Catalog of Customizations

Introduction

BrightWork 365 out of the box can satisfy the most critical aspects of project and portfolio management and can be configured to provide the added flexibility your organization may need. To take the solution even further, and to provide even more capabilities as your organization's needs adapt over time, BrightWork offers paid solution customization services. This article provides a catalog of some of the customizations that have been successfully deployed for customers.

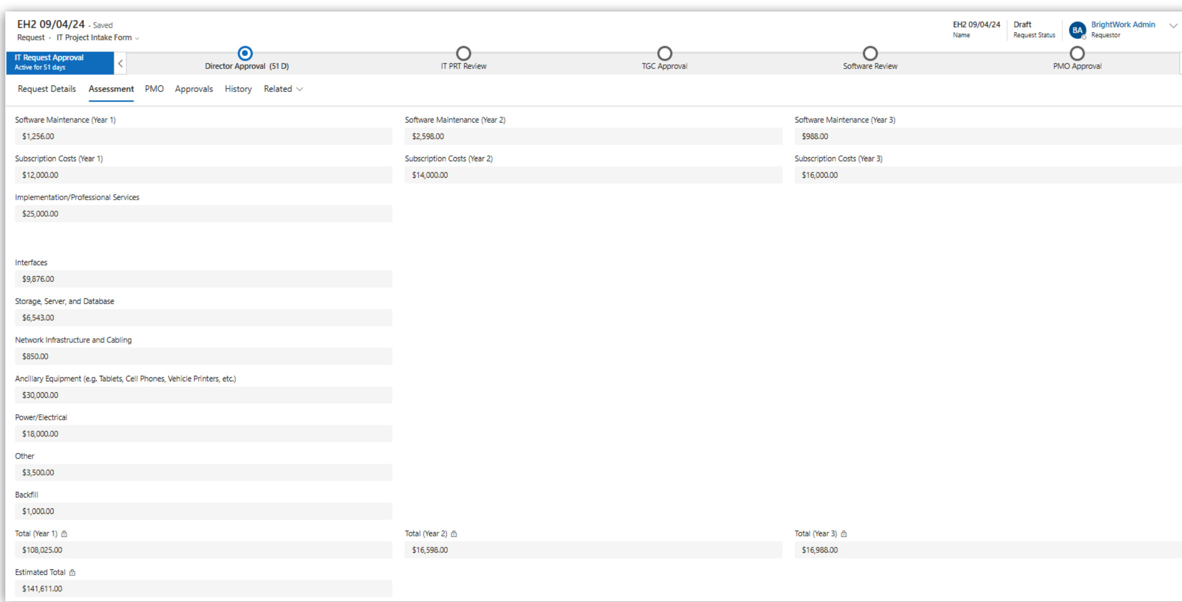
We hope this article helps you think of new and interesting ways that BrightWork 365 can be used to power your projects.

> **Note** The amount of paid consulting hours required for implementation varies based on the specific customization, customer requirements, and the customer environment. Please contact your Customer Success Partner for additional information.

> **Tip** New customization examples will be added to this article periodically. Article last updated 02/13/2026 9:02 am CST.

Requests

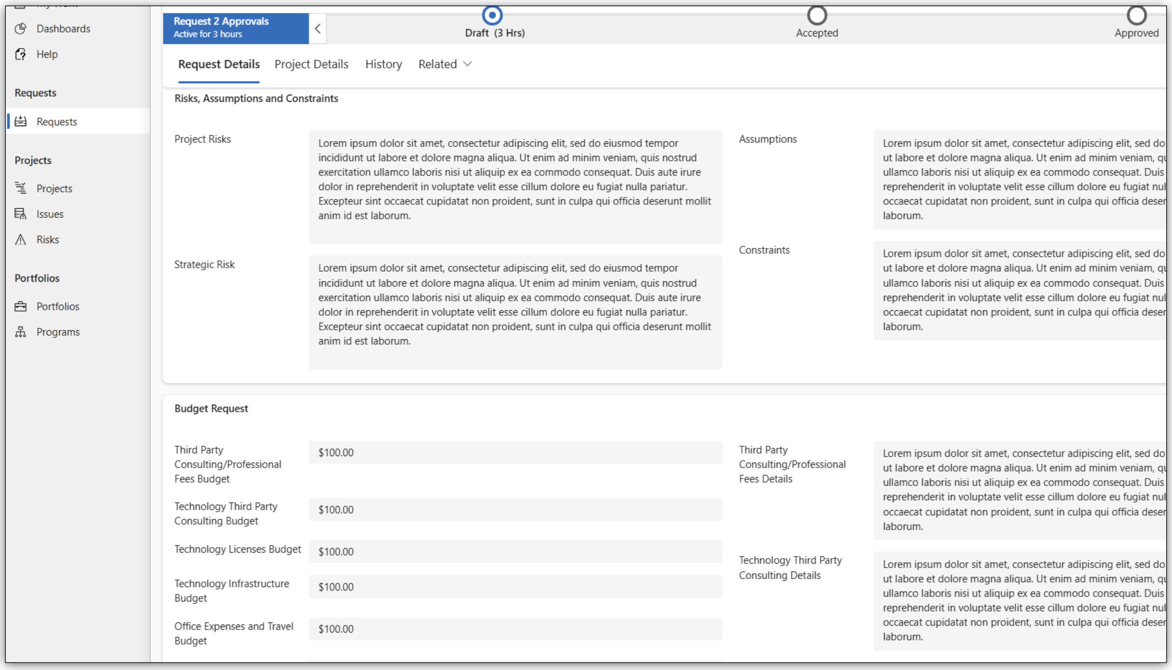
Request Assessment

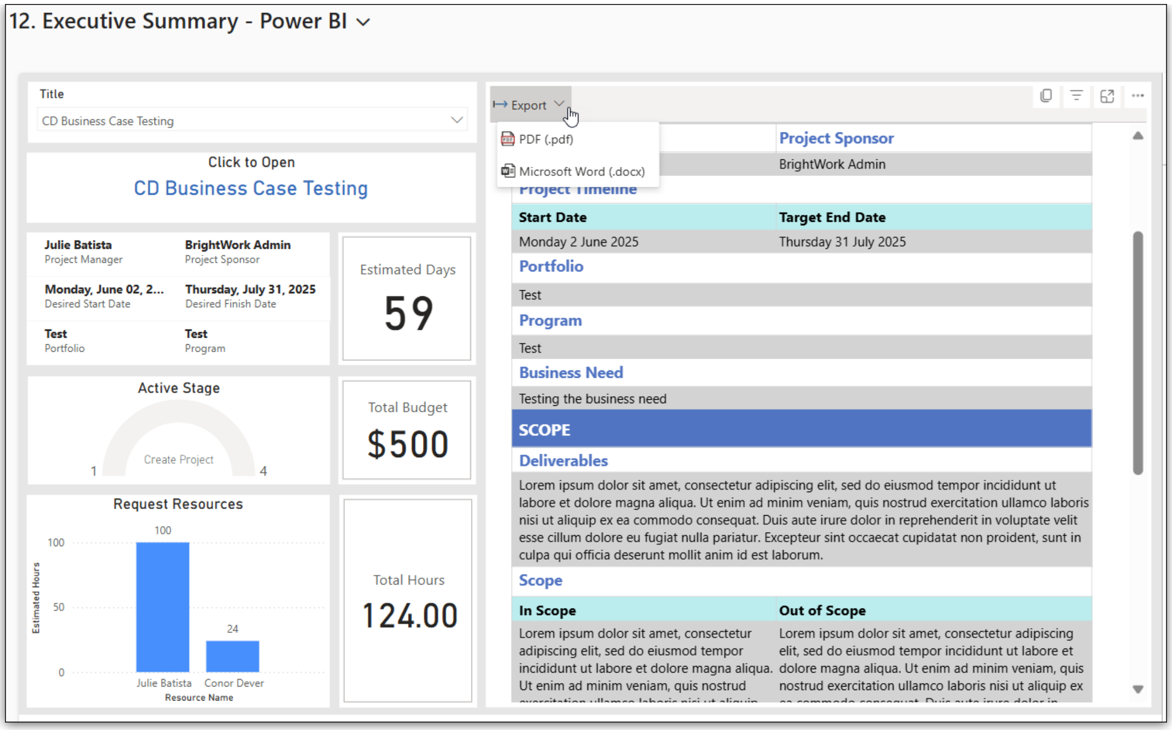


Requirement	Solution

• Request approvers require a good deal of extra preliminary information in order to make an informed approval decision. • Additional data is required for the decision-making process, so projects are not incorrectly approved or denied, due to lack of sufficient planning information.	• Creation of a custom Assessment tab in a request template, with all the necessary fields required for the organization to make the correct approval decisions.

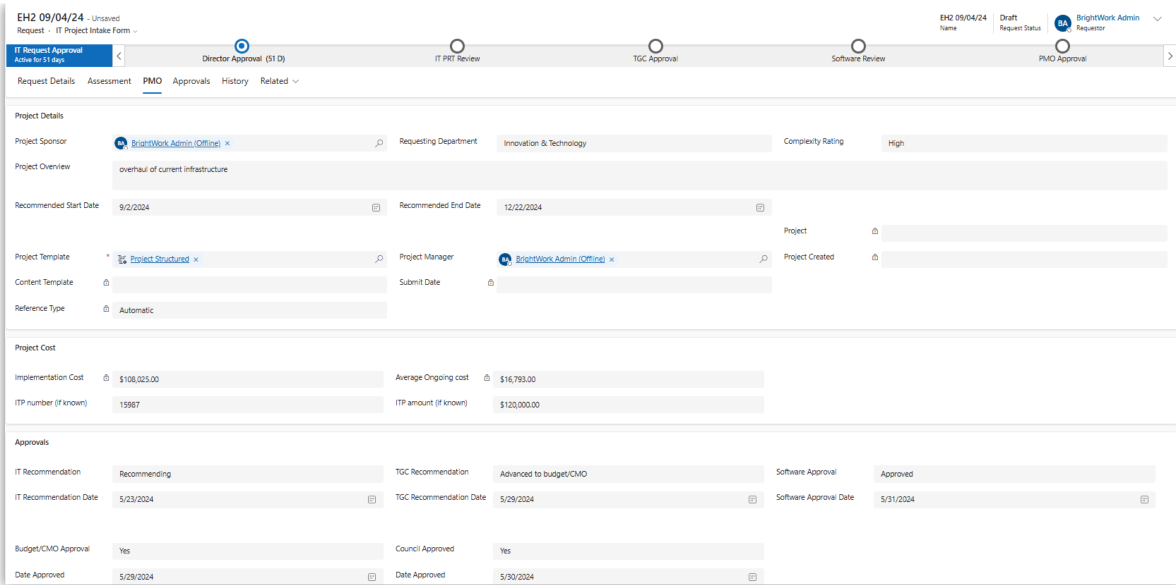
Business Case





Requirement	Solution
• Customize the Request Template to align with the organization's Business Case document used for initiating projects. • Create a Business Case Executive Summary dashboard so that stakeholders can view key points without reviewing the entire Business Case. • Provide ability to download an Executive Summary to send to non-BrightWork 365 users.	• A custom Request Template was created with all fields necessary for the completion of the organization's standard Business Case. • A new Power BI dashboard with all relevant details was added to the Dashboard section of BrightWork 365. • In addition to viewing a live real-time dashboard, users can download the Executive Summary as a PDF or Microsoft Word document.

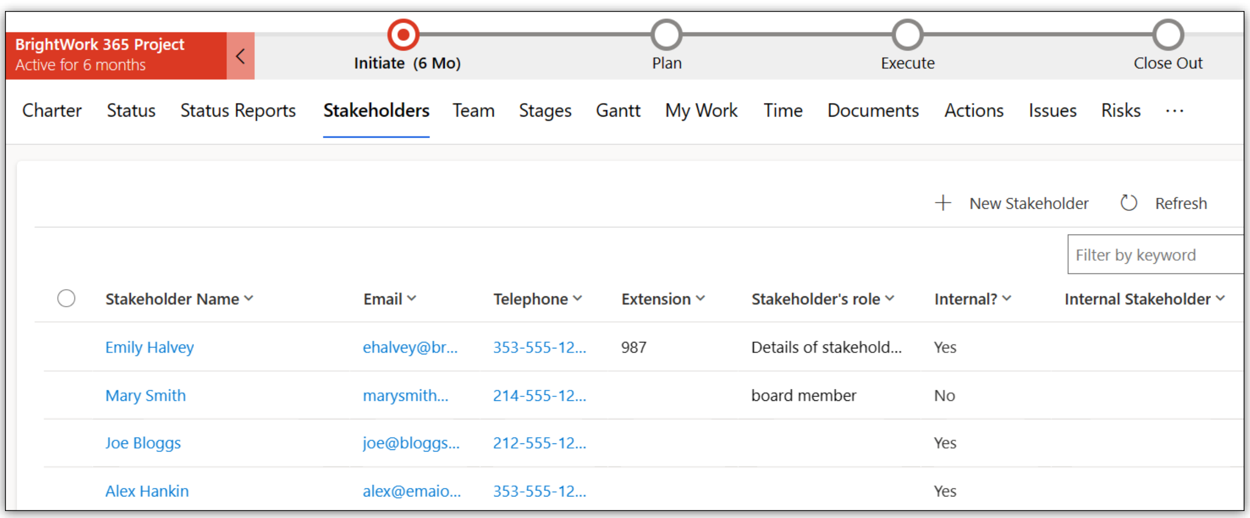
Request PMO Tab



Requirement	Solution
• After an initial assessment of a new project request is completed, the next level of stakeholders (Project Management Office, Senior Executives, etc.) require an additional set of data in order to make the final approval decision.	• With the addition of a PMO tab on the Request form, additional information can be gathered and reviewed to further inform the decision of whether or not to approve a new project request.

Projects

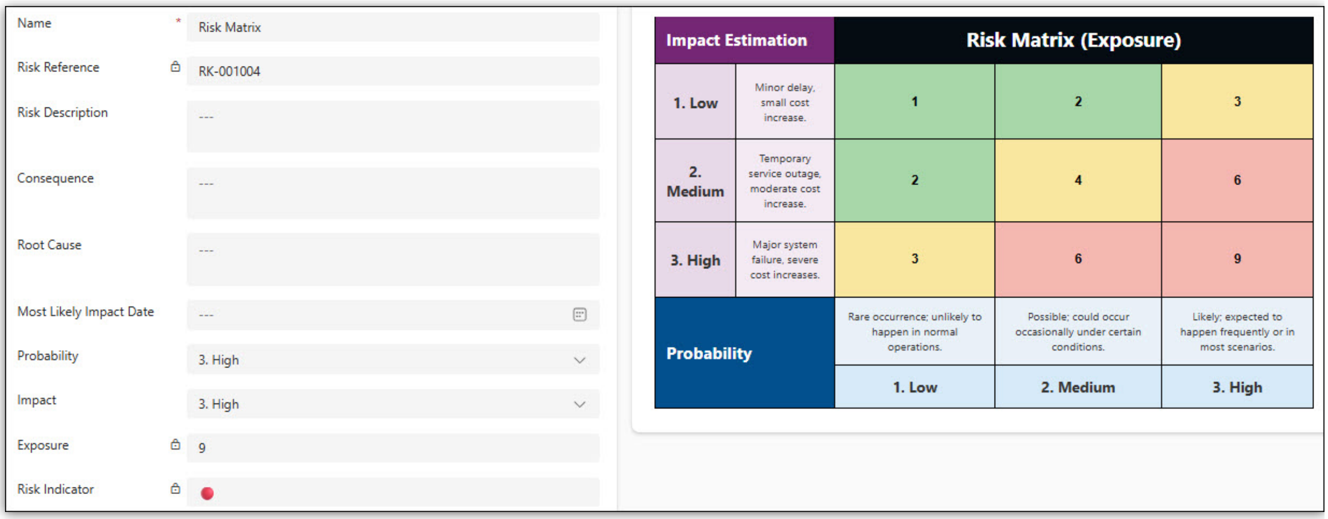
Stakeholders



Requirement	Solution

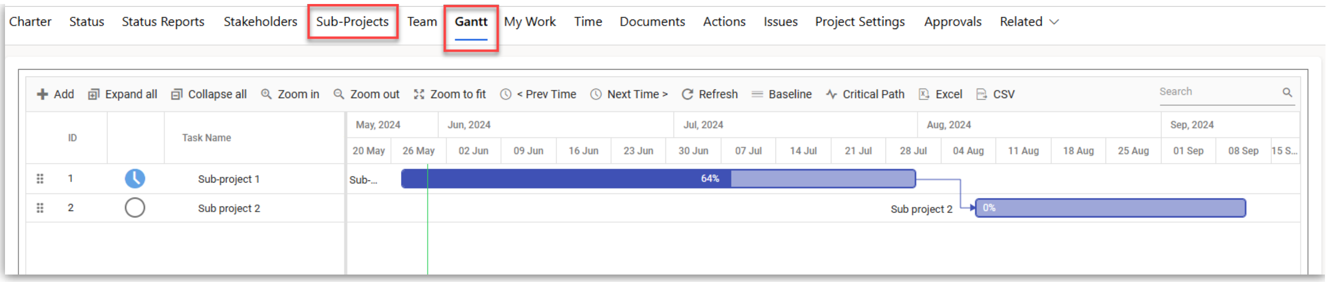
• A method for keeping track of all stakeholders on projects, along with their contact details and other pertinent information. • Project stakeholders need to be in a table of their own so as not to be confused with other types of team members.	• Creation of a Stakeholders table conveniently exposed to users as a tab within a project form. • The Stakeholders table contains contact details and other important information about the stakeholders. • Ability to categorize whether the stakeholder is internal or external to the organization.

Risk Matrix



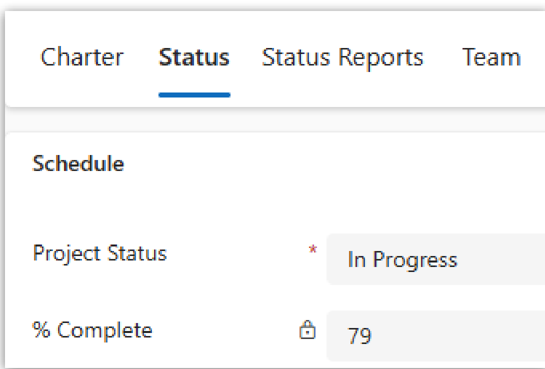
Requirement	Solution
• Standardize and facilitate the process of figuring out the proper values to attribute to a risk.	• Add an interactive Risk Matrix to the Risk form making the entry of risk values as easy as reading chart information and clicking in a cell. • After selecting the desired matrix cell, values for the fields Impact, Exposure, and Risk Indicator will be assigned corresponding values automatically.

Sub-Projects



Requirement	Solution
• There are sets of projects that are all related to one another, each one a sub-project of a larger initiative, and there is a need to link the sub-projects together for viewing or scheduling purposes. • There's a requirement to view all the sub-projects conveniently together in a single tab.	• Add a custom Sub-Projects tab to a parent project for the easy inclusion of the related projects. • Chosen sub-projects automatically appear in the parent project's Gantt tab for visualization purposes, and to manage them in a manner similar to typical Gantt tasks.

Percent Complete Auto Calculation



Requirement	Solution
• An alternative to manually calculating project percent complete, which is not always the preferred method for indicating a project's schedule progress.	• Create a custom flow for the solution that automatically calculates project percent complete based on Gantt task progress. Include this value in the Status tab and Status Reports of projects.

Project Creation and Final Stage Completion Emails

From:
Sent:
To:
Cc:
Subject: BrightWork 365 Project Completed

A BrightWork 365 Project has been completed.

Below are the Project details:

Project Name: Website Redesign
Project Manager: Alex Hankin
Program: Marketing

Please contact the Project Manager for further details.

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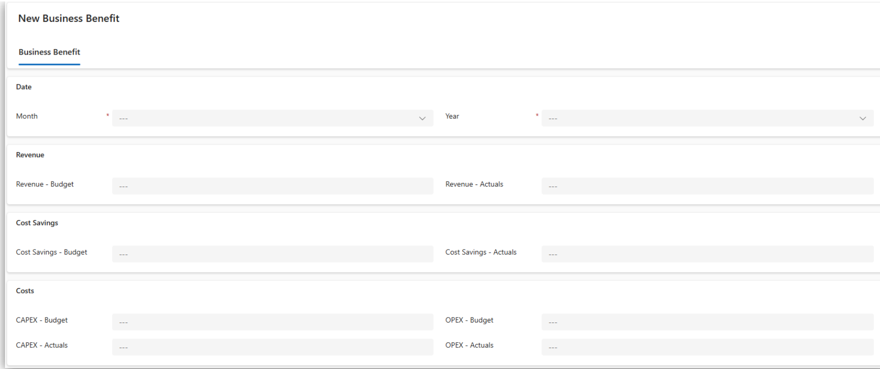
Requirement	Solution
• Email notification options for when a project is created, and when a project completes its final stage.	• Create custom notification flows for emailing specific individuals, or whomever is selected for various project role-related fields, i.e., Project Sponsor, Project Manager. Attach the flows to project templates, or to projects that are children of specific programs.

Stage-Related Key Performance Indicator Values

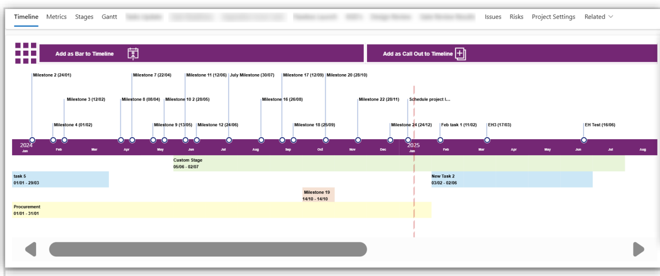
Requirement	Solution
• Ability to review Key Performance Indicator values for previously completed project stages.	• Automatically capture the values of specified KPIs when a stage changes in a project. On the project form there is a listing of the KPIs together with completed stage names and their associated KPI status at the time of completion. The KPI values are locked down so they can no longer be updated post stage completion.

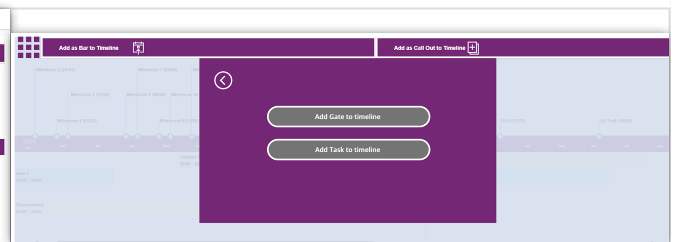
Business-Related Benefits



Requirement	Solution
• Add a method within projects for capturing various relevant proposed and actual business-related benefits.	• Add a custom project form to capture business-related benefits relevant to the organization.

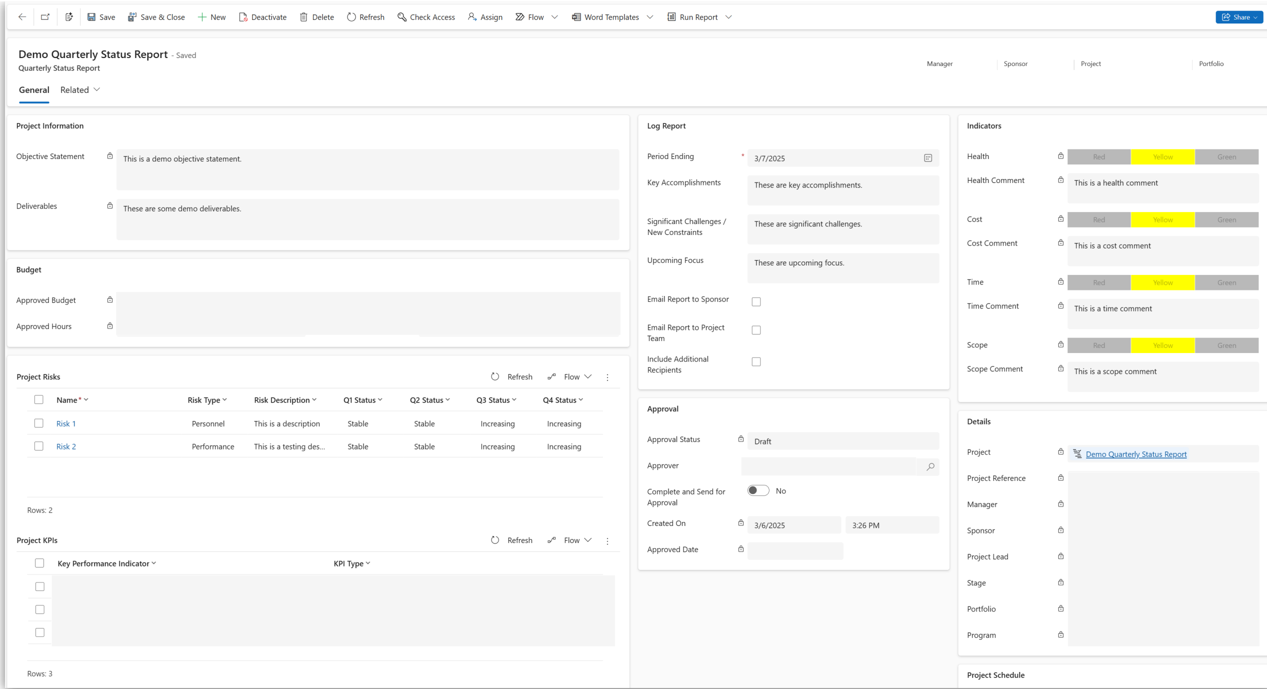
Timeline





Requirement	Solution
• Provide an alternative method for reporting high-level project Gantt information in a manner that is visually appealing and very easy to consume.	• Add a Timeline tab to projects with an intuitive and easy method for adding specifically chosen Stages, Tasks, and Call Outs, with styling that clearly illustrates these items.

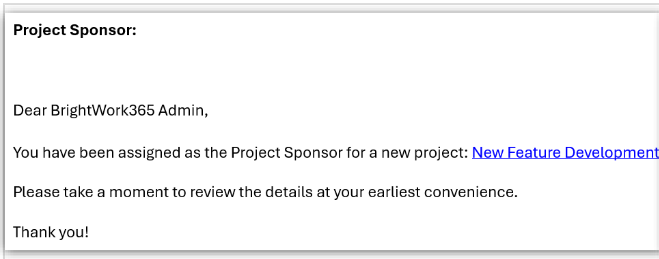
Additional Status Reports



Requirement	Solution
• Stakeholders require additional status reports that have timeframes, content and recipients that differ from the standard reports.	• Creation of an additional custom status report form, with workflows to automatically pull in project data such as risks, issues, and KPIs, and with a custom approval process and related emails.

Work Assignments

Project Assignment Email



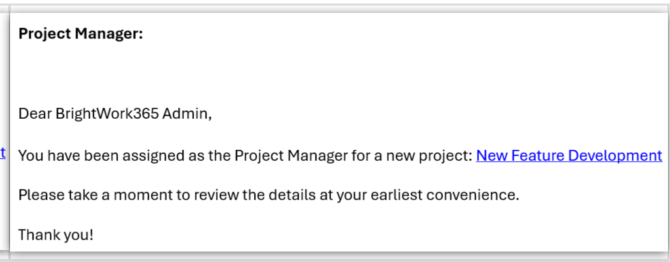
Project Sponsor:

Dear BrightWork365 Admin,

You have been assigned as the Project Sponsor for a new project: New Feature Development

Please take a moment to review the details at your earliest convenience.

Thank you!



Project Manager:

Dear BrightWork365 Admin,

You have been assigned as the Project Manager for a new project: New Feature Development

Please take a moment to review the details at your earliest convenience.

Thank you!

Requirement	Solution
• Make it easier for Project Sponsors and Project Managers to check for their new assignments.	• Custom automated notifications that are sent whenever new projects are assigned to these critical members of the project team. The messages can be altered as part of the customization work.

Status Report Reminder Emails

Hi,

This is a reminder that the project EA-809 deployment status report is due on 11/03/2025.

Please ensure you submit the status report on time.

Thank you!

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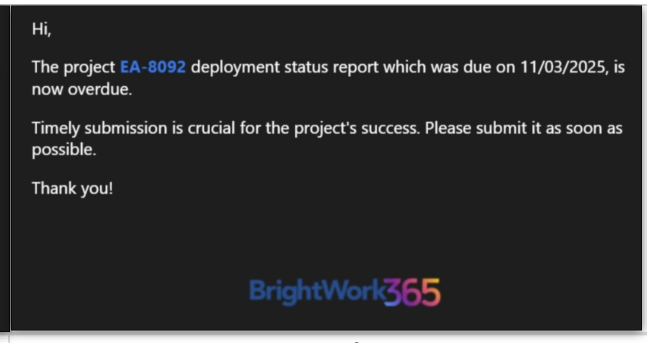

Hi,

The project EA-8092 deployment status report which was due on 11/03/2025, is now overdue.

Timely submission is crucial for the project's success. Please submit it as soon as possible.

Thank you!

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Requirement	Solution
• Make it more feasible for project managers to remember all the due dates of Status Report submission.	• Creation of automated reminders that are triggered at various relative dates to send custom reminder messages to the relevant managers.

Work Assignment Email

Dear BrightWork,

The following item(s) have been newly assigned to you.

Project/Program/Portfolio	Assignment Type	Assignment	Due Date	Days Remaining	Status	Assignee
Development Project	Project Task	Task 1	11/10/2025	0	Not Started	BrightWork Admin
Development Project	Project Task	Task 2	11/14/2025	3	Not Started	BrightWork Admin

BrightWork365

Requirement	Solution
• Team members are often unaware when new work items get assigned to them, and as a consequence the start of work for these new tasks gets delayed. • It is inefficient and unrealistic to expect the person assigning tasks to notify each team member of new assignments. • There are some projects that require instant notifications of new assignments, and some for which this would be counterproductive.	• Team members receive an automated email at the time of work assignment. • Flexibility to turn notifications on and off within Project Settings. • Convenient direct links to assignments to obtain additional details and to make updates.

Recently Created Work Assignment Email

Dear Alex,

The following item(s) have been newly assigned to you.

Project Ref No.	Project Name	Assignment Type	Assignment	Due Date	Days Remaining	Status	Assignee
Proj-001004	Winter Advertising Campaign	Project Task	Revenue Impact analysis	09/06/2024	72	Not Started	Alex Hankin
Proj-001004	Winter Advertising Campaign	Project Task	Budget allocation sign off	05/31/2024	2	Not Started	Alex Hankin
Proj-001009	Website UI Upgrade	Project Task	Prototype Development	06/19/2024	15	Not Started	Alex Hankin

Requirement	Solution
• Resources of assigned work have a difficult time keeping up with the volume of new work assigned to them from across all the projects to which they are contributing. • The planning and commencement of newly assigned work can be delayed due to a lack of awareness of the assignments.	• Create a custom email report that neatly lays out all of the new assignments created in the previous 24 hours. • Flexible scheduling of the sending of the email that can be set to whichever time works best for the organization.

Work Due Soon

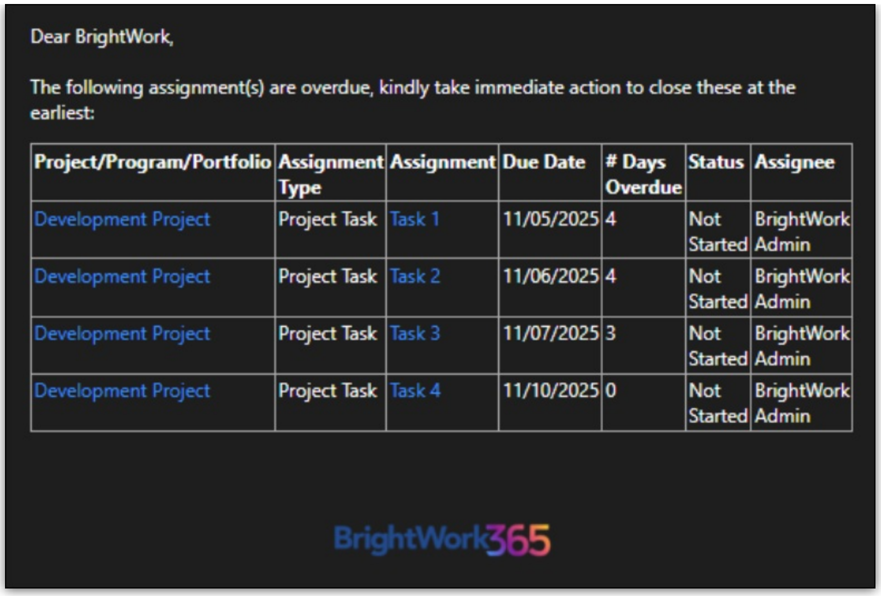
Dear BrightWork,

The following assignments are due in 3 days, kindly take action to close these:

Project/Program/Portfolio	Assignment Type	Assignment	Due Date	Status	Assignee
Development Project	Project Task	Task 2	11/14/2025	Not Started	BrightWork Admin

Requirement	Solution
• To try and mitigate completed work coming in after scheduled finish dates, team members would like to be reminded of any open work that is due in the next few days.	• Create a custom email report which sends all upcoming work assignments within a pre-determined time range to the responsible users so they are adequately informed and can manage their workload more efficiently.

Overdue Work Email



Dear BrightWork,

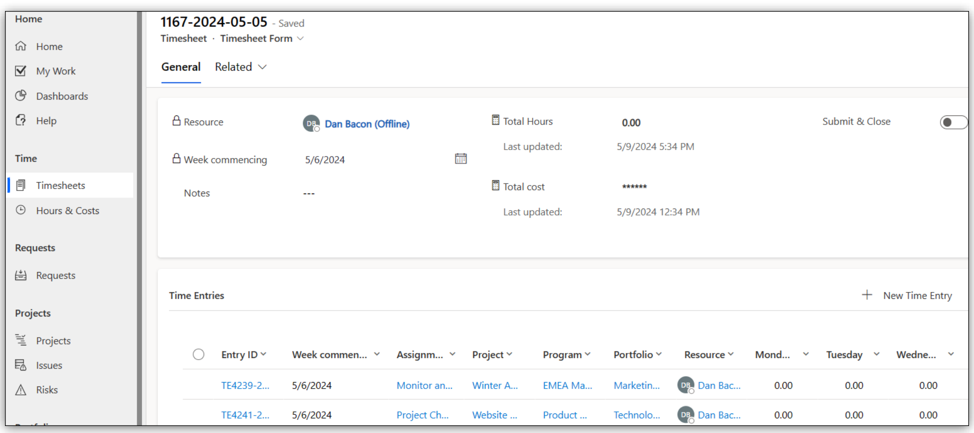
The following assignment(s) are overdue, kindly take immediate action to close these at the earliest:

Project/Program/Portfolio	Assignment Type	Assignment	Due Date	# Days Overdue	Status	Assignee
Development Project	Project Task	Task 1	11/05/2025	4	Not Started	BrightWork Admin
Development Project	Project Task	Task 2	11/06/2025	4	Not Started	BrightWork Admin
Development Project	Project Task	Task 3	11/07/2025	3	Not Started	BrightWork Admin
Development Project	Project Task	Task 4	11/10/2025	0	Not Started	BrightWork Admin

BrightWork365

Requirement	Solution
• It's very difficult for team members to stay on top of the myriad of work assigned to them. They need a notification of overdue work to avoid affecting the execution of projects. • Project Managers would like the option to be notified of overdue work in their assigned projects.	• An individual overdue work report can be scheduled to be emailed to any team member who currently has work that is past its planned finish date. • An overdue work report can be scheduled to be emailed to any Project Manager that has projects with work that is past its planned finish date.

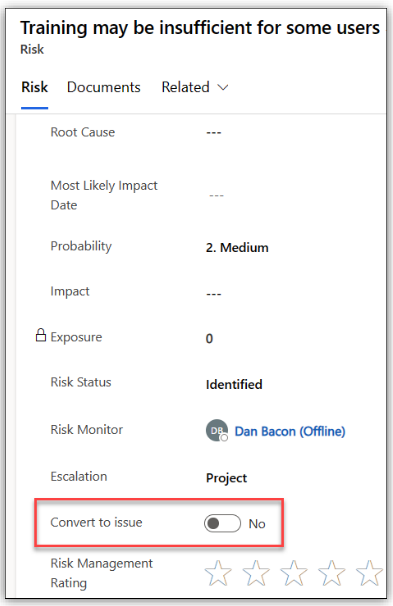
Timesheets



Requirement	Solution

• An easier method for organizations to keep track of all the work that gets done across a portfolio of projects, by many different resources. • Account for person hours that are often left unaccounted for due to the myriad assortment of tools different team members use to keep track of their time. • Administrative control and oversight that makes it easier for confidential billing related content to be seen only by authorized people. • An easier way to report on hours that get captured across various tools.	• Timesheets that get created automatically for select users given a specific security role (does not need to be every user). • Security enhanced - the standard role can only see their own entries. Confidential billing info can be configured to be hidden from unauthorized team members. • Automatically detects open assignments and creates timesheets in the relevant week. • Allocate people to a position which has an Hourly cost pegged to it. • Hours & Costs reports at the project, program, and portfolio levels.

Convert Risk to Issue

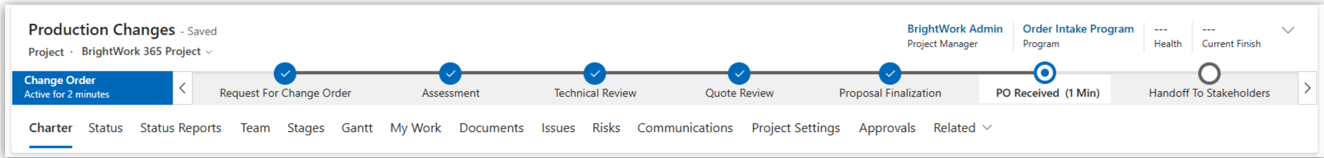


Requirement	Solution
• Risk management is a critical component of managing projects, yet escalating a risk that has occurred into an issue is often not done, due to lack of process and/or inefficient methods. • If the list of issues is missing risks that have occurred, there can potentially be a very large impact to the project.	• Inclusion of a switch within projects to enable the easy conversion of risks to issues. • Risks automatically get set to Occurred and Inactive status, and the issues automatically get created in the project.

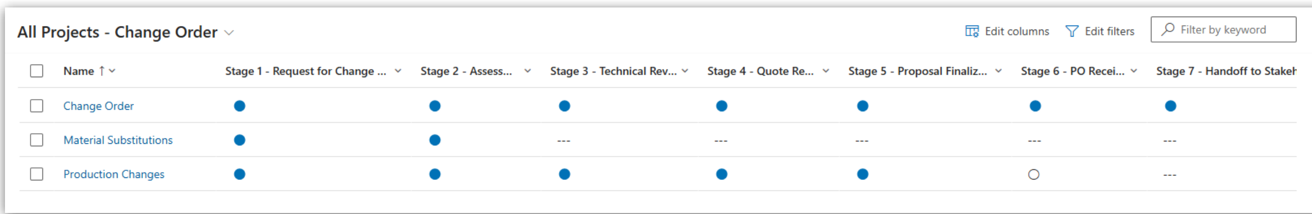
Dashboards & Views

Project Stage Status View

Project:

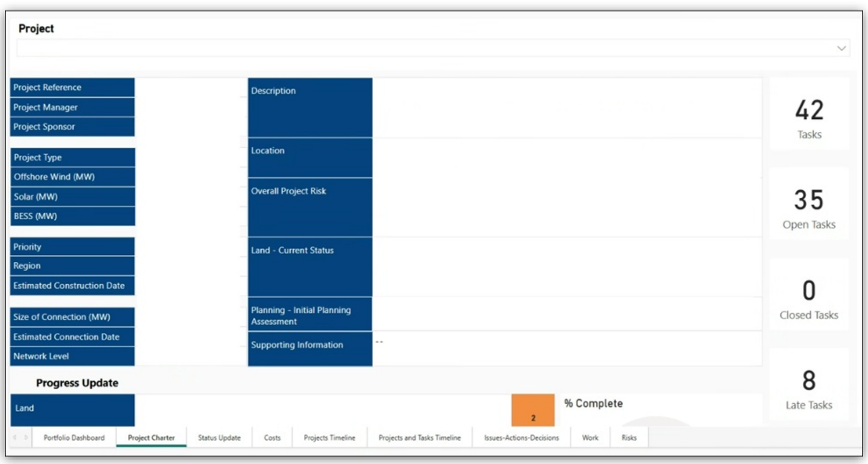


View:



Requirement	Solution
• It's time consuming and inefficient to find and click into every project that uses a specific Business Process Flow in order to check project stage progression in real-time.	• With a custom stage status view, stakeholders can very quickly find all projects that share a specific Business Process Flow and check stage status all on the same screen.

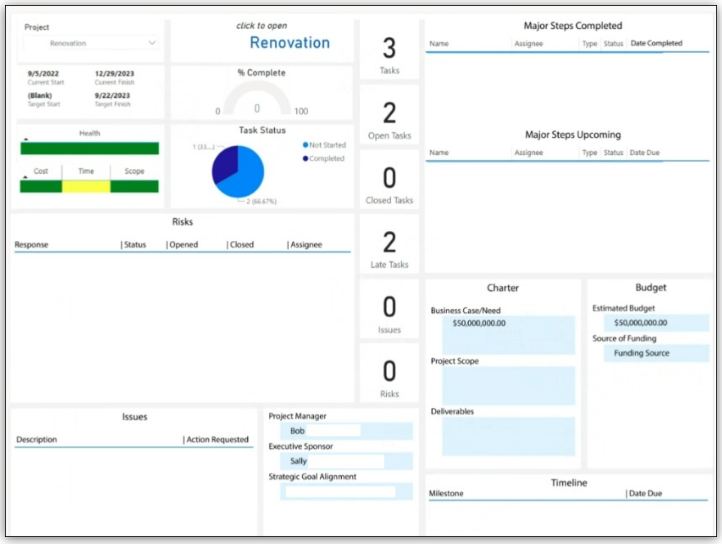
Power BI - Charter Dashboard



Requirement	Solution

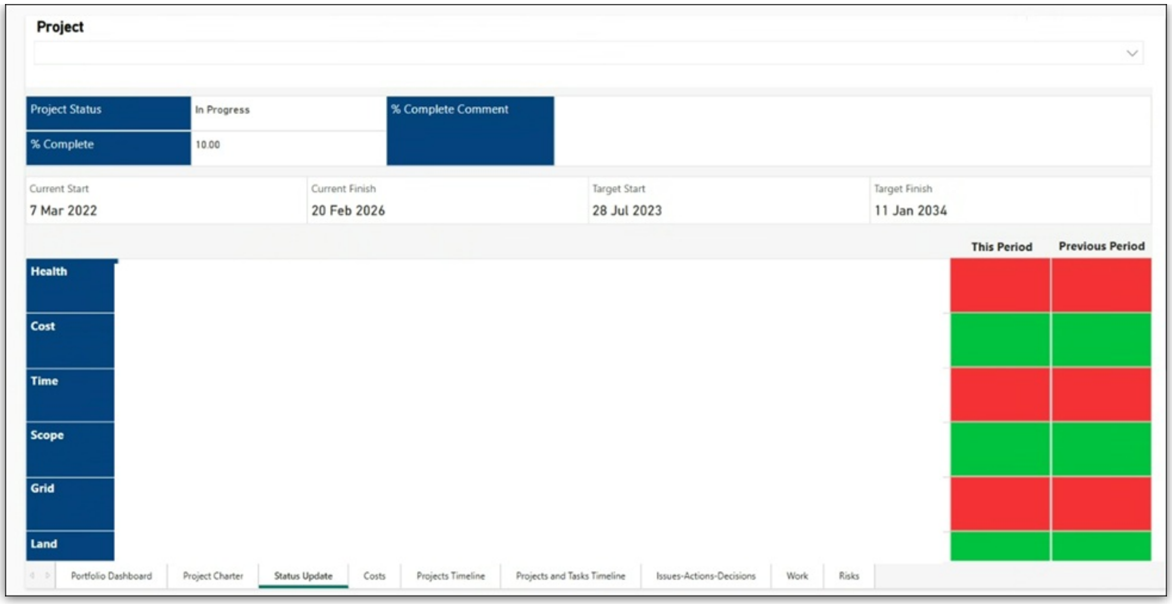
• It can be time consuming and inefficient for some stakeholders to have to enter each project individually in order to view Project Charters and high-level Progress Updates. • Organizations need to use their own specific nomenclature in the dashboard.	• Add a new Project Charter Power BI dashboard tab to the app for quick and easy access to this customized content for individual projects.

Power BI - Status Dashboard



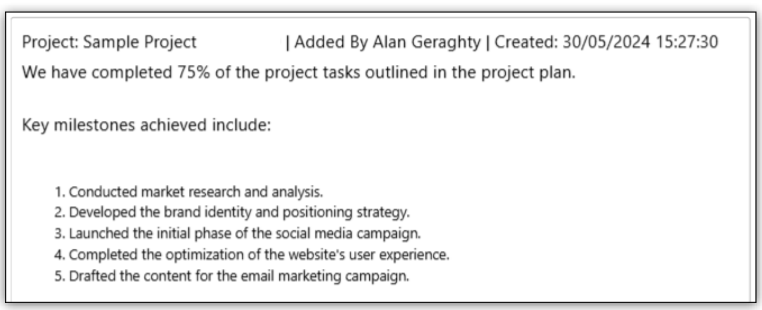
Requirement	Solution
• Senior executives would like a one-page dashboard report with very specific status elements they and the larger stakeholder community require to make informed decisions.	• Creation of a custom Power BI dashboard report that brings in content from across many different records.

Power BI - Status Update Dashboard



Requirement	Solution
• Organizations can have their own specific requirements as to what should be included in individual Project Status Update dashboards. • A custom Status Update tab is necessary for how the organization's meetings are run, and for how they efficiently keep stakeholders informed.	• Add a new Status Update Power BI dashboard tab that meets the organization's specific needs.

Power BI - Project Notes



Requirement	Solution
• Stakeholders may find it time consuming and inefficient to have to enter many projects individually in order to view their project Communication tab notes.	• Add a conveniently accessed Project Notes tab to a Power BI dashboard for a consolidated view of Communication tab notes from across many projects.