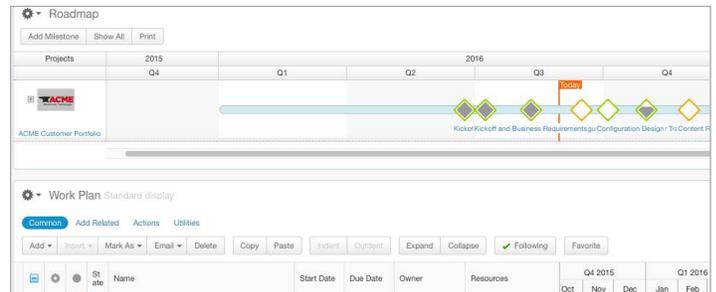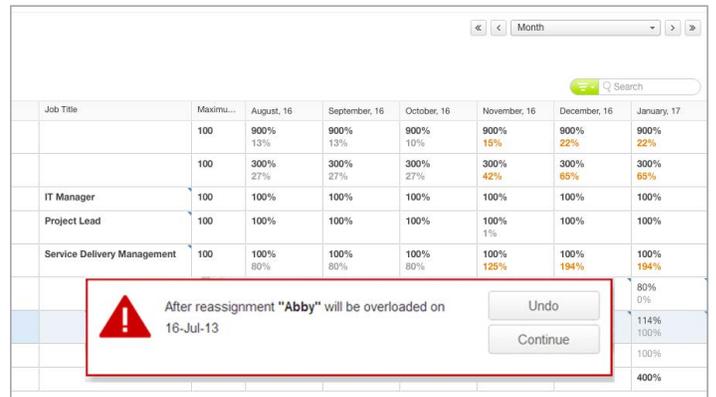# Key product features for Professional Services

High-level implementation planning

Create comprehensive implementation roadmaps with due dates, milestones, tasks and interdependencies. Assess available resources, and assign employees to the project. Use implementation templates to ensure best practices and to accelerate the planning phase. You can even trigger draft projects based on the likelihood of a sales opportunity to close, so that you can do longer-range project planning.
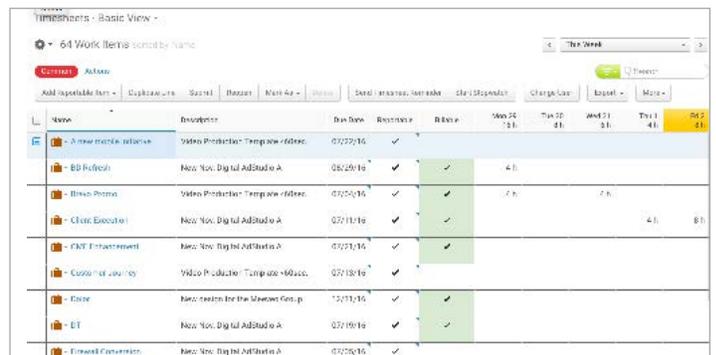
Resource management

Gain real-time insight into your available resources and their current workloads. See at a glance the projects and tasks each team member is working on, and shuffle things around as appropriate with a few mouse clicks. Review the impact to your teams' resource load by including or excluding projects, thereby allowing you to plan the impact of future pipeline projects. Team members get automatic updates whenever changes are made that affect them, and with centralized communications, they won't have any trouble getting a clear picture of what's going on and where things stand.
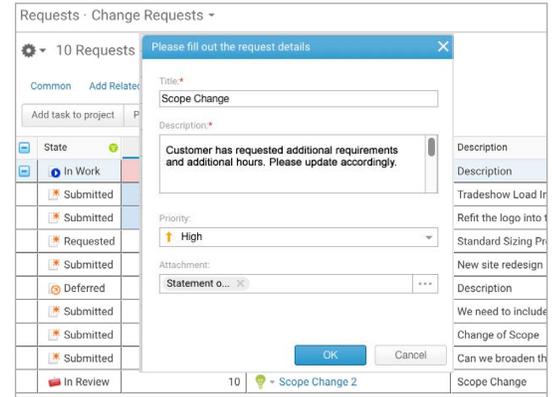
Timesheet tracking

Track all billable and non-billable hours your team members and outside consultants spend on each project or change request. Clarizen online project management automatically associates the hours to the appropriate work item or project, and populates them with the correct billing rates for the resource level, task and work item.

Learn how Clarizen's collaborative work management solution can help you. Sign up for an introductory webinar today.
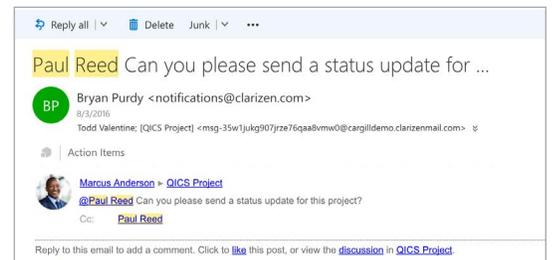
Change request & case management

Track and manage all change requests or cases you receive. With Clarizen's work management solution, requests automatically include relevant details, such as the name of the person or customer who requested the change, description, priority and timeframe, as well as all pertinent discussion posts and attachments. Make informed decisions about priorities, resources and timelines all thanks to Clarizen's real-time social collaboration platform that gives you complete transparency into the complete lifecycle and all conversations, approvals, files, and related work to that change request or case.
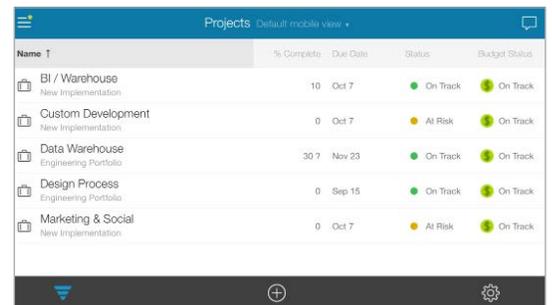

Email collaboration

No more digging through email to find relevant information! The powerful patented InterAct tool makes it super easy for team members to tie email communications directly to tasks and projects, so they can keep up with issues and discussions wherever they are. With Clarizen InterAct, team members can create issues, update status and participate in discussions, all within their email.
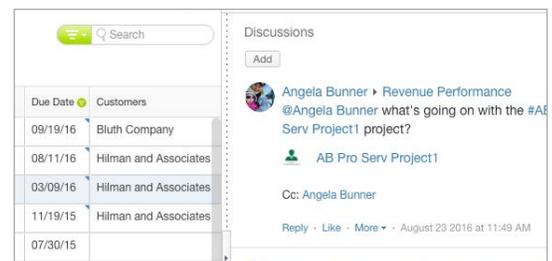

Mobile connectivity

Clarizen's mobile platform mirrors the full functionality of the company's award-winning web application, creating a seamless, consistent user experience between devices. Clarizen connects mobile functionality – like the camera and phone – with enterprise work collaboration, so team members can get their work done, whether they're in the office, at the airport or just about anywhere.

For example, they can start a project in the desktop app and complete it on an iPhone and vice versa, photograph receipts and submit expenses, and even call or text colleagues. Enable your team to respond to client questions and project issues, participate in discussions, enter tickets and update anything in the system, including any attachments they might need to get the job done.
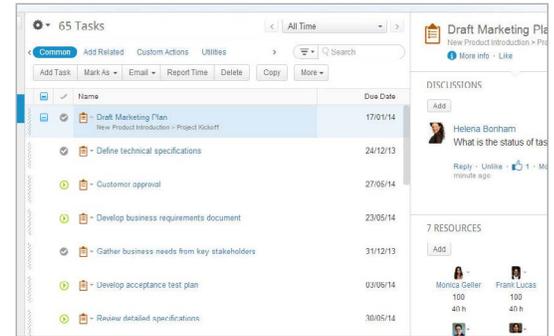

Collaboration in context

Clarizen provides context around your work through rich discussion groups at every level – files, tasks, projects and more. You can even have independent discussion groups for brainstorming and updates, reducing the need for tedious status meetings. You can collaborate directly in Clarizen or via email, and give everyone real-time updates with easily shareable widgets, like roadmaps, graphs and project plans.

Learn how Clarizen's collaborative work management solution can help you. Sign up for an introductory webinar today.
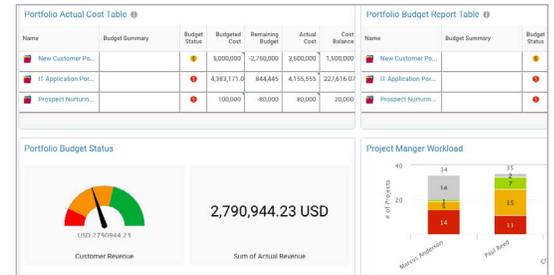
External collaboration

Clarizen's External Collaborator solution delivers a new way of communicating, collaborating and delivering results throughout the service delivery lifecycle. Engage in consistent, secure discussions with your team members, customers and partners in context of the work you are doing with them. Clarizen creates an intuitive, one-stop-shop portal that provides access for customers to their projects, files, conversations, and requests – no training required. Public discussions on the customer portal demonstrate transparency, while remaining separate from your internal teams' private discussions.

Budget and expense management

Track all expenses by employee, department, task or work item, and link them back to the appropriate projects. Monitor expenses to ensure every project stays within the budget. Set hourly rates on a global basis, as well as by role, user or project. View projects and actual staff hours in real time, and analyze burn rate and billing status for each project.

Integrations

Integrate with the tools your organization uses most, including Salesforce.com, Box, Intacct, QuickBooks, Jira, SharePoint, Google Docs, ProofHQ and more. Additionally, Clarizen offers a host of applications you can install from the Apps Marketplace with just one click. Clarizen also offers a full suite of APIs, so you can integrate it with any solution you use.

Clarizen panels

Visualize any data – via panel or page – whether internal or external to Clarizen. Create any Clarizen view or Custom Page at an organizational level, similar to any other module in Clarizen. As a platform from which you can access all mission-critical work, Clarizen allows you to create panels that show KPIs for portfolios and projects or access external charting tools to create and share project-related charts.

ABOUT CLARIZEN

Clarizen is a collaborative work management solution designed for people who value their time, and for organizations that value cross-company engagement. Built on a secure, scalable platform, Clarizen brings together project management, configurable workflow automation and in-context collaboration to create a meaningful engagement experience that allows everyone to work the way they work best.

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Learn more by watching our informative product tour, or get started with a 30-day free trial today!

Visit us today at www.clarizen.com