltd	and the second				

- Emphasis on product flexibility

Any process, any department, any industry, anywhere

Teams and organizations of all sizes use monday.com

Cg Remote Work	Project management	Software development	R HR
Marketing	Media and production	% п	G Sales

- Workload management page

<i>**</i>	Marketing worklo	ad					
	iii Workload	Today	Days Week	ks Months Years			
4						Week 02 Sep 8 - 14	
☆	Friday 6 S	aturday 7	Sunday 8	Monday 9	Tuesday 10	Wednesday 11	Thursday 12
	Julia Fagelman Copywriter	13	13	o	9	•	✓ 10
	Aviram Gabay Motion Designer	13	13	•	o	•	
	Tan Ha Content Writer	0	0	13	O 9		12
	Noy Gurevitz Brand Designer	13	13	0	•	12	9
ର୍ଦ୍ଧ ପ	Pauline Majer Marketing Manager	12	12		13	O ₉	•
?	Asaf Ben-David Copywriter	O	o	9	13	•	12
Upgrade	May Kaplan Product Designer	O	o	• ₉	•	13	12

- Timeline page

• Timelir	ne view 🧹								
Dec	1 2	3	4	5	6	7	8	9	1
		Write	blog post						
			Write pr	ess release			Ema	iil announce	ement
		Desig	n for blog						
	Marketing assets		Compet	itors research	n				
2						Design ne	ew website		
			١	Mobile home p	page relea	ase			
	Release pla	n and sched	dule			Develop	animation		

- Instant report

- Instantly turn dashboards into performance reports that you can easily share with both internal and external stakeholders.

Timeline		☆	Add to favorites
Dec 1 2 3 (4) 5 6 7		Ø	Rename
Web design	Neb design	ē	Create Report
Web design	Web design	C	Duplicate
8		C	Switch to Dark Mode
Projects Overview	?? Analysis	Û	Delete
Done Working on it Stuck		~	

- Provides workflow templates available for internal use
- Many integrations available (flexibility emphasis)

Key takeaways:

What stood out to me?

- Automation and customization seem like main selling points

3. Aero Workflow

What they do:

What is their purpose? What is their product all about?

- "Workflow for accountants by accountants"
- -

Key product features:

What do they offer? What do they emphasise?

- Product video:
 - "...keep client work on track"

- "Staff often wastes time tracking down client information"
- See status of current client work

By User •	By Compa	ny * By Type * By Project *	By Status *							
t User X										
1	User	Start Date :	Hours	End Date	I Subject I	Company	[Project	[Category]	Type İ	Status
User: Barb										
 Vew 	Barb	03/20/2017 12:00 AM	0.50		Payroll using IOP	Cool New Firm	Accounting Services	Task	Payroll	NotStarte
 Vew 	Barb	03/20/2017 12:00 AM	0.50		Bill.com: Pay Bills	Blackwater Racing		Task	AP	NotStarte
			Grp Hirs: 1.00							
User: Lucy										
 Vew 	Lucy	03/20/2017 12:00 AM	0.50		Payroll using IOP	Blackwater Racing		Task	Payroll	NotStarte
			Grp Hrs: 0.50							
User: Michel										
 Vew 	Michele	03/20/2017 12:00 AM	0.50		Payroll using IOP	Blackwater Racing		Task	Payroll	NotStarte
 Vew 	Michele	03/20/2017 12:00 AM	0.50		Payroll using IOP	Cool New Firm		Task	Payroll	NotStarts
			Grp Hrs: 1.00							
User: Nesta										
• Vew	Nesta	02/22/2017 12:00 AM	0.50		Payroll using IOP	Cherry's Express	Monthly Booking	Task	Payroll	Deferred Ready for reveiw
			Grp Hirs: 0.50							
User: Robert	t									
 Vew 	Robert	03/20/2017 12:00 AM	0.50		Payroll using IOP	Cherry's Express		Task	Payroll	NotStarts
 Vew 	Robert	03/20/2017 12:00 AM	0.25	03/07/2017	Reconcile Bank Account - QBO	Cherry's Express		Task	Accounting	NotStarte
 Vew 	Robert	03/20/2017 12:00 AM	0.25		BDC: Pay Bills	Cherry's Express		Task	Overhead	NotStarts
• Vew	Robert	03/20/2017 12:00 AM	0.05		note			Other	Paid Support & Training	NotStarts
• Vew	Robert	03/20/2017 12:00 AM	2.00		Business Process Review - Initial meeting	Cloud Consultancy		Appointment	Client Quickbooks review	NotStarte
• Vee	Robert	03/20/2017 08:35 AM	0.08		Why the ACA executive order doesn't void the rules for CPAs	Superior Accounting		Email	Accounting	NotStarte
			Grp Hirs: 3.17							
			Tot Hrs: 6.17							
4 1	E E	1 · Rems per page							1 - 12 of 1	2 Items

- Meed critical deadlines
- Time tracking
- Aero library gives access to workflow templates
- Store client passwords and other crucial data in Vault
- Export reports
- Schedule recurring and one-time tasks
- Organize with Projects
 - Create a project in Aero and then break it down into one-time or recurring tasks assigned to different staff members. Track time and cost on projects to make sure your

work is on time and on budget

Drag a	column header and	I drop it here to group by that co	lumn			
;	Date :	Team Member :	Hours :	Note :	Billable :	QB Item
View	12/10/2015	Robert	1.53	Attend appointment	No	Consulting
View	12/10/2015	Michelle	2.77	Review Chart of Accounts	No	Consulting
View	12/10/2015	Lauren	7	Technology Assessment	No	Consulting
Vlew	12/11/2015	Barb	4	Technology Assessment	No	Consulting
View	12/11/2015	Robert	5	Staff assessment and reveiw	No	Consulting
			Tot Hrs: 20.33			

- Gather resources

 Make sure the resources your staff need to do their work are located in a secure and central location. Client vaults, links to websites, links to procedures, links to client specific resources, and client activity history are all a click away

Key takeaways:

What stood out to me?

- Emphasis on taking over client data to avoid the chase
- Setup similar to ours. Very spreadsheety. Surfaces information but doesn't emphasise workflow as much as others

Indirect competitors

Offer something similar to what we offer. Some features may overlap.

1. Bench

What they do: What is their purpose? What is their product all about?

- "You run your business. We'll do your bookkeeping."
 - Get a professional bookkeeper at a fraction of the cost of a bookkeeping firm, and powerful online accounting software with zero learning curve.
 - America's largest professional bookkeeping service for small businesses

How our bookkeeping service works



- "Bench for Accountants" (a link to click on, not their main messaging)
 - If I'm an accountant, I can sign up for Bench (to be what they call a "Partner") and they help me do my work.
- Emphasise security that the work is done right

Why partner with Bench?

No more clean up

Save time, avoid headaches, and improve tax filing quality when you work with financials provided by Bench. We deliver accurate, standardized books that tie to prior year returns, capture your adjusting journal entries, and properly account for all tax relevant financial activity.

Get what you need, when you need it

Bench gives you direct access to the books and our in-house, professional bookkeepers. Give us your quarterly and annual deadlines and requirements, and we will work towards them with open communication.

Keep growing

As a partner of Bench, earn revenue share and extend valuable discounts to your clients as they discover a bookkeeping solution tailored to their needs. The future is bright when you partner with Bench.

Key product features:

What do they offer? What do they emphasise?

- Emphasise partnership aspect. Offer two main ways they can help (with

customization based on my preferences available):

- Option 1: they work with my clients directly and do their books. I have access to Bench and can pull financial reports and work with their bookkeeping team. (Benefit: they take over stressful relationship)
- Option 2: they work with me to complete my clients books, I maintain communication with my clients. (Benefit: they help me with my books)

Key takeaways:

What stood out to me?

- Peace of mind: Bookkeepers can do their work and grow their business
 knowing that the work is done correctly
- They are about supporting my work, not a workflow tool
- If I hate client outreach they will do that part of my job for me

2. Proposify

What they do:

What is their purpose? What is their product all about?

- Discover the proposal software that modern sales teams use to create, send, track, and e-sign winning proposals, contracts, and agreements.
- Proposify takes over proposal process

Key product features:

What do they offer? What do they emphasise?

- Product video:
 - Offers high-level view of where proposals are at at every stage of the process
 - Emphasis on entire workflow happening within Proposify

- Content library
 - Store proposal templates, proposal content, fees, images, etc.
 - "Everything you need in one place" to quickly put your document together

	Content Librar	5			
Ð			ages that can be imported		
0	🗏 SECTIONS 📾 FEES 🗈	SNIPPETS M IMAGES			
	Search section library	S Filter by tag	•		+ Section
	> C Sections / Pricing	D New folder +			
	C Archive		-		
۲	here here	Temperature (report, same)	FEE OUTLINE	FEE	fee funnary
*	C Sign of		NA		
			A A A A A A A A A A A A A A A A A A A		
Ψ.				•	Anne of the second seco
					 An international control control of the Control of th
		Quote	Pricing-Landsc	Price-Imported	Ministry and an exception of the second
		Crestod: Mar 04, 2019	Owned Dec 04, 2008	Created Jan 25, 2018	Pricing—Admin Created Otr 26, 2019

- Proposify saves you time by reducing manual entry



- Proposify alerts you when client: opens document, leaves note
- Emphasis on trickiness of client relationships
 - The client has an interface on proposal.
 - Interactive quotes so they can tell me exactly what they

need

9	lodging, printing, and report products sensitive to the financial challenges to possible within the scope of the project	Rate	Hours	Subtotal
8	Description	\$150	40	\$6,000
	Research	\$150	20	\$3,000
	Creative Materials	\$150	60	\$6,000
Coverient & Goats	Launch and Monitoring	\$150	40	\$24,000
Cuerteen & unan	Analysis and Reporting			
Project Tendine	Total	price	Qty	Subtotal
Project Phaset	Physical Reporting	\$250	1	\$250
Kor insederant	Setup and Design	\$25	0 🗘	
Next Steph	Number of Copies			\$250
	Total Vandelay industries bills at the o	and of each quarter for fe	es and expenses i	ncurred during that
	Vandelay Industries bills at the o campaign. Payment is due within	60 days.		
	campaign, hapine			Sint H

- Ability to chat with me live right from the proposal
- Online signature tool increases signature speed by 60%
 - Clients sign proposals right away in the browser
- Integrates with a variety of CRM, product management, and invoicing software
- Progress tracking: you get notifications at different steps of proposal process
- Interactive quoting: My client feels empowered because they get to choose quote option, reduces back-and-forth that would delay a deal closing
- "Stop reinventing the wheel with every proposal"
 - Allows me to construct proposal from predefined content blocks, templates
 - Less manual entry means fewer errors and faster turnaround
- Client input forms
 - My client or prospect enters info I need so I don't have to chase them for it later
- Professional looking proposals that I can customize to match my branding
- Auto reminders available to follow up with my client if they need a nudge

Key takeaways:

What stood out to me?

- They make a point of smoothing user/client relationship
 - Client input forms
 - Speedy communication
 - All-in-one work/communication platform (sort of. Not meant to replace emailing, but allows instant messaging on app)
- More about individual workflow than team workflow

3. Clickup

What they do:

What is their purpose? What is their product all about?

- All your work in one place: Tasks, docs, chat, goals, & more.

Key product features:

What do they offer? What do they emphasise?

- Product video:
 - Highlights pain of juggling multiple apps
 - "Productivity platform that keeps all your work in one intuitive place...use one app for everything"
 - Highlights customization. "One app to replace them all"
 - AI tells you what to work on next
 - Integrates with "thousands of apps"
- Emphasize time saved in a week

- -
- Emphasis on customizability (different views, spaces, etc.)
- Recurring tasks
- Comment, collaborate in-app
- "Solved by Clickup":
 - You'll no longer have to use separate apps
 - You'll know what everyone is working on
 - Everyone knows what to do next
 - All teams can work together, finally
 - Birds eye view of everything
 - Sort, filter, manage tasks across team
- Proprietary features:
 - Slash commands
 - Real-time chat
 - Task tray
 - Inbox
 - _
- Task list view

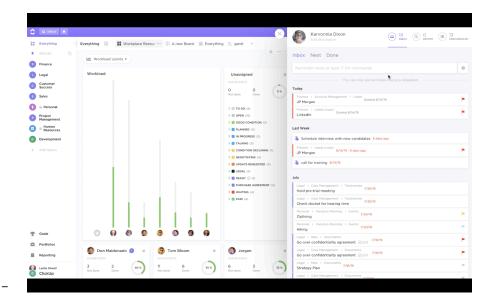
) 🗄 🕴 🗄 Customer suppo	nt 🗊 My E	Board ··· +							0 5 10 0	Q Filter_ Y five	yone -
OPEN (4)		CONTACTED (2)	+	SPOKEN TO 3	+	NEEDS ASSISTA 2	+	CALL SCHEDULED	- +	BUG REPORT 3	
Saved responses	603	Rita Mathison M (1) Jun 7 warm load	•	Arry Johnson	Ð	Leonard Li	۰	George Gelheim	0	Slow UI P (2) Jun 10 Teg	
Client feedback template	۰	0		Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Gerand Warner Geran	0	Jana Smith	۰	Eloise Jones Eloise Jones Jun 22	0	App crashing Tomorrow bog	
Review terms of service	•	×		Marie im	0	log)				-	~
Joe Hendrickson M 🗇 Jan 22	0	John Doe	0	new candidate			•			-	
										Chrome extension issue Chrome extension issue Data 10 Deg	

- Box view

 Answers: what are people working on? What have people done? Who needs more tasks and who has too many?

ᅌ 🗅 Inbox ★					🐥 🦩 Q. Search + New Tasl
Se Everything	Everything B Workplace Reso	ur ··· 🕕 A new Board i Everythi			
SPACES Q	UM Workload: time estimate •		8		
Finance	En Workload, three stimute		N		
Legal	Workload		Unassigned 🛛 🐇	👰 Don Maldonado 🗕 🛛 🗧	📢 You 🧕 🛛 😵
Customer			TIME ESTIMATE	TIME ESTIMATE	TIME ESTIMATE
Success			625 h 32 m 224 h 26 %	1091 h 24 h 2%	219 h 626 h 74 %
s Sales			A 36 tasks without estimates	A 18 tasks without estimates	A 35 tasks without estimates
👔 🔺 Personal					
Project			> TO DO (8)	> TO DO (6)	> TO DO (1)
Management			GOOD CONDITION (2)	> IN PROGRESS (3)	
Human Resources			> PLANNED (3)	FIRST MEETING (2)	Reach out to influencers 🛛 🗄 1 h
Development			> IN PROGRESS (3)	> ACTIVE (2)	Location 2
+ Add Space			> TALKING (3)	> REVIEW (1)	Resolve Payroll Mistakes
+ Add Space			CONDITION DECLINING (1)	> TRIAL (2)	
			> NEGOTIATING (4)	BAD CONDITION (1)	Order Supplies 🛛
			UPDATE REQUESTED (3) EEGAL (2)	REVISION (1) READY (2)	One app to replace them
			> READY (1)	> CHURNED (1)	> GOOD CONDITION (1)
			> DURCHASE AGREEMENT (2)	> SAVED (2)	BEFORE MEETING (1)
			> B WAITING (4)	> CLOSED (1)	> SPOKEN TO (2)
			> PAID (4)	> PAID (1)	> N PROGRESS (6)
					> TALKING (1)
					> CONDITION DECLINING (1)
					FIRST MEETING (4)
🖤 Goals	O 60 60 60	🔊 🚯 🥱 🕥			> BOOKED (2)
Portfolios					
- or doubs	🚱 Erlich Bachman (ina 🛛 🖇	🚯 Karvonnia Dixon 🛛 🗧	👩 Big Head 🛛 🗧	😚 Tom Bloom 🛛 🗧	Ø Jorgen ⊗
Reporting	TIME ESTIMATE	TIME ESTIMATE	TIME ESTIMATE	TIME ESTIMATE	TIME ESTIMATE
Leslie Otwell	0 m 56 h 100 s	50 h 6 h 11%	20 h 16 h 44 %	7 h 12 h 63 %	6h 6h 50%
ClickUp	Not done Done	Not done Done	Not done Done	Not done Done	Not done Done

- Drag and drop to reassign tasks from one person to another
- Workload view: by number of tasks, by time estimate, by points (like github)
- Access people's profile and workload directly from this page



- Ability to show/hide tasks without estimates

Analysis

What are their commonalities? Why are they similar? What common actions are users performing?

Consider:

Tone and copy User actions Good / bad features User reviews Visual design

Work automation:

Multiple apps show how they can take over some of your workload for you. Some form of client data collection (example: auto reminders or an interface for clients) are common, as is the use of templates for projects/tasks and communication. Recurring jobs/tasks are the norm in terms of what these companies offer. Reducing the amount of manual work a user would be responsible for is a common goal.

Opinionated workflow:

Multiple apps encourage you to do all of your work and communication within their system. Karbon, Monday, Clickup, Proposify all encourage you to do your internal communication within their app. Karbon and Proposify take this concept further by providing client interfaces as well.

Bench, Aero workflow are exceptions. They frame themselves as being in more of a supporting role: they are here to help you do your work how you know it needs to be done.

Client relationship:

Karbon and proposify offer client interfaces to facilitate workflow and data collection with the goal of eliminating part of the client chase. Bench offers to interface with your clients for you

Aero allows for client data storage (passwords, documents, etc) so you can gather what you need yourself instead of waiting on your clients.

Capacity management:

Karbon, Clickup, Monday have birds-eye view of tasks available to show status, capacity. Karbon and Clickup use similar trello-style boards showing users and their assignments. Both use drag-and-drop for speedy assignment adjustments. Both allow access to individual user profiles to view assignments and make changes. Units used for capacity are mixed; units include budgeted time, number of tasks assigned, or a custom points system (like Github)

Status view:

Multiple apps allow you to see the status of your jobs/tasks. Monday uses: Done, working on it, and stuck as statuses you can use and view. Clickup uses: customizable statuses in the form of colored flags. Allows you to filter and sort by status. Proposify uses: progress tracking, where you are alerted when your project reaches the next stage.

> Summary What have I learned? What are my actionable insights?

We should decide if we want to be opinionated with our workflow, or fill a supporting role. Right now we do a bit of both. We offer in-app messaging and some email, but email is single-directional so users aren't saving as much time as they could, and they still bear the mental burden of being responsible for multiple messaging interfaces.

We should be more proactive in facilitating the client relationship and make a point of marketing this as a selling point. Most companies included in this competitive analysis take a stance of some form to smooth the client chase (ranging from automated reminders to an active role in their users' clients work). This is an area where we are conspicuously lacking in comparison to our competitors and is clearly a problem worth solving.

Staff workload management is another pain point that many of our competitors have gone out of their way to solve. The solutions I saw seemed to prioritize short term capacity adjustments, meaning easy dragging and dropping tasks for this or next week, though there were also interfaces for longer periods of time such as 'this year'. Easy task reassignment is a key feature of this solution, and is an area where we could definitely improve. Solutions I saw featured drag-and-drop for task reassignment, same-page access to user profiles to check their assignments, and progress bars (or similar) for quick visual overviews of staff capacity.

We should consider whether we are surfacing project status data as effectively as we should be. While our progress report page gives people an idea of whether work overall is progressing as needed, some of our competitors have solutions that show individual projects and their statuses in greater detail which may be an asset for a manager looking to see how individual projects and their assigned staff are progressing.