

Company | FullSIX

The UK office of Italy-based marketing agency FullSIX is a web development group of approximately 100 employees with clients like Proctor & Gamble, Sky, Alpha Romeo, L'Oreal, Orange, and Hertz.

Foresight | Why We chose @task

We've outgrown everything we used to use. In the last eight months we've gone from 30 to over 100 employees. I knew that with our organization's growth, we needed a real solution that had sophisticated tools and could scale.

Before @task, our process was mostly managed with whiteboards and scraps of paper. We also had some homegrown tools to help us create job numbers and keep log of employee skills. We had a self-built extra-net solution that the company had used for five years previous, but it had no way to create job numbers, or assign tasks to resources. It was really a financial tool, and it was awful.

Some within our company wanted to upgrade our system to do what we needed, but I knew that this wouldn't work with our resources and expertise. @task is this already. Before committing to @task, I tried a thing called OfficeTracker, which is kind of a room booking scheduler, for the length of their 30-day trial. It had a few things—I mean different people could enter information into it—but it wasn't what we needed.

I also tried MS Project and about 30-odd other solutions. We even went with eProject first before switching to @task. eProject doesn't have a built-in reporting engine, like @task does. Instead, the reports are done through Crystal reports; I had to learn another application just to get what I wanted out of the application I just bought.

@task is beautiful in how it tracks time; it's like three clicks and your time sheets are up-to-date.

Hindsight | Why @task was the Right Choice

We do design work, so we needed a solution that would work on a Mac. And our development team had a field day when they heard @task would work on Linux and any database. We had excellent reception to the @task implementation. You've got something where people see results straight off the starting block.

Once I understood the customization tools, I set it up so people would see what was important to them. It was very simple to use for people doing the work. I also created custom filters for the consultants, and custom tabs and reports, which I send to my financial boss; everyone sees what they needs. My information architecture is clear; it's very simple.

We've also had great results with the forums—very responsive.