

aws marketplace

Rocketlane

# Reviews, tips, and advice from real users



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# Product Recap



Rocketlane

# Rocketlane Recap

Rocketlane enhances project management by delivering remarkable efficiency and collaboration among teams. Its platform is designed to streamline onboarding and implementation processes, making it an essential tool for businesses aiming to optimize operations.

Rocketlane is built to address the complexities of project delivery and customer onboarding. It offers a comprehensive interface that integrates task management, communication, and document sharing into a unified solution. This alignment reduces project timelines and improves client satisfaction by ensuring transparency and accountability throughout project phases.

## What are Rocketlane's most valuable features?

- **Project Templates:** Save time with ready-to-use templates for standard processes
- **Custom Dashboards:** Visualize project progress with dynamic widgets
- **Collaborative Document Editing:** Work together in real-time on shared documents
- **Integrated Communication:** Centralize project conversations and updates
- **Automated Workflows:** Increase efficiency by automating repetitive tasks

## Why consider Rocketlane for ROI?

- **Time Savings:** Accelerates project completion with streamlined workflows
- **Improved Team Coordination:** Encourages collaboration leading to better outcomes
- **Enhanced Client Experience:** Keeps clients informed and engaged with transparent processes
- **Cost Efficiency:** Reduces need for multiple disparate tools with a unified platform

Rocketlane is widely implemented in industries such as technology, professional services, and consulting. These sectors benefit significantly from Rocketlane's ability to manage client onboarding seamlessly, ultimately driving higher customer satisfaction and retention rates. Its effectiveness in coordinating complex project needs makes it indispensable across multiple sectors seeking to enhance client interactions and project efficiencies.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “The customer support at Rocketlane is amazing, and I would rate the customer support a ten or even an eleven, as it is the best of any product I have ever used.”



**Nessa Jones**

Senior Technical Project Manager at NiCE

- ✓ “The implementation of Rocketlane has significantly reduced project deadlines, allowing us to deliver projects on time and even ahead of schedule.”



**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

- ✓ “Rocketlane has positively impacted my organization by allowing our onboarding managers to view themselves as project management experts.”



**Verified user**

Head of Enterprise Onboarding at a tech vendor with 51-200 employees

## What users had to say about valuable features:

“The best features that Rocketlane offers include automated workflows for getting feature request approvals, change request approvals, and escalating risks. I appreciate that Rocketlane automates all of those communications and gets them to the right executive stakeholders for decisioning and actioning.

“Rocketlane has positively impacted my organization by providing project managers and the PMO with a single source of truth, allowing us to see each other's projects and utilizations, share templates, track our time together, and unify us as a team..”

**Nessa Jones**

Senior Technical Project Manager at NiCE

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“The best feature of Rocketlane is the ability to divide tasks into different categories: To Do, In Progress, Completed, or Need Revamp. These configurations stand out the most.

To Do tasks indicate those that need to be picked up for development or completion. In Progress represents tasks that are currently being worked on. Completed shows tasks that have been picked up and finished from beginning to end. Revamp indicates that a particular task needs to be completely modified.

The implementation of Rocketlane has significantly reduced project deadlines, allowing us to deliver projects on time and even ahead of schedule. For example, a project with a six-month timespan was delivered fifteen days early, and those fifteen days were kept as buffer time for any enhancements the clients wanted. This has positively impacted the organization..”

**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

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“The best features Rocketlane offers are the client portal, which allowed the customer to view the current status of the project. I could assign ownership of certain tasks and milestones to the client to ensure that they understood who was accountable on their side for completing tasks throughout the project. The time tracking was really important for us to help understand utilization for our team members.

“Rocketlane has positively impacted my organization by allowing our onboarding managers to view themselves as project management experts. It gave them tooling that was specific to their craft and allowed them to develop skill sets outside of just their product knowledge itself. It gave them a framework for how to think about projects more holistically. It also gave them the ability to look at their book of business with deep insights coming from Rocketlane..”

**Verified user**

Head of Enterprise Onboarding at a tech vendor with 51-200 employees

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# Other Solutions Considered

“Before using Rocketlane, Microsoft Project Management Tool was evaluated, but it was quite high for the budget. Rocketlane was chosen because it is within budget and offers the same features..”

**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

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# ROI

Real user quotes about their ROI:

“A return on investment has been seen. As mentioned earlier, projects are delivered ahead of timeline, and additional time is saved during that period. Additional revenue has also been generated..”

**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

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# Use Case

“Rocketlane is used to track project tasks that are under development or need to be developed, and primarily serves as a project management product. When implementing a solution like an LOS implementation for a client, different timelines and criteria are tagged, such as requirement gathering and particular tasks that need to be completed. These tasks are mapped in Rocketlane along with timelines for each task, including how much time each will take and completion estimates. When tasks are configured in Rocketlane, they are assigned to a particular SPOC based on requirements. The SPOC completes the development or task and provides updates once finished..”

**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

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“Rocketlane in my organization is mainly used to manage client-facing implementation projects, specifically in the Professional Services department, and it is the project management platform that we use to manage all of our customer-facing implementations.

“A typical workflow is that a customer is sold, the booking is closed and passed to me, and I stand up our Rocketlane project plan template that has all of the customer's details from their ServiceNow and Salesforce onboarding integrations. From kickoff until project closure, all of their tasks are managed within Rocketlane.

“The main use case is that our project plan is customer-facing, so it is an opportunity for the customer to follow along in the customer portal with their implementation, which hopefully reduces friction..”

**Nessa Jones**

Senior Technical Project Manager at NiCE

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“I used Rocketlane to track onboarding project plans for large customers. I used Rocketlane for both templated and bespoke project plans that we put together for our clients. I also used it for reporting capabilities to track utilization from our onboarding managers as well as reporting on our onboarding timelines and milestones.

“For some of our large enterprise customers, we would show Rocketlane to that customer in the pre-sales process to demonstrate how detailed our project planning would be. Once that customer converted, we would spin up a template project plan based off of our different onboarding offerings. We then used Rocketlane as our source of truth for project management for that customer. That customer had access to Rocketlane to view the current timelines and milestones related to their onboarding journey, and we kept that project plan updated throughout the implementation.

“I had Rocketlane integrated with a couple of different systems. We integrated Rocketlane with Salesforce so that it synced in data from Salesforce to make the project plans bespoke to the plan that the customer had purchased. They also synced back fields from Rocketlane to Salesforce so that we could run more customized reports out of Salesforce with our CRM data, and then we eventually would plug in that data into Omni for reporting purposes..”

**Verified user**

[Read full review](#) 

Head of Enterprise Onboarding at a tech vendor with 51-200 employees

# Customer Service and Support

“The customer support at Rocketlane is amazing, and I would rate the customer support a ten or even an eleven, as it is the best of any product I have ever used..”

**Nessa Jones**

Senior Technical Project Manager at NiCE

[Read full review](#) 

# Other Advice

“Rocketlane should be considered if the budget is low, as it is definitely worth going for. The overall review rating for this product is nine out of ten..”

**Manojkumar Reddy**

Associate Technology Consultant at a tech vendor with 10,001+ employees

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[Read full review](#) 

“I believe customers responded well to being able to see their project status and task assignments directly in Rocketlane, as it provided them visibility. I do not think they interacted with it much, but it was very important to give them the visibility into what they needed to complete and accomplish on their side. It helped us drive timelines and helped drive accountability by showing the customer what they were directly responsible for during the onboarding process. We could always point back to the project plan if deadlines or timelines slipped, which helped us have very clear ideas around who was responsible for those things if those deadlines ever did slip. It was not the majority of the customers who interacted with Rocketlane projects wholeheartedly, but it was an important mechanism for our team.

“My CSAT was always pretty high, but Rocketlane helped us retain high CSAT even as our customer base grew. We definitely saw improvements in time to value, as we were able to move customers through onboarding a little bit quicker because we were able to orient around the dates that we were tracking in Rocketlane. As I mentioned earlier, it also allowed us to track utilization per onboarding manager, which outside of time tracking is very difficult or relies on self-reporting.

“It is most helpful to be able to connect into Salesforce data with Rocketlane, so you will need a Salesforce admin who can sync in the proper data that you want to be able to view in Rocketlane or sync back data from Rocketlane into Salesforce for your reporting capabilities. Otherwise, it is a pretty easy setup. I would also be aware of the full customization options on the client portal side and try to reduce that down to what is necessary for the client to be able to see in their own portal. I would rate this product an eight overall..”

**Verified user**

Head of Enterprise Onboarding at a tech vendor with 51-200 employees

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“While I do not know that Rocketlane has specifically saved time, reduced errors,

or improved customer satisfaction, it has absolutely surfaced customer communication, allowing us to receive customer feedback almost instantaneously on tasks and milestones. This proactive insight has allowed us to course-correct where customer satisfaction has been lower than desirable.

“When I joined NICE, the process for highlighting risks included creating a [ServiceNow](#) ticket for an incident, filling out a risk form, attaching that to an email, and sending it to an executive who may or may not check their inbox, which resulted in no tracking of risk mitigation. However, with Rocketlane, I enter that risk into a form within a task, and a communication is generated to my leader that I am escalating the risk. Every week my manager is able to filter down to risks on the portfolio and see each project manager's risk across her portfolio with the tasks associated to them, which has been incredibly helpful because no one is asking me where my risk documentation is.

“I advise others looking into using Rocketlane to really understand their project process and implementation process before building anything in Rocketlane.

“I love the webinars and fun videos that Rocketlane produces. They are very fresh and create excitement around the brand, which is really appealing because project management tools can be very dry.

“I provided an overall review rating of seven out of ten..”

**Nessa Jones**

Senior Technical Project Manager at NiCE

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# Top Industries

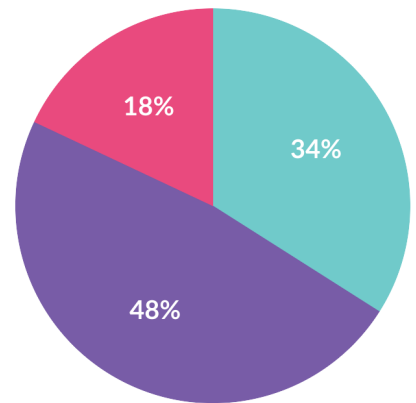
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# Company Size

by reviewers

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Large Enterprise Midsized Enterprise Small Business

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