



Lucidchart

Reviews, tips, and advice from real users



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Product Recap



Lucidchart

Lucidchart Recap

Our online diagram application makes it easy to sketch and share professional flowchart diagrams. From brainstorming to project management, we support all of your communication needs. That's why millions of users choose Lucidchart.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “I love the fact that you can just integrate a drawing into Google Slides. I build a lot of visuals in Lucidchart, and then, rather than sharing them directly from Lucidchart, I just build Google Slides decks for senior management, and I link the Lucidchart on the cloud version to a slide image. That makes it easy. This way, I can build in one tool and show in another.”



Michael Chirinian

Data Engineer at Mindmap

- ✓ “One of the features that I really like is the collaboration aspect of it. During the pandemic, it's very important that we're able to collaborate virtually.”



Arthur G

Director, People Systems and Data at a wellness & fitness company with 10,001+ employees

- ✓ “Lucidchart is a 10 out of 10 when it comes to documenting things such as processes, systems, and new teams. It's just so user-friendly. The fact that even if you've never used Lucidchart, if you take a template and adapt it, you'll inevitably find something to fit your needs, but it's also perfect for building from scratch. It's the ease of use, clarity, and the different functionalities that make it incredibly useful.”



Roseann Joy Braley

Project Manager at Freelancer

- ✓ “The interface is easy for a layperson to use and adapt to.”



Sridhar Poornachandran

Head of IT Infrastructure & Operations at Aliaxis

- ✓ “In general, the usability is great. You have a ton of customization options with different colors, different borders, different thicknesses of lines, different types of arrows, et cetera. There's so much variety. You can really make a chart with all sorts of color-coding, and color charts in different colors, link them together, for example, or use different types of arrows for different types of links between the chart elements. That variety, while not a specific feature, is really useful. If you want to make a chart, you can basically do anything.”



Nicolo Valsasina

Talent Acquisition Specialist at eDreams ODIGEO



“It gives information about the roles and responsibilities of any architecture system and the exact system flow, business flow, or process flow. It also gives information about how the development team should take it forward. It shows the gap analysis in the flow charts and makes it easy to define the actor and his roles and responsibilities in the organization.”



Siddhartha Nuli

BI Developer at a financial services firm with 1,001-5,000 employees



“Its ease of use is most valuable. As compared to draw.io, connecting the lines and doing things like that are much easier in Lucidchart. It has been great for some of the process flow diagrams and data flow diagrams. I can export these diagrams as PDFs and share them with team members.”



Verified user


Professional Services Consultant at a energy/utilities company with 11-50 employees

What users had to say about valuable features:

“The entire tool is very good. The wireframing and flowchart are very nice features.

The interface is very user-friendly and supports drag and drop. You don't need to have technology or design knowledge in order to use it. Anybody can work with it..”

Sivaprakasam Gnanam

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Product Designer at a tech services company with 51-200 employees

“One of the best features of Lucidchart is that it's robust. I appreciate being able to use it collaboratively with other people. We use both Lucidchart and Miro collaboratively across the division with four or five of us working with it.

“I've attended several seminars which were very good. While some users implement it for Agile and other advanced processes, we use it as a visualization tool for processes and constructs involved in real estate transactions. Lucidchart is excellent because it allows us to attach pieces together, shuffle them around, and maintain connections without losing track of relationships..”

Michael Verruto

[Read full review](#) 

Managing Director, Project Design+Development at a government with 10,001+ employees

“The templates are quite valuable, as is the fact that you can export to PDF, to a Visio document, or as a picture. These are valuable features for me because they give me the ability to make changes in any other product that I'm using. I'm not bound by one platform.

When it comes to documenting things like processes and systems, it's pretty good. Everything is already created via a template and then you just input your details and make the small changes as necessary. It's quite time-efficient and easy to create charts.

And it is definitely important that it accommodates both Mac and PC users so that you are not bound to one kind of operating system. In organizations there are different users. Somebody will be using a Mac and somebody else will be using a Windows PC. It's essential that the tool is created for both operating systems instead of just one..”

Kumud Naugai

Business Support Analyst at a financial services firm with 10,001+ employees

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“The interface is easy for a layperson to use and adapt to.

There are a lot of pre-existing templates available to assist with a variety of methodologies.

Several different charts are available that include A3, fishbone, and others. There are also a lot of good techniques embedded, such as cyborg, lean, and agile. This helps us to set up the platform and choose which template to use, based on the problem statement.

This product is very adaptive and bringing it in has saved us a lot of time. Once we started using it, the thought process improved.

One of the best features is being able to share work product and opinion with my peers or take it to my CIO. There are good options and it shows how good our tools are at helping with brainstorming and ideating the thought process. .”

Sridhar Poornachandran

Head of IT Infrastructure & Operations at Aliaxis

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“Lucidchart is a 10 out of 10 when it comes to documenting things such as processes, systems, and organizational charts. Even if you've never used Lucidchart, you'll inevitably find a template to fit your needs, but it's also perfect for building from scratch. It's the ease of use, clarity, and different functionalities that make it incredibly useful.

Lucidchart accommodates both Mac and PC which is important to me because I work in a Mac environment but when it relates to business, a lot of people work on a PC. Accounting and Business Development teams are typically PC users and they've had to see process charts or have needed to manipulate them.

I have used Lucidchart to collaborate among users in real time when accessing and working on the same version of a document. It has positively affected the project development process by creating efficiencies because, especially in our new hybrid reality, we're not all at the office and we can't all be in one room working on a sheet together. So it's allowed us to be able to work remotely on one document.

The ability for people to look at the diagram rather than read through written documents has saved significant time, and as a result, money. In some cases it's invaluable. If there was a hole in the process and things were falling in the cracks, it could have cost the company millions, but it didn't..”

Roseann Joy Braley

Project Manager at Freelancer

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“I love the fact that you can just integrate a drawing into Google Slides. I build a lot of visuals in Lucidchart, and then, rather than sharing them directly from Lucidchart, I just build Google Slides decks for senior management, and I link the Lucidchart on the cloud version to a slide image. That makes it easy. This way, I can build in one tool and show in another.

I also find it very intuitive in terms of usability. If you have two boxes and you want to just draw a line between two boxes, it isn't finicky. It seems to know what you're trying to do. Without having any knowledge of the tool, within a day or two, I became quite familiar with most of the user settings, and that's what I like most about it.

I find it very effective for documenting things such as processes, systems, new teams, etc. The shape library is pretty rich, and the architectural libraries connecting to AWS, Azure, and Google are all very well laid out.

It integrates well with other solutions. I'm using it with G Suite, and I am also using it with Atlassian Confluence. The company where I'm consulting is 100% invested in Google, so its tight integration with G Suite is useful. All the authentication and the native connectivity really make it stand out, and there is also the ease of use. I am working with Confluence to build out some glossaries, and I will be using Lucidchart to glue those things. I haven't yet landed on the best flow for me for documenting business glossaries and showcasing them. I haven't decided whether it's going to be more on Confluence or Lucidchart..”

MichaelChirinian

Data Engineer at Mindmap

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Other Solutions Considered

“Prior to implementing Lucidchart, I used SketchUp and SigmaNEST. I switched to Lucidchart because of the user-friendliness. The drag and drop functionality makes it very easy to use..”

Sivaprakasam Gnanam

Product Designer at a tech services company with 51-200 employees

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“I used to be a big fan of Visio, but when I found Lucidchart, it just blew Visio out of the water.

I tried importing Visio sheets once but it didn't work that well. It was faster for me to start over, which is what I did, and it looked better anyway. I also tried the web version of Visio recently and I just couldn't figure it out. To me, Lucidchart is a clear winner. It's more attractive, intuitive, and just overall better..”

Roseann Joy Braley

Project Manager at Freelancer

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“Prior to selecting LucidChart, we were assessing multiple tools. Miro was one of the contenders, as was Lucid. I worked with Miro in between periods where I was using Lucid.

When exploring the various options, I found that Lucid offered a lot of existing templates. These helped me a lot with brainstorming.

A more complete evaluation was done by our global team. That said, I don't foresee any disadvantages in using it..”

Sridhar Poornachandran

Head of IT Infrastructure & Operations at Aliaxis

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“I went with it because we couldn't do certain things in Visio. I was Googling my use case and Lucidchart gave me templates and options that could combine to create a single process diagram with a timeline.

Switching from Visio to Lucidchart, was pretty easy. I was able to import my Visio files into the solution. That was pretty important because we had other process diagrams already created in Visio. We had to bring them over to Lucidchart so that we maintain them in a single platform..”

Kumud Naugai

Business Support Analyst at a financial services firm with 10,001+ employees

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“Visio is fine for creating charts but I found it difficult to go through the Help section and find out how to do things in Visio. Lucidchart was easy to navigate and provided an easy way to build a chart. Using Visio was very time-consuming while Lucidchart was intuitive.

Lucidchart's capabilities for visualizing and understanding process flows or workflows are pretty good. With Visio, there's one thing that is missing when creating process flows. If I have to create direction arrows from one box to another, it is easier in Lucidchart to connect them. And it is very intuitive in the sense that it automatically does so if it is a sequential process, and that functionality does not exist in Visio.

I briefly tried another tool from Atlassian but it had the limitation of only working within Atlassian's tools. That was the only other product that I considered before Lucidchart..”

Kumud Naugai

Business Support Analyst at a financial services firm with 10,001+ employees


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“I did not evaluate other solutions. This was just a tool that was used at a previous company that I picked up and we were using it for this and I really liked it. It just kind of happened organically. And then I brought knowledge of that here when I was faced with a similar task in this role when I started here five or six years ago.

The only other tool that I use a little bit is Excalidraw, which is a free online drawing tool. I'm using that more now because I got burned by losing a lot of things with Lucidchart, with the plugin transfer. And so I'm finding now I'm starting to use other tools for a general diagram that I can copy-paste in a diagram of. I got burned with the lack of support and the plugin and losing years of drawing. And so now I'm making a concerted effort to integrate PNGs, as opposed to using the plugin as a container. That's pulling the content from the third-party server that I don't know what's going to happen with that relationship. I'm just going to use it as an external tool, copy-paste, and take screenshots going forward..”

Mark N Sawczuk

Informatics Data Scientist at Abbott

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ROI

Real user quotes about their ROI:

“Since it was a free trial, I did not have a monetary return on investment. However, I was able to achieve what I needed to do, which is a measurable return..”

Verified user

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Chief Operating Officers at Work Pillars

“I have definitely seen a return on investment in the amount of time it has saved versus the fees I had to pay. If I would have spent a week working on a product and still not have been able to get to the final diagram, that would have wasted a lot of man-hours..”

Kumud Naugai

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Business Support Analyst at a financial services firm with 10,001+ employees

“There is definitely an ROI if you can do some ideation faster than normal. Having a canvas or a flow to show what we're trying to do is helpful, but it's hard to put a number on it..”

MichaelChirinian

Data Engineer at Mindmap

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“Our pitch to the management was that we spend more time trying to connect the dots with draw.io. If they think about our hourly rate, we're going to pay off the cost of Lucidchart in half an hour..”

Verified user

Professional Services Consultant at a energy/utilities company with 11-50 employees

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“My company has definitely seen ROI on Lucidchart. When you are a consulting firm or a software development firm, you need a tool like Lucidchart for creating presentations of your solutions for your clients. The return on investment is pretty good..”

Verified user

Software Consultant at a tech services company with 11-50 employees

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“I've ended up looking like a superstar so many times, especially when it comes to, for example, how a business is structured. In one instance, it took me 30 minutes to put together a chart to show business entity relationships that solved weeks of conversation in a moment. Suddenly I look like a genius in the room because I had the ability to put a scenario in images.

The same with hyper-complex processes; you can draw inputs, outputs, roles, and responsibilities in one sheet, and then highlight holes by colour-coding to quickly identify "This is a hole, this is an issue." Then you focus on what's important.

My return on investment is that this tool has made me more efficient and dare I say, more competent at my job..”

Roseann Joy Braley

Project Manager at Freelancer

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Use Case

“I worked as a business analyst before, and now, I am a consultant. I am mostly using it for data flow diagrams and process flow diagrams. I don't constrain myself to just CAD diagrams. I also create ad-hoc charts and diagrams for Apex user stories and things like that.

I am using the web-based application of Lucidchart..”

Verified user[Read full review](#) 

Professional Services Consultant at a energy/utilities company with 11-50 employees

“We use Lucidchart for a number of things including workflow diagramming, org chart development, and process workflows. We process many legal things with real estate, such as ownership charts and title transfers. It's far easier to do these tasks visually than it is in language..”

Michael Verruto[Read full review](#) 

Managing Director, Project Design+Development at a government with 10,001+ employees

“I create visuals for executive management, and I use it for business process flows. I have also started integrating it with Google Sheets so that I can pull different records from Google Sheet into a whiteboarding session. I am taking table data and making it prettier by having it integrated into a Lucidchart that reads those records. I've also used it for planners.

It is a cloud solution, so we are using its latest version..”

MichaelChirinian

Data Engineer at Mindmap

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“I have used Lucidchart for many things, but the biggest piece that ended up generating the most work was process mapping.

I have done Kanban charts. I've used it for organizational charts. I've even used it for describing business entities to describe relationship management, which isn't necessarily a process. .”

Roseann Joy Braley

Project Manager at Freelancer

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“I've used Lucidchart much more on a personal project than at work, just by coincidence. Mainly at work, we've used it to create a very simple diagram chart, some squares, some circles, and arrows connecting them. It's for HR purposes. I work in human resources. We basically map out the process that a candidate goes through when they're hired in the company. We made some squares saying all the steps that need to be done to onboard someone and we connected them with some arrows and made a flow chart. On the other hand, I've actually used it very extensively for a personal project of mine, which is a video game. Since I'm developing a video game, I'm using Lucidcharts to organize all the different pieces of the game, including the levels, the maps, and how they all interact with each other. That's also basically a giant flow chart and diagram with loads of connecting pieces..”

Nicolo Valsasina

Talent Acquisition Specialist at eDreams ODIGEO

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“I am the regional infrastructure manager, heading the entire IT infrastructure for my company. We are headquartered in Belgium and I work with a subsidiary in India, where we have 23 locations. My job includes taking care of all of the infrastructure-related activities. These are operational and project-related activities pertaining to network security and cloud-based solutions.

I use LucidChart as a brainstorming tool. It helps to ideate the organizational structure and anything to do with workflows and architecture. For example, when something new comes up, I turn to the platform to help with brainstorming and ideation, and it has helped to a great extent.

We use it as a mind map tool, for decision-making workflows, and technical workflows. There are multiple reasons that we utilize it, depending on the use case..”

Sridhar Poornachandran

Head of IT Infrastructure & Operations at Aliaxis

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup is not too complex. After I logged in, I found the starting stages a little bit confusing. However, once I figured out how and where to start, it became easier to do.

It took approximately half an hour to set up..”

Verified user

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Web Developer at a tech services company with 51-200 employees

“The initial setup is pretty straightforward. My implementation strategy was as simple as setting it up and sending the link to my team members. From there, we were able to design our charts.

No maintenance is required..”

Verified user

[Read full review](#) 

Chief Operating Officers at Work Pillars

“The initial setup was straightforward and easy. I taught myself to use the tool by following tons of tutorials online.

There are so many cool functions that learning the tool is ongoing. You don't need a tutorial to start since you just drag and drop shapes but there's a world to discover! To this day, I still look up better ways to use the tool and love to learn new functionalities. .”

Roseann Joy Braley

Project Manager at Freelancer

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“This initial setup is pretty straightforward. It's a subscription-based tool, so you just create an account, you pay for it, and then you start using it. There is no implementation strategy needed.

All of the technical people in our organization use it. We have about 50 people in the organization and I estimate that 45 use Lucidchart. Approximately 50% of them are business analysts and consultants, and the other 50% are developers.

This is not the type of product that we need to maintain..”

Verified user

Software Consultant at a tech services company with 11-50 employees

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“I clicked on the preset format of the hierarchy chart and then I went in and started adding the jobs, titles, and departments. From a user standpoint, it was very straightforward and easy to use. It just wasn't very customizable as far as spacing was concerned.

I was using the free version and I got up to 30 boxes. I had to upgrade to have more boxes. At first, I didn't do it because, being a teacher, to get anything bought was like an act of Congress. You had to go through a whole checklist of people and places and things to get something approved to be bought. In this case, I just went to my administration and said that it was a good chart and I needed more features. We bought the monthly package. So the process was very easy and straightforward. If you want the stuff, you only need to make a few clicks and you got approved..”

Joshua Thompson

Integrator at a media company with 11-50 employees

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“On my personal project, the initial setup was super easy. I just logged in and I started using it. I have to say we had a little bit of difficulty when we used it with my company because for some people, when the person who created the chart started inviting us to the chart, we had a few difficulties in getting the permission and access we needed. That's probably related to the fact that we are using the company's Lucidchart account. Therefore, we had to get some special admin permissions. That said, it took us a little while to get everyone on it and authorized to start working on it. To set everything up took a couple of days due to the fact that there were six of us working on a specific project. It was created by one person, and out of the six of us, three of us had some issues, as in, we received the invitation, we accepted it, and it redirected us, and yet we were sent to a blank board instead of the board we needed. What happened is the admin of our Lucidchart account either triggered permission or sent us a link, and we accessed it directly and we ended up being fine. It was nothing very problematic..”

Nicolo Valsasina

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Talent Acquisition Specialist at eDreams ODIGEO

Customer Service and Support

“In five years, I've never had any problems with the tool so I guess I'm happy to say I can't speak to the quality of Lucidchart's service/technical support..”

Roseann Joy Braley

Project Manager at Freelancer

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“Technical support has been really straightforward and super available to us at all times, but we haven't had any issues to have to reach out to the tech support yet. .”

Verified user

Sales Representative at a consumer goods company with 10,001+ employees

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“A gentleman from customer support has reached out to me but unfortunately, my calendar has been booked and I haven't had the time to speak with them. As such, I have not yet spoken with anybody from Lucid support..”

Sridhar Poornachandran

Head of IT Infrastructure & Operations at Aliaxis

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“I haven't contacted technical support, however, I'd tell them it's great. I would tell them how useful it was for me. Honestly, I'm a big fan. I would just tell them they've done a pretty good job, as it's a great product..”

Nicolo Valsasina

Talent Acquisition Specialist at eDreams ODIGEO

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“I haven't needed to reach out to technical support. I only had a call from the account manager, and that was really helpful. He showed me a lot of knowledge bases, templates, and things like that..”

Verified user

Senior Business Analyst at a tech services company with 201-500 employees

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“I did not contact technical support for issues regarding functionality.

Rather, I contacted them one time because I had canceled my account and wanted them to refund my last payment. It had been withdrawn without any warning. Yesterday, they responded and told me that I would receive my refund within two or three days. However, I still have not received it, nor any updates about the status of it, so I am not very happy with the support..”

Verified user

Web Developer at a tech services company with 51-200 employees

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Other Advice

“We do not currently use the integration with other products but it is something that we are planning to do in the future. Similarly, we do not yet use the functionality that allows us to compare versions of documents.

I would rate this solution a ten out of ten..”

Sivaprakasam Gnanam

Product Designer at a tech services company with 51-200 employees

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“I'm using the web-based version of the product.

I have not used Lucidchart's integrations with third-party solutions like Atlassian, Salesforce, Microsoft, or any others, however, I am aware this is a possibility.

In our case, we haven't used the solution with Slack, however, I'm sure they do on the tech side, as we use Slack and it's integrated with everything we can integrate it with.

I would advise potential users to really make the most of it. For me, for example, being a very visual person, I really made the most of it in terms of using the color code. I have six different shapes of blocks to indicate different types of events. I have four different types of arrow connections to describe different types of connections. I have different types of post-its to use to leave notes. Make the most of it and don't be shy. Really go for it. Explore all the features and really make the most of it. That's the best advice I have.

For me, I'd rate the product at a ten out of ten. I've been super happy with it since I started. .”

Nicolo Valsasina

Talent Acquisition Specialist at eDreams ODIGEO

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“Lucidchart is quite interesting and an easy-to-use application. It offers you a range of templates that are ready to use. You can import your previous files from any other platform that you were using. It has various integrations that can be very beneficial if you are using enterprise applications like [Slack](#) and [Salesforce](#), for example.

I have not tested the integrations but I expect they are quite useful because we use [Atlassian Confluence](#) and it would really be good to directly export from this

application to [Confluence](#). We do create process flows and flow charts in Confluence to make our customer base and to keep our Knowledge Base up to date. I haven't used the integrations because they have to go through a security review and be approved for use.

The biggest lesson I have learned from using it is that you need to take a leap of faith and try something new. Read the reviews, read the FAQs, and see the functionality. If you don't try, you won't get to know if it can help with what you are doing..”

Kumud Naugai

Business Support Analyst at a financial services firm with 10,001+ employees

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“We are trying to bring in Jira for project management, and if that happens then I plan to integrate it with LucidChart.

There are no Mac users in my organization so it is not very important to us that LucidChart accommodates both Mac and PC users.

My intention is to be an ambassador within the organization and promote Lucid to multiple people who are in need. We need to have this solution used regularly by the team, although the first thing to do is identify the people who need it. I've been liaising with multiple people to understand how it would assist, and how we can make the best use of the tool.

Once we have a large enough audience, we will contact Lucid for help on improving the effectiveness of the tool. They may suggest certain things that can be done. In the meantime, however, I am passionate about using the platform and will continue to explore it on my own.

Overall, this is a good solution and for a layperson, it will be very easy to get started with and adapt to using.

I would rate this solution a ten out of ten..”

Sridhar Poornachandran

Head of IT Infrastructure & Operations at Aliaxis

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“I haven't done much with Lucidchart's integration with other popular apps such as Teams, though one of my colleagues mentioned it can be added. This has sparked my interest to look into integration with Excel and Word, though we haven't implemented these features yet in our less than a year of operation.

“I access Lucidchart from multiple devices, including iPhone, iPad, and PC

desktop. Our PCs are all laptops, so we can work remotely. I've collaborated with people from home on my iPad while they were on their laptop, though this isn't our routine behavior.

“I would recommend Lucidchart to others, but I'd also recommend exploring other options. It depends on what your fit and feel is for what you're trying to accomplish. For heavy users or technical users, Lucidchart might be very appealing. It has more capabilities than I'm currently using. The Highway Bridge Maintenance group, who are familiar with Agile processes, speak positively about it. For average users, they might find similar functionality in Miro or other less expensive alternatives.

“Overall Rating: 9 out of 10.”

Michael Verruto

Managing Director, Project Design+Development at a government with 10,001+ employees

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“It is a great way to change text into visual ideas. I'm advocating for this tool so that more and more people get licenses, but in my small circle of people, not many people have used it before. I'm probably one of the early adopters. I am not a power user, and I started to use it only because the client chose it. I had heard about it before. I like it, and I use it, and for my consulting company, personally, I will be using and getting Lucidchart. I have got hooked on it, and I will use it. I would also promote it if I went to another client.

I haven't used team hierarchies much. I have also not yet used the solution to create database schemas or modify existing data structures, but I plan to use do that after I have access to the platform on Google to connect Lucidchart to those datasets. After I have access, I'll start exploring that capability to extract all of the data. Similarly, I have not used its ability to compare versions of documents.

It provides real-time collaboration among users so that everyone is accessing and working on the same version of the document. I've seen this feature available, but I just didn't have a need to use it because I'm a single contributor. I do see its capabilities and I've used Mural and other collaboration tools, so I gather that it would work very well. I wouldn't challenge it. If I have to use it, I'd know how to use it, and it would be effective.

I'd rate it a nine out of 10. I really like it..”

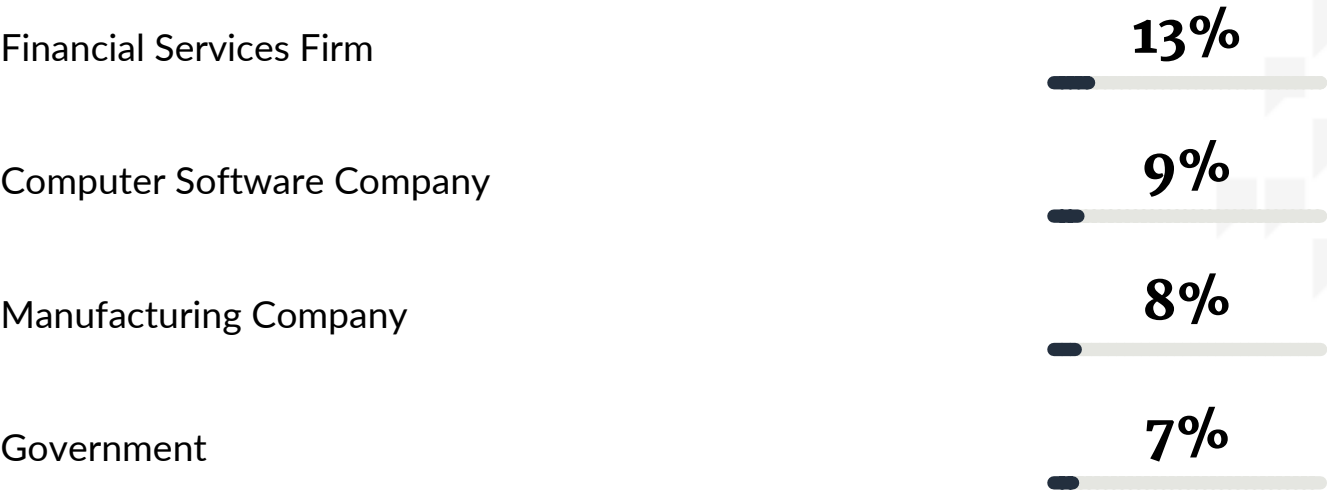
MichaelChirinian

Data Engineer at Mindmap

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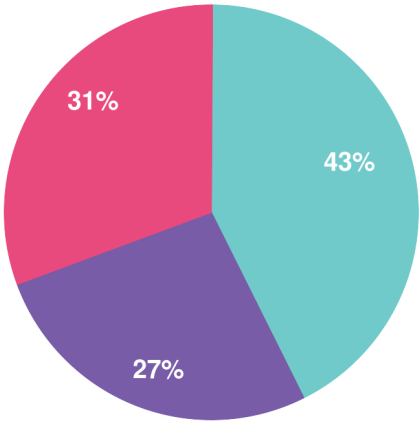
Top Industries

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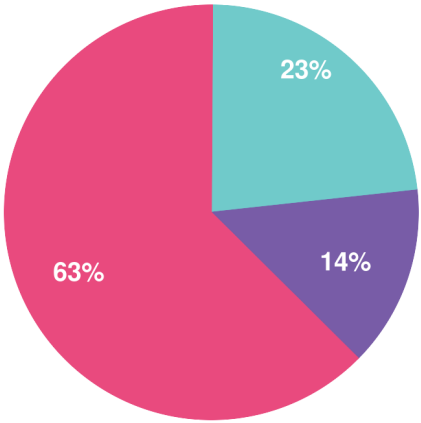


Company Size

by reviewers



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Large Enterprise Midsize Enterprise Small Business

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PeerSpot is the leading review site for software running on AWS and other platforms. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

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