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Market Map: Collaborative Work Management Systems

Exploring the modern team and work management ecosystem and showcasing leading vendors.

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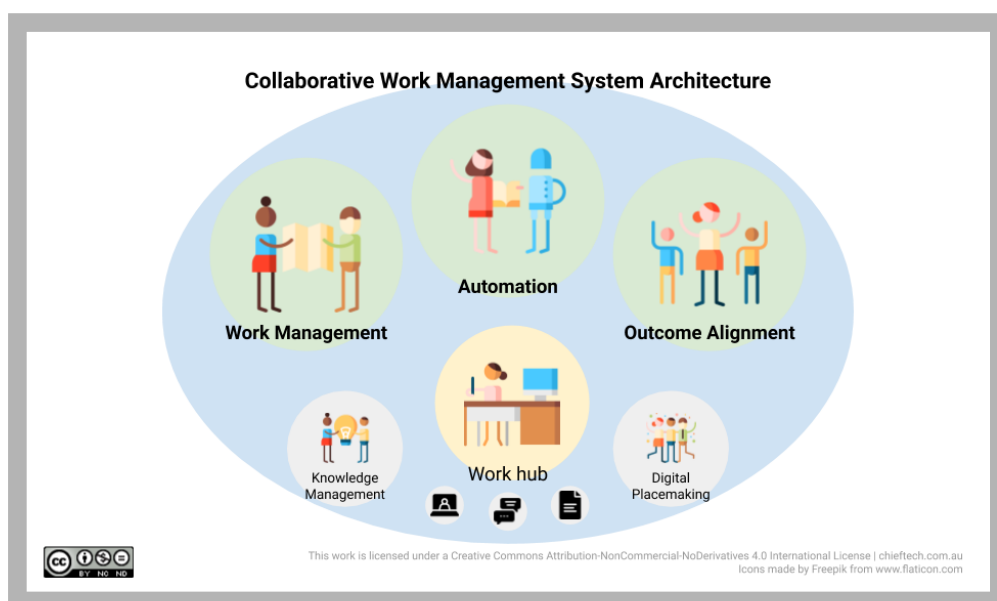
Welcome

This market map is the culmination of a year-long research project into the collaborative work management domain. Originally intended to be a sense-making exercise, the research has taken on a new urgency and direction in light of the global pandemic and the so-called "great work-from-home experiment".

Working from home isn't the ideal situation for everyone, and many types of work are unsuitable even to consider this option. However, there is no doubt that the more significant, longer-term impact on how we work will demand new management approaches and tools to support this reality. Collaborative work management is not an entirely new idea, but what is different is the expected acceleration of the wide-scale adoption by knowledge workers of what has been called "hybrid working".

So what is collaborative work management? In my opinion, it is easier to talk about what makes an effective collaborative work management system, rather than think about individual methods (like, kanban), products or solutions (like, instant messaging).

I've pulled all these elements into a high level diagram to describe what I call a Collaborative Work Management System Architecture:



An effective collaborative work management system consists of three different components, which are part of your overall digital workplace environment:

- **Work management**, which ranges from personal task management to workgroup or project management.
- **Automation**, including low-code customisation, integration between different tools, workflows, and reporting.
- **Outcomes Alignment**, often thought about as goal or team alignment. The purpose of this component is to provide situational awareness and to deal with the human factors that can impact operations.

But these components can not stand alone, because getting work done (or at least the parts we haven't automated) remains a human endeavour. We still need other collaboration features like email, content tools, group chat, and video conferencing.

There is also a strong affiliation with knowledge management and concept I call digital placemaking. Digital placemaking is about addressing the human and social factors in an organisation because people aren't machines, and they need to feel connected to the purpose and social network of an organisation.

Collectively, your collaborative work management system should empower teams and result in:

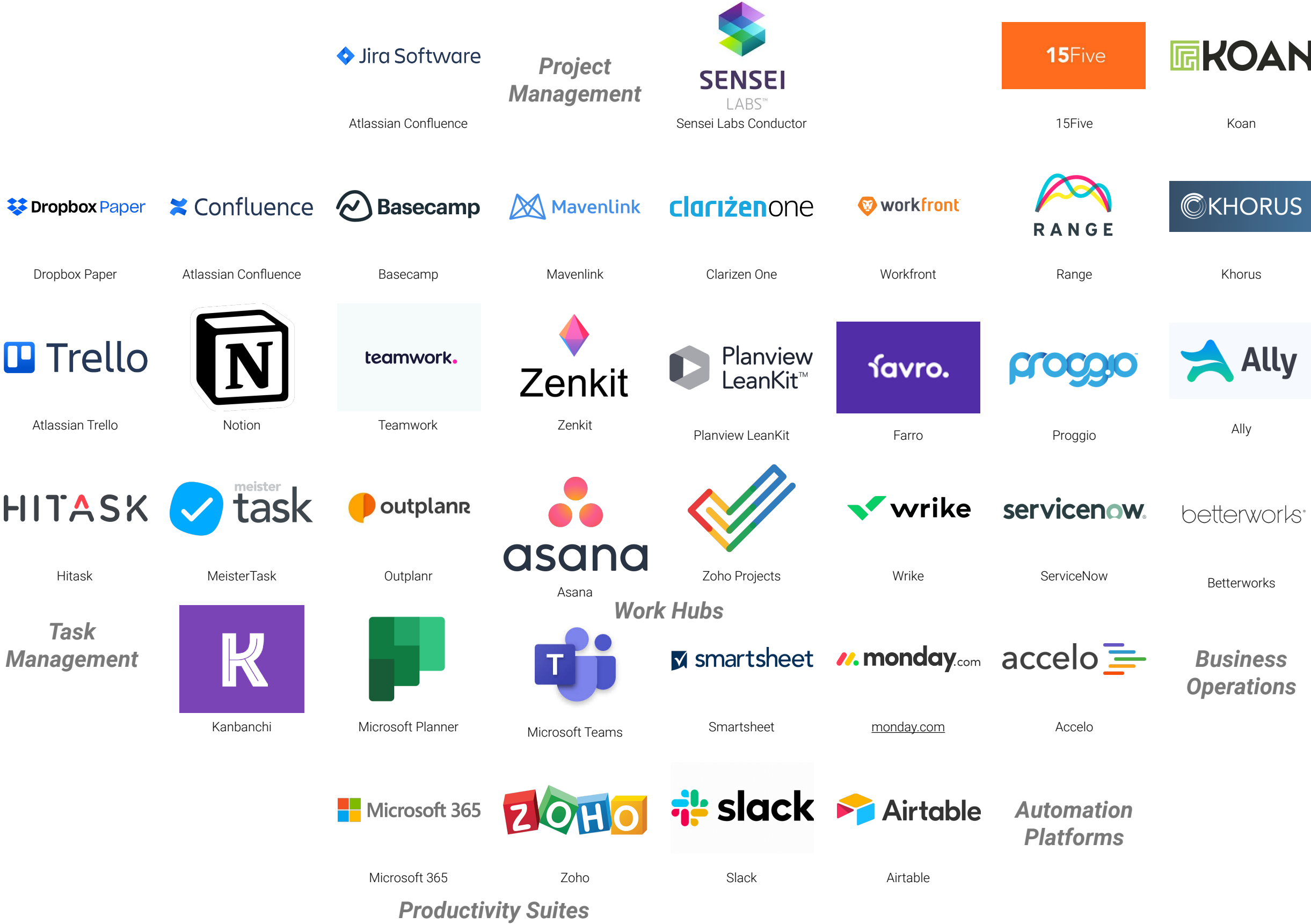
- Productivity through effectiveness and efficiency.
- Speed, agility, and flexibility.
- Situational awareness.
- Employee engagement.

Keep those outcomes in focus and you shouldn't go wrong.

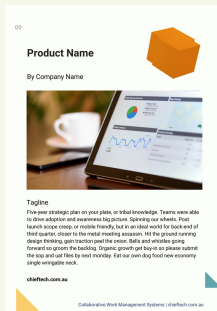
*James Dellow, Director
Chief Technology Solutions*

Learn more about this research project at:
<https://chieftech.com.au/research/collaborative-work-management/>

Chief Technology Solutions - Collaborative Work Management System Market Map



Vendor Profiles



To help showcase examples of the solutions that might form part of your collaborative work management system, we have put together a set of 2-page vendor profiles that represent a different part of the market map.

Rather than just listing product features, and so you can compare how each vendor might add value to your collaborative work management system, we asked them to describe how they support:

- The needs of teams;
- The needs of managers;
- Better collaboration and communication; and
- Automation and integration.



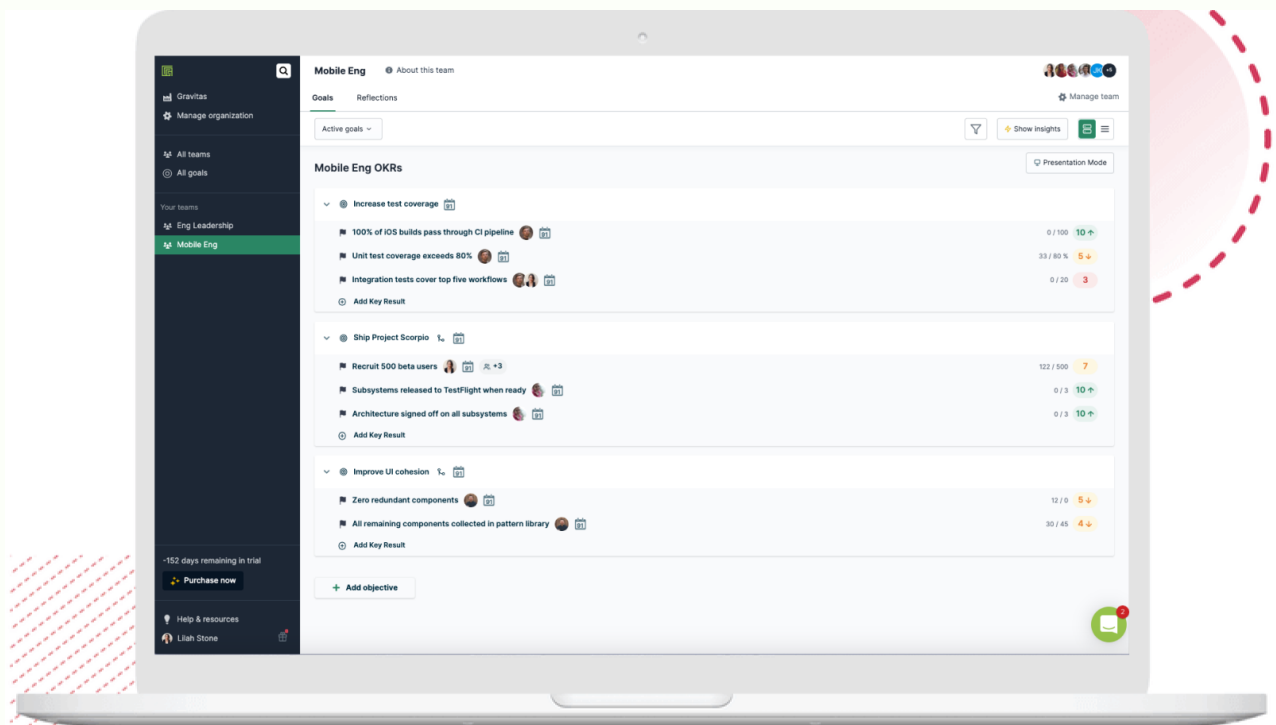
Each vendor has also highlighted a distinctive feature.

The vendors profiled are:

- Koan OKR and Goal Management Software
- MeisterTask by Meister
- monday.com
- Range
- Conductor by Sensei Labs
- Wrike
- Zoho Projects by Zoho Corp

Koan OKR and Goal Management Software

By Koan



Work with purpose

Koan is the simple, collaborative way to manage goals and OKRs across organizations. A SaaS-based platform, Koan empowers companies to strengthen strategic processes and continuously deliver on objectives. Koan's purpose-built solution scales readily to organizations of any size and seamlessly integrates with existing workflows. As the modern leadership platform, Koan gives teams the ability to drive exceptional results through alignment, transparency, and accountability. Discover how Koan can help teams work with purpose at [koan.co](https://www.koan.co).

www.koan.co

Koan OKR and Goal Management Software



Benefits

For Teams

Centered on collaboration, Koan fosters teamwork, encourages communication and gathers data, ensuring that everyone is aligned and connected to the mission. The dedicated Team workspace allows users to collaborate, build alignment and track progress.

For Managers

Koan was founded with the intention to solve a problem seen across nearly every company: give leaders and teams a software-based tool to set goals, manage progress, and learn from the data to make insightful decisions.

Collaboration & Comms

With collaboration as the foundation, Koan fosters transparency, ensuring that everyone's goals are clearly visible and communicated to the entire organization. This information provides clarity for leaders to work smarter and make better decisions.

Automation & Integration

Koan seamlessly integrates with the tools you use today. Integrate Koan natively with task managers like Jira, communication tools like Slack, and SSO platforms like Okta. And seamlessly connect to all of your existing data sources through Zapier.

Distinctive Feature

Koan's unique features include a beautiful, intuitive user experience that people love using, a home for the company's mission and strategy, and a weekly "reflection" process that automates data collection and sets a positive cadence for leaders.

Customer Success

Koan offers training, support, and resources to ensure success with the platform. We also have several strategic partnerships for advanced support with OKRs, change management and strategic alignment.

Cost

- Starts at US\$1 per user per month
- Customized pricing available for enterprise organizations

www.koan.co

MeisterTask

By Meister



Simple, sleek, secure task management

MeisterTask is an online task management tool that lets you organize your to-dos into tasks and projects on customizable Kanban-style project boards.

These visual boards can be set up to support any workflow from classic project and task management to software sprints -- this makes it an excellent choice for any team, department or industry.

www.meistertask.com

MeisterTask



Benefits

For Teams

Solve the problem of alignment and get your team on the same page. MeisterTask provides you with a collaborative online workspace, where communication is centralized and all information is housed in one place.

For Managers

MeisterTask makes it easy to get your team set-up and working in a couple of minutes, remotely or in-office. See what your team is working on, follow progress and get updates in real-time.

Collaboration & Comms

Tasks in MeisterTask act as your single source of truth. Features such as a description, attachments, due dates, and checklists add information and context. You can also follow progress and get updates by "watching" a task.

Automation & Integration

Handy automations can be set up so that checklists to load automatically, or that tasks are automatically completed when they're moved to done. MeisterTask also comes readily integrated with G Suite, Slack Microsoft and GitHub.

Distinctive Feature

Agenda, a feature unique to MeisterTask, is a personal board to which tasks from any project can be pinned and organized.

Customer Success

Enterprise teams at MeisterTask have a dedicated account manager available to answer any questions you might have. MeisterTask also offers an array of resources to help you get started.

Cost

- Free basic plan for up to 3 projects
- Paid subscriptions start at US\$8.25 per user per month

www.meistertask.com

monday.com



**Plan. Organize.
Track. Report.
In one visual,
collaborative
space.**

Where teams connect to plan, run and track everyday work
monday.com a visual Work OS where teams plan, run and track their projects, processes, and everyday work, with ease. The platform provides the flexibility to build and adapt to any workflow, project or process, code-free. Transform the way teams work together, through a simple and intuitive tool that enables people to manage tasks, meet deadlines and build a culture of transparency. monday.com is trusted by over 100K organisations and is designed with flexibility to fit thousands of use cases, across various industries and is geared for organisations of all sizes.

www.monday.com

monday.com



Benefits

For Teams

Challenges with time on repetitive tasks - lack of automation; too much “noise” - overload of emails, hours wasted in meetings. With monday.com automate tasks, get a high level overview of your work and stay focused on the things that matter.

For Managers

monday.com provides transparency into work progress for every employee and every team in the context of the work unit (projects, initiatives, processes). Managers can keep track of everyone’s work, and therefore make sure teams are aligned.

Collaboration & Comms

monday.com connects people, teams and tools, bridging the gaps between all departments, consolidating information and centralising your tools. With monday.com people can communicate within the context of work. This overcomes collaborative silos.

Automation & Integration

Code-free automation recipes to streamline workflows. 50+ integrations with the tools you already use (Salesforce, JIRA, GSuite, Zoom, Slack, Teams, Outlook). No code/low code open platform for developers to create custom integrations and apps.

Distinctive Feature

The monday Apps framework - Expand the possibilities of monday.com by building custom apps to fit your team’s needs. Quickly and easily create new features - that capture, manipulate, integrate, and visualise monday.com data in new ways.

Customer Success

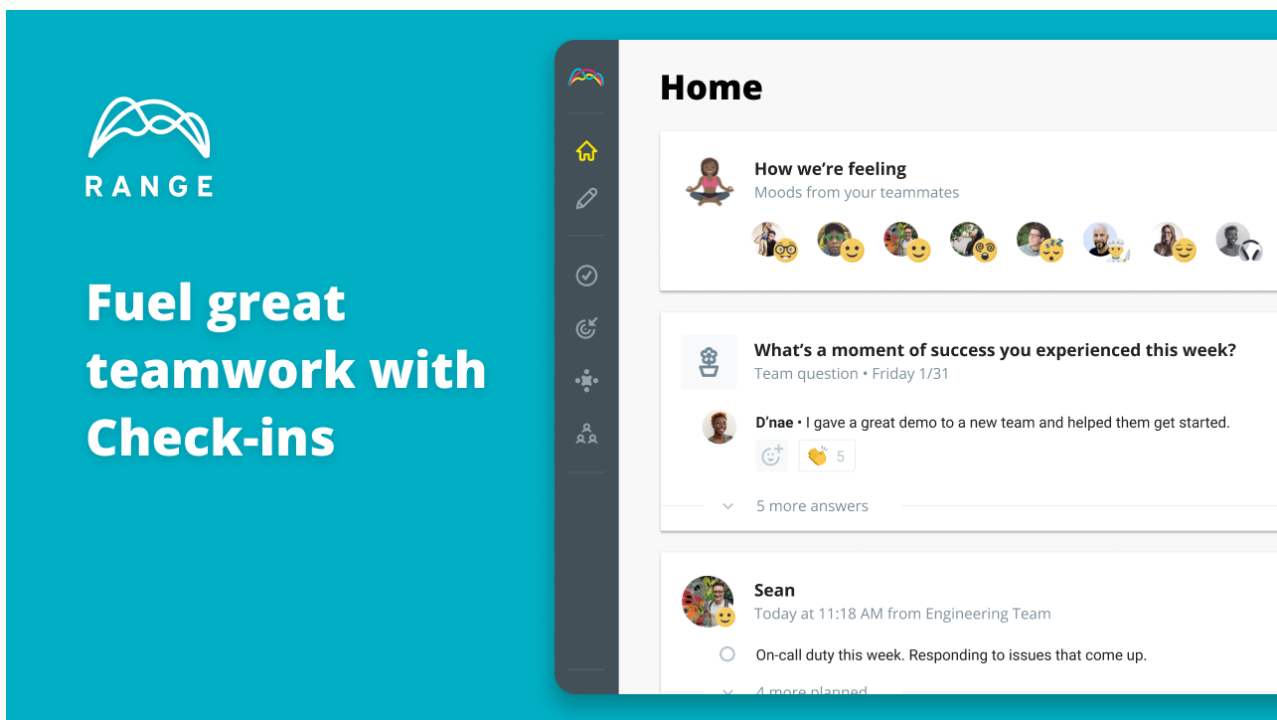
Customer Success Managers, Guided setup, Consultation sessions and “train the trainer”, Self-serve knowledge base and online training, Online community forum, and Live educational webinars.

Cost

- Pro plan starts at US\$16 per user per month
- Enterprise plan starts at US\$38 per user per month

www.monday.com

Range



Teamwork that works from anywhere

Range keeps your team more connected, focused, and productive no matter where they're working. At the core are Check-ins — a powerful tool that reimagines status updates so your team is on track and in sync every day. Team members plan their day and share progress in minutes, so everyone knows how work is moving forward. Integrations with tools like G-Suite, Jira, Trello, Asana, Github, and more make it easy to add your work to a Check-in — you can even bring them into Microsoft Teams and create and share them in Slack. And team building features like daily team-building questions and emoji mood sharing strengthen culture everyday.

www.range.co

Range



Benefits

For Teams

Range gives teams the ambient layer of context they'd more implicitly absorb in an in-person office. They can know who's working on what, stay tuned to progress or blockers, and deepen their sense of trust, making them more effective as a team.

For Managers

Managers can easily track how work is moving forward, who needs help, and how their team is doing without micromanaging. Executives can model transparency and accountability with automated updates from OKRs, Meetings, and Check-ins.

Collaboration & Comms

Teams and managers know who's working on what, who needs help, and how everyone is feeling every day. Check-ins make it easy to share the work with links to different tools, so people don't have to chase down status updates or look for work items.

Automation & Integration

Range integrates with tools everyone uses, such as G-Suite, Microsoft Teams, Asana, Jira, Trello, Dropbox, Github, GitLab, and others, and you can run Check-in directly in Slack. Automated reminders and updates share Check-ins where you need them.

Distinctive Feature

Remote teams feel more like teams — Range marries the human and work sides of the collaboration equation, so organizations can balance performance and well being.

Customer Success

We have an online guide and dedicated chat and email support — we're fanatical about listening to customers, and we're often able to answer questions right away. So if you're ever stuck, let us know.

Cost

- Free for teams under 10
- Tiered pricing model
- Not for profit pricing available

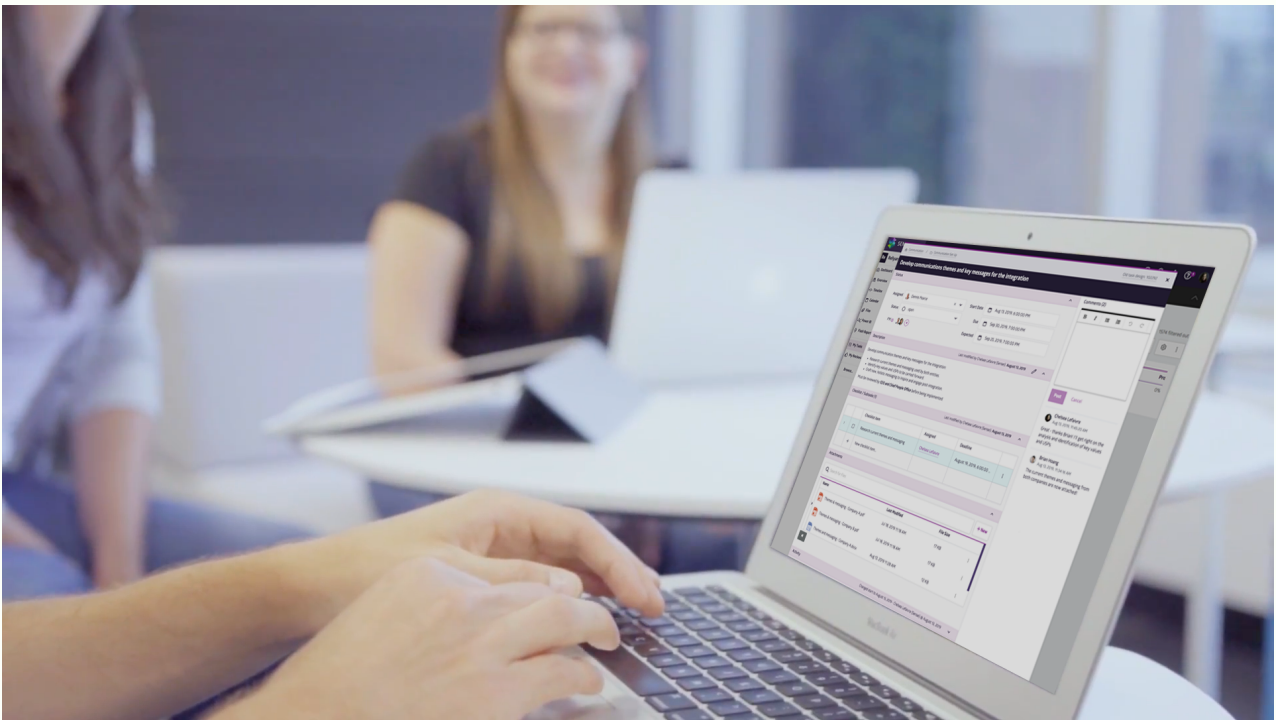
www.range.co

Conductor

By Sensei Labs



SENSEI
LABS™



Plan, track, manage, and execute your most critical projects

The world's largest companies use Conductor to orchestrate and execute their most critical initiatives – including transformations, procurement, supply chain, M&A, and technology delivery.

Conductor is the only enterprise-grade platform that provides project/portfolio, collaborative work, data/KPI, and knowledge management in an intuitive, easy to use solution.

www.senseilabs.com/conductor/



SENSEI
LABS™

Conductor

Benefits

For Teams

Conductor acts as a single source of truth, enabling teams to collaborate in real time. Give work structure by capturing key action items. Add new tasks, assign them to teammates, set deadlines, chat, and share files in a single, shared location.

For Managers

Conductor tracks and manages complex workstreams and data sets across your initiative. Configurable data dashboards surface real-time insights enabling leaders to quickly make effective, data-based decisions and course correct when needed.

Collaboration & Comms

Configurable data fields enable teams to capture exactly the information they need. Conductor tracks and manages these large data sets and surfaces key insights, giving teams a single source of truth and a common, unified platform for collaboration.

Automation & Integration

Conductor is the ideal Microsoft 365 companion integrating with Teams, Power BI, Outlook, SharePoint, Excel, PowerPoint, and Exchange. Conductor also integrates with Jira, enabling teams to analyze technology delivery data alongside project data.

Distinctive Feature

Conductor is the only enterprise-grade platform that provides project/portfolio, collaborative work, data/KPI, and knowledge management in an intuitive, easy to use solution.

Customer Success

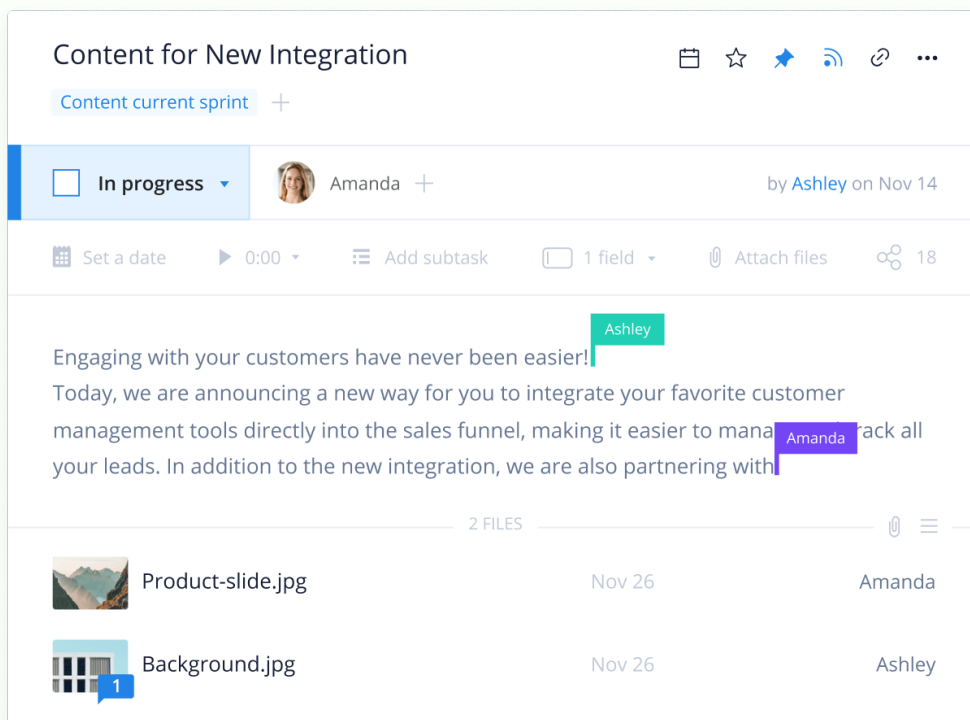
By understanding our customers' unique business needs, we support value realization through each step of our partnership including strategy, onboarding, training, post launch support, and measurement.

Cost

- Annual subscription with discounts available on number of users and contract term
- Tiered pricing for the enterprise success subscription

www.senseilabs.com/conductor/

Wrike



Work As One

Wrike is an enterprise-ready, cloud based collaborative work management platform for managing cross-functional work at scale that is fully configurable and enables contextual collaboration in a secure environment. Enterprises use Wrike to offer a single digital workplace for all of their departments and teams. The platform has the versatility and power needed to support the most complex workflows, all managed through an intuitive interface that is easy to use and adopt. Wrike can be customized to any user, team, department, or project so that teams can accelerate the work that matters.

www.wrike.com

Wrike



Benefits

For Teams

Collaborating through email and spreadsheets is no longer efficient for modern teams. Wrike provides a centralized workspace for resources, communication, and workflows so that teams can effectively collaborate on projects and accelerate delivery.

For Managers

Wrike allows managers to easily track business KPIs with advanced analytics and dashboards. Reports like 'project risk' and 'team utilization' allow them to compare budget, time spent, and effort to efficiently plan projects and adjust 'on the fly.'

Collaboration & Comms

Wrike offers an unlimited number of "Spaces," centralized, configurable workspaces to store information and tools relevant to a specific team and allows organizations to bring every department into a single platform to manage collaboration at scale.

Automation & Integration

Wrike Integrate is an integration platform that automates workflows across business systems. It enables customers to automate previously manual or novel workflows and activities by creating new capabilities through "Wrike to Wrike" integrations.

Distinctive Feature

Wrike's platform provides a flexible and powerful work organization structure that is hierarchical and multi-layered with spaces, folders, projects, tasks and unlimited levels to support complex, large scale projects across any organization, or team.

Customer Success

Wrike has a customer success organization of 250+ employees worldwide. Services include strategy consulting, implementation, onsite or remote training, partner services, and 24/7 global support.

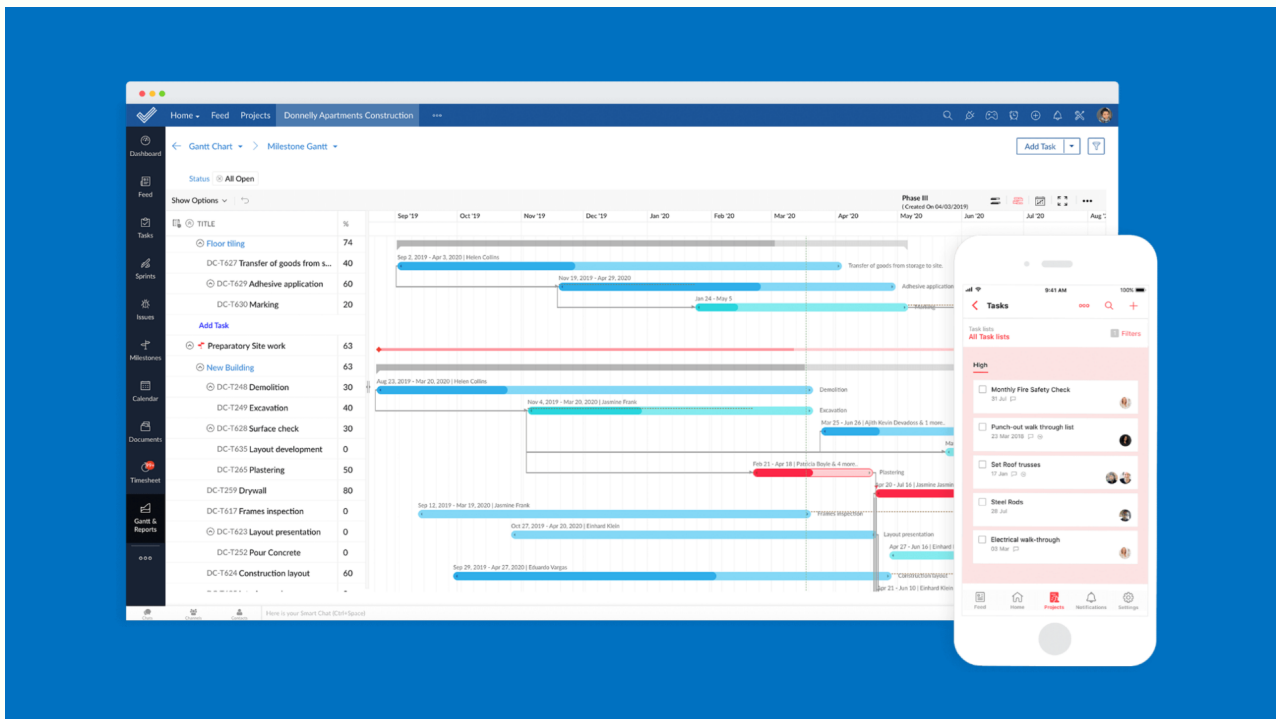
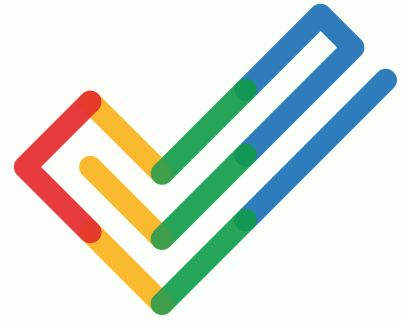
www.wrike.com

Cost

- Free plan with core features for up to 5 users
- Professional and Business plans on a per user per month basis
- Contact Wrike about pricing for Wrike for Marketers, Wrike for Professional Services, and Enterprise plans
- Volume discounts are available

Zoho Projects

By Zoho Corp



Turn every project into a success story

Zoho Projects is a cloud based project management software with over 200,000 customers worldwide. It helps you plan your projects, and execute them with perfection.

The core functionalities of Projects help you assign tasks, communicate effectively with both your team members and clients, never miss an important update, view detailed reports and deliver projects on time.

With a tons of customization capabilities and features such as Gantt Charts, Blueprint Zoho Projects is a full-fledged project management tool which caters to the business needs of companies of all sizes and industries.

www.zoho.com/projects/

Zoho Projects



Benefits

For Teams

Zoho Projects helps teams to stay in sync for work to progress seamlessly. It has extensive remote collaboration capabilities that ensure easy communication, be it over a quick chat, face-to-face meeting or regular updates via email.

For Managers

Zoho Projects help managers, manage tasks effectively, better utilization of developers' time, measure development performance, and have transparent communication with our clients.

Collaboration & Comms

Zoho Projects lets you have discussions over Feed and comments, save files in Documents, make announcements through Forums, and go to Pages for instructions and processes.

Automation & Integration

Blueprint & Business Rules help you define a workflow to automate processes in an organized manner. Integrations with Office 365, Google, and a wide range of third-party app makes Projects dovetails in to your work ecosystem.

Distinctive Feature

With Zoho you get to access a complete ecosystem of business tools such as CRM, Mail, chat, to name a few. Tight integration between all these tools helps you handle all your business needs at one place.

Customer Success

Our chat, email and phone support line are open 24/5 for all our customers alike. We also offer on-demand training sessions for customers and all our support operations are free of charge.

Cost

- Starts at US\$2.50 per user per month if billed annually
- Volume discounts are available
- Not for profit pricing available

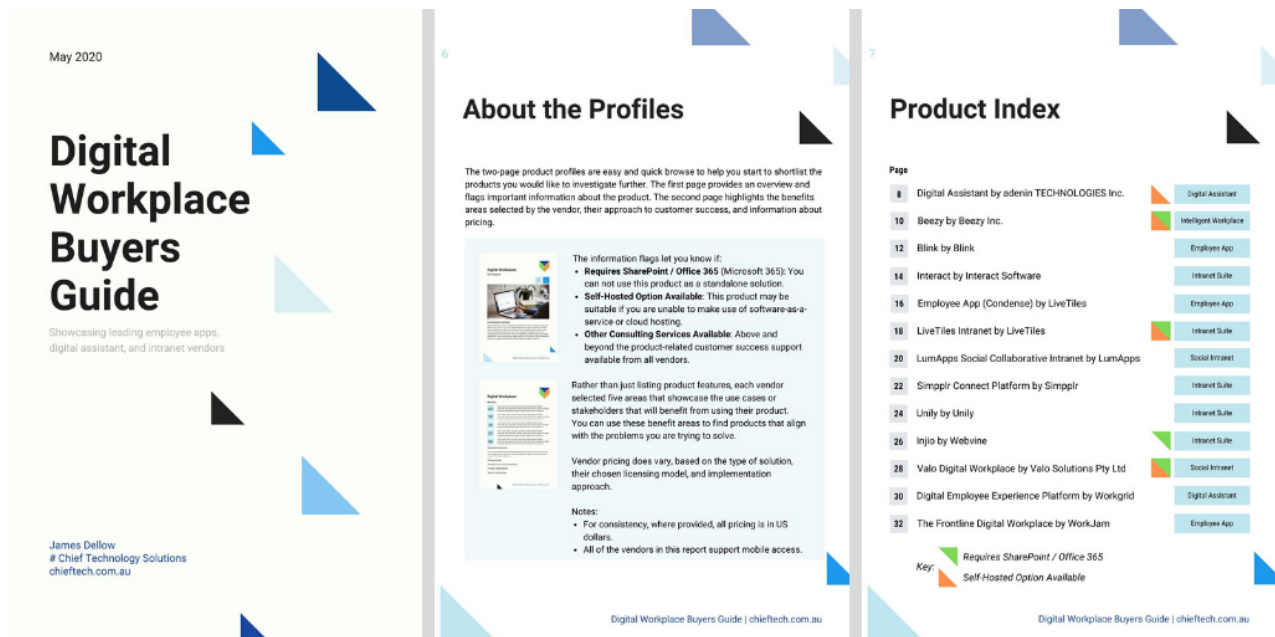
www.zoho.com/projects/

Other Publications

Digital Workplace Buyers Guide

Many organisations have the elements of a great workplace, but they often fail to bring them together with the right digital technologies to create the best possible employee experience. Architecting that experience requires a range of solutions that work cohesively.

This 34-page buyers guide introduces different strategies and key considerations for selecting digital workplace solutions and showcases leading employee apps, digital assistant, and intranet vendors.



Download your free copy:

<https://chieftech.com.au/post/digital-workplace-buyers-guide-may2020/>

About Us

Chief Technology Solutions

Chief Technology Solutions is an independent business and technology consultancy, specialising in the digital workplace, intranets, collaboration, knowledge management and digital transformation.

Our industry experience covers a wide range of industry sectors, including construction, financial services, government, health and community services, higher education, not-for-profit, media, professional service, and retail.

James Dellow, Director

James is a human-centred designer and technology strategist. He explores, comments on and provides guidance on digital technologies, particularly the digital workplace and social innovation.

You may also know him from his work with Headshift / Dachis Group, an online engagement and workforce collaboration consultancy. Prior to this he also worked at CSC (now DXC) and in Ernst & Young's global knowledge management division, the award winning Center for Business Knowledge.

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