2025
EMOTIONAL FOOTPRINT
CHAMPION
INFO~TECH
RESEARCH GROUP
PROJECT PORTFOLIO MANAGEMENT – ENTERPRISE

smartsheet

Rationalizing Your Project Portfolio Management (PPM) Tech Stack

The hidden costs of tool sprawl (and how to fix it!)

INFO~TECH RESEARCH GROUP

SoftwareReviews

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Application Rationalization Is a Strategic Priority for CEOs and CIOs

Organizations today are struggling with the proliferation of software tools they're using. This application sprawl introduces tremendous waste, risk, and redundancy.

Consolidating these tools represents an opportunity to improve the performance of the organization by reducing risk, saving time, reducing cost, and increasing productivity.

Organizational Effectiveness Is at Risk When Tools Are Fragmented

Application fragmentation happens when organizations are using too many disconnected apps across teams and workflows.

This patchwork of software creates risks and inefficiencies for the organization, from increased licensing costs for duplicated features to higher exposure to compliance and regulatory requirements.

Data is also siloed in disparate, disjointed systems, making it harder to access insights and accurate information.

Fragmentation also creates user frustration, as learning and maintaining numerous tools adds unnecessary complexity.

Ultimately, application sprawl hinders collaboration, slows decision-making, and prevents organizations from realizing the full value of their technology investments.

275

The number of applications SaaS companies manage on an average.[1]

$21M

How much is wasted annually on unused and underused SaaS licenses. This grows more than sixfold to $127.3M for large enterprises.[1]

1. Zylo, 2025

CIOs Need a Strategic Approach to Rationalize Their Applications

Application rationalization is a strategic process aimed at optimizing an organization's application portfolio to ensure it aligns with business goals and delivers maximum value.

Too many organizations follow the "die on the vine" approach where they allow licenses to expire or let users pick and choose from multiple tools. This is not a strategic approach and more often than not extends the problem.

Effective tool consolidation requires a comprehensive view of usage data, costs, and stakeholder needs to make informed decisions about your software ecosystem. Decisions based on impulse or internal politics often result in poor long-term outcomes. Instead, make the decision to rationalize by examining which application is the best fit and what the total cost of ownership will be.

Follow a Structured Approach to Application Rationalization

Info-Tech's Five Lens Model

Application Alignment	Organizational Value and Fit	Technical Health	End-User Perspective	Total Cost of Ownership
How well do your apps support your core functions and teams?	How well are your apps aligned to value delivery?	Do your apps meet all IT quality standards and policies?	How well do your apps meet your end users' needs?	What is the relative cost of ownership and operation of your apps?

Source: Info-Tech Research Group

Project Management Software Is at the Forefront of the Application Sprawl Problem

One of the Clearest Examples of Excessive Tool Usage Is Seen With Project Management Software

Tool sprawl is a major challenge in enterprise software implementations, where different project leads will use different tools, leading to fragmented visibility and inconsistent reporting.

Organizations end up with bloated environments, paying for duplicate apps they don't fully use and losing clarity on ROI.

5.6

Average number of project management tools used per project.[2]

Benefits of Consolidated Project Management Systems

- **Enhanced Project Prioritization**
- **Greater Resource Efficiency**
- **Improved Productivity and Adoption**
- **Enhanced Data Quality**
- **Better Collaboration**
- **Better User Experience**

2. The Digital Project Manager, 2025

Choose a Smarter Way to Govern Your Projects

Smartsheet provides leaders with real-time insights across portfolios, supporting quicker, data-informed decision-making.

Smartsheet enhances governance by unifying scattered project information into a single, reliable source.

The Smartsheet Advantage for PPM Tool Consolidation

Key Features	Benefits
Integration with multiple tools and systems	Provides a **holistic view** of project status, risks, and resource capacity, avoiding fragmented data across "islands of automation."
Centralized portfolio data	Enables **better decision-making** by giving executives timely, high-quality insights across all projects.
Single source of truth for project data	Supports **effective IT governance** by reducing the need to reconcile data from multiple systems.
Comprehensive resource management	Prevents **over-approving projects** beyond staffing capacity and identifies **resource conflicts** among projects.
Strategic project differentiation	Helps **prioritize initiatives** by distinguishing truly strategic projects from operational noise.

Smartsheet Selected Data Quadrant Champion for Helping Connect and Deliver Projects on Time

Peer Review Platform SoftwareReviews.com Recognizes Smartsheet as a Data Quadrant Champion in the 2025 Project Portfolio Management Category

Champion Performance

What is the Data Quadrant?

SoftwareReviews evaluates aspects of software capabilities and features using a weighted average of user satisfaction scores. These ratings use a satisfaction scale to determine whether software delights or disappoints, creating a powerful indicator of overall user value.

Category-Leading User Popularity

Smartsheet users provide overwhelmingly positive reviews, giving Smartsheet a 9.1 Composite Score.

9.1

Composite Score

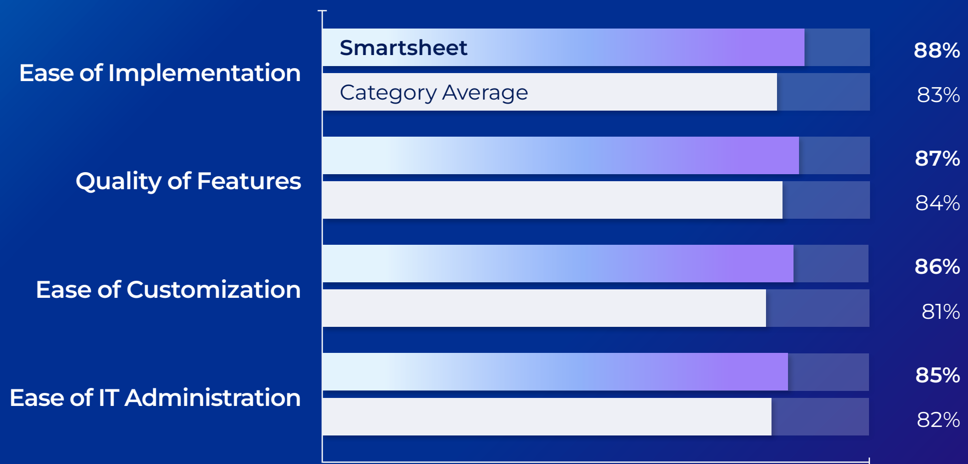
> "Smartsheet stands out from its competitors due to its real-time collaboration features. Its intuitive interface enables the team to work collaboratively on projects, ensuring everyone stays informed and up to date. It is an invaluable resource for managing projects collaboratively and efficiently.
>
> Manager, Sales and Marketing, Telecommunications

Smartsheet Delivers Excellent Usability, Flexibility, and Advanced Functionality

The most effective approach to project portfolio management is to simplify the toolset – reducing redundancy without compromising capability.

Smartsheet helps companies maintain the high level of functionality needed without the challenges of maintaining multiple systems.

In fact, users rated Smartsheet highly for the ease of implementation and usability of the platform.



87%

of users agree that Smartsheet contributes tremendous value to strong business outcomes.

Organizations Consistently Experience Enhanced Efficiency and ROI With Smartsheet

Risk and Compliance Savings:
Reduce organizational risk and compliance costs associated with managing numerous disparate systems.

Cost Differentials and ROI:
Reduce licensing costs and improve ROI through app consolidation.

Beyond Satisfaction: How Product Experience Fuels Success

Software success is measured by how users value the platform. Smartsheet users recognize the productivity gains and support they receive to optimize their experience.

Enhanced Productivity and Performance: Customers can save hours through automations and AI and through having all the data in one place, leading to increased productivity and performance.

97%

Enables Productivity

Inspiring Customers to Improve: Smartsheet users rate the vendor highly for helping its users continuously innovate and improve how they use the platform to achieve better project results.

98%

Helps Innovate

As a Result, Customers Love Working With Smartsheet: Smartsheet customers report high satisfaction with the product, particularly in project portfolio management, project management, document management, and workflow capabilities.

97%

Love

> "Among many solutions in the market, Smartsheet has the highest number of benefits in terms of cost, features, and usability.
>
> Sr. Relationship Manager, Software Company

Customers Love the Support They Receive From Smartsheet

According to data from SoftwareReviews, the connection between an organization and its technology providers can significantly influence a buying decision, sometimes even more than product features and pricing.

By evaluating the dynamics of this relationship and measuring how the vendor engages with existing customers, SoftwareReviews enables a more informed forecast of how the vendor is likely to engage with your organization over the course of the agreement.

Enables Productivity

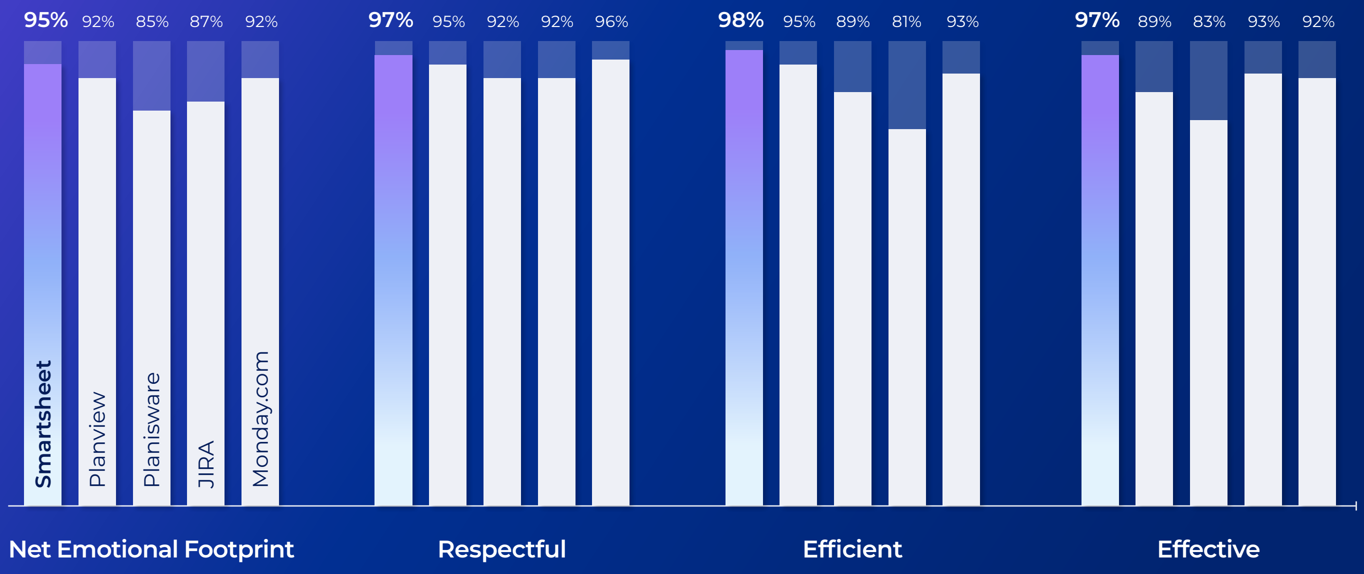
The percent of customers who say they are highly satisfied with Smartsheet's timely and high-quality vendor support.

SoftwareReviews' Top Relationship Drivers

SoftwareReviews outlined the top factors driving customer satisfaction in the category.

These factors emphasize aspects of the relationship not traditionally measured in RFPs – for example, how the vendor cares about their customers, inspires customers to improve, and creates an overall positive partnership.

Smartsheet Leads the Competition in Service Experience



Consolidate and Save With Smartsheet

The ROI for Project Management Tool Consolidation Goes Beyond Annual License Fees

Users identified five top reasons for moving to Smartsheet:

- Cost
- Services
- Architecture
- Functionality
- Changing needs

In fact, customers on average reported a 56% increase in satisfaction when they moved to Smartsheet. The additional savings were from:

- Productivity gains
- Administrative cost savings
- Risk avoidance value

56%

Average percentage increase in satisfaction after moving to Smartsheet from previous vendors.

Companies Report Significant Return on Investments by Eliminating Point Solutions and Consolidating With Smartsheet

Iron Mountain moved to Smartsheet from a fragmented stack of six disconnected project management tools and saved over $18 million annually.

See more case studies at smartsheet.com/customers.

Organizations overwhelmingly recognize the value-to-cost ratio of Smartsheet. To understand your specific savings, talk to the Smartsheet team to build a custom ROI model for your organization.

86%

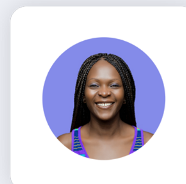
Clients express strong satisfaction with Smartsheet's value to cost.

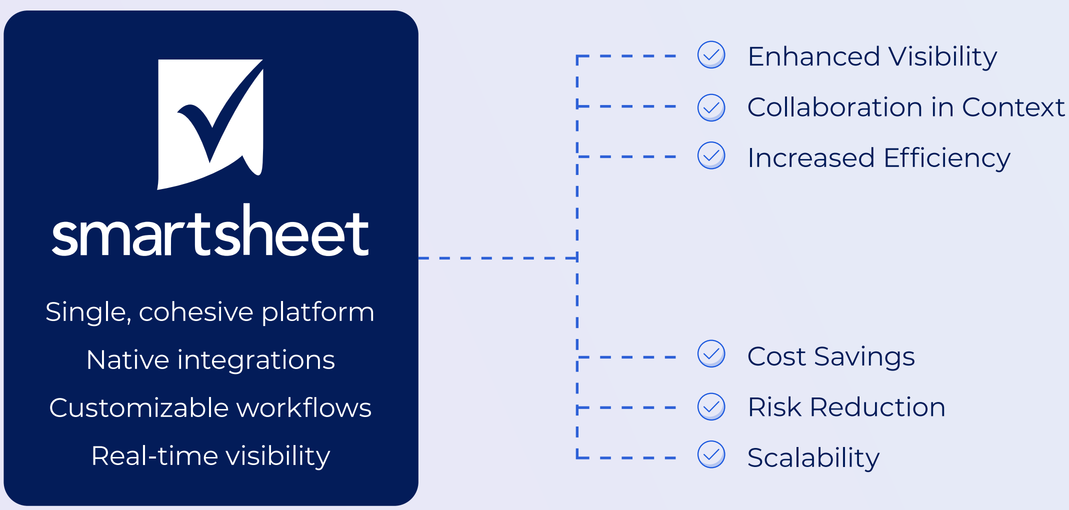
About Smartsheet

Smartsheet delivers an Intelligent Work Management platform trusted by millions of people at companies across the globe, including over 85% of the Fortune 500. The category pioneer and market leader, Smartsheet delivers powerful solutions fueling performance and driving the next wave of innovation.

Discover how Smartsheet gives teams a more collaborative approach to managing projects and programs at scale.

Watch demo





About Info-Tech Research Group and SoftwareReviews

This report is prepared with insights and research from Info-Tech Research Group and its SoftwareReviews division.

Info-Tech Research Group provides information technology research and advisory services. Info-Tech offers unbiased research to help IT leaders and CIOs make informed decisions. Info-Tech also provides executive coaching and works with IT teams to provide tools and guidance.

One of the tools provided to technology leaders and decision-makers across industries is SoftwareReviews.

SoftwareReviews equips tech leaders with valuable insights through independent customer surveys and interviews with verified users. This unique methodology provides real-world customer sentiment and data (up to 130 data points!) to help buyers make informed software choices.

Info-Tech SoftwareReviews Project Portfolio Management – Enterprise Coverage

SoftwareReviews covers 14 vendors in the Project Portfolio Management – Enterprise Category and has 897 detailed user-generated reviews.

Data in this report is sourced from the July 2025 Project Portfolio Management – Enterprise Category and the July 2025 Project Portfolio Management – Midmarket Category.

Rankings, results, and positioning on SoftwareReviews reports is based entirely on end-user feedback solicited from a proprietary online survey engine.

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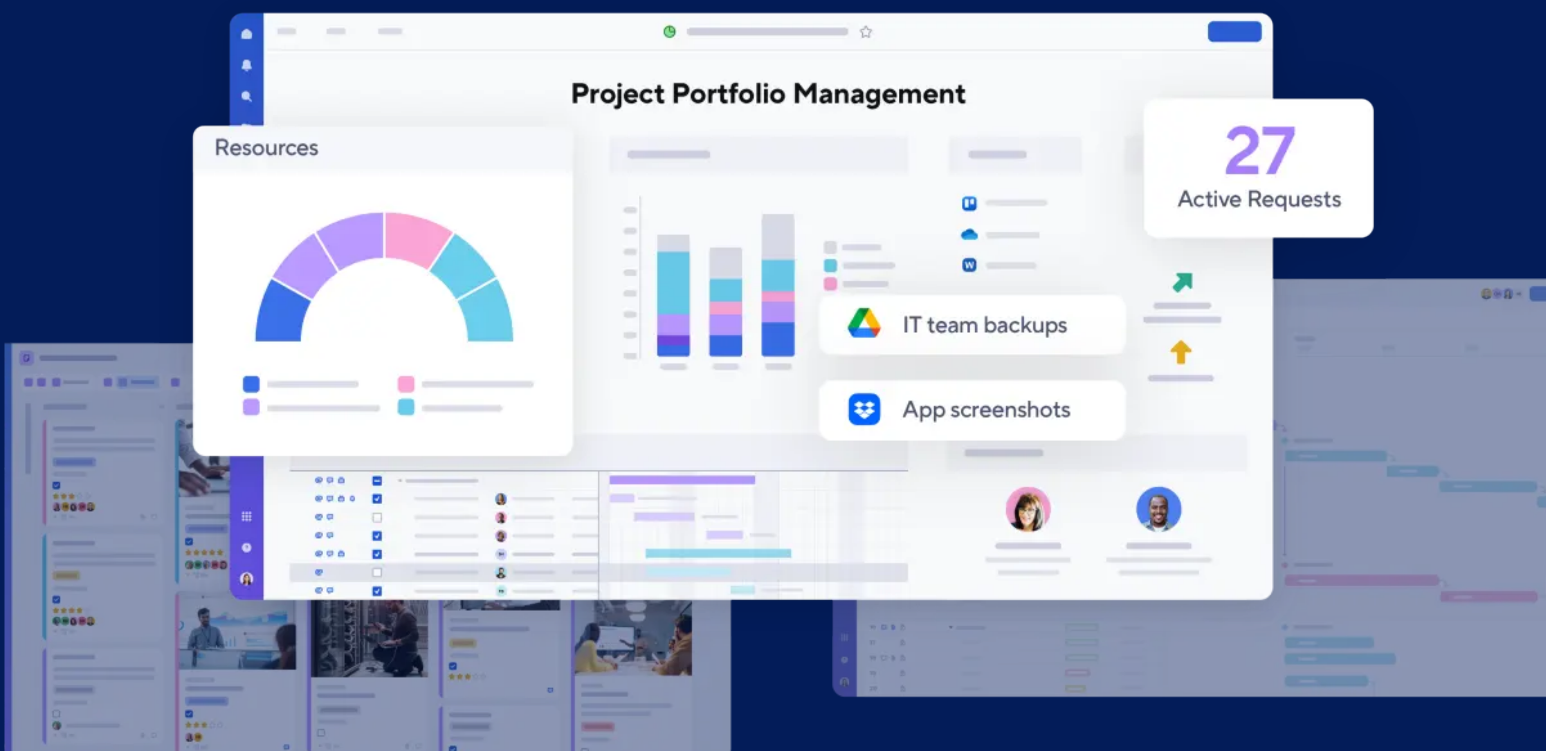
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