

# AI Drives Project Management Software Purchases, but Raises Security and Skills Concerns

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A new survey from [Capterra](#) reveals that artificial intelligence (AI) has become the top reason for businesses to buy new project management software. However, while the technology is boosting efficiency, it is also exposing major risks related to security and skills gaps. The findings are based on a global survey of 2,545 project management professionals.

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## The Power and Peril of AI

According to Capterra's 2025 [Project Management Software Trends Survey](#), over half (55%) of recent software purchases were prompted by the need for AI functionality, a factor that now outweighs concerns over cost or user growth. AI is being used for critical tasks such as **risk prediction**, **workflow automation**, and **documentation generation**.

Olivia Montgomery, a PMP-certified associate principal analyst at Capterra, notes that AI is “transforming project management software from a digital task list into a strategic engine for adaptability and efficiency.” However, she warns that successful adoption is complex.

**“The right PM software shouldn’t just automate processes but also empower employees to work more effectively,”** Montgomery said. She urges buyers to demand transparency from vendors about how their AI works, to scrutinise security practices, and to invest in onboarding and emotional intelligence training to unlock the technology’s full potential.

## Security Becomes a Top Priority

As project management software stores sensitive data like budgets and client information, security is a major concern. The adoption of AI, which expands a software's functionality, also increases its potential attack surface.

The survey found that 71% of respondents rank security as a critical factor in their purchasing decisions. In fact, 39% made a purchase specifically to address security needs. Recent news of data breaches targeting project management software vendors highlights the platforms as high-value targets for cybercriminals.

Companies need robust security features like **encryption** and **access controls**. However, the report indicates that not all project managers can guarantee their implementation, making security both a leading source of satisfaction and dissatisfaction among users.

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## Skills Gaps Slow Adoption

Despite the promise of AI, many organisations are struggling to adapt to the new tools. The survey found that 41% of respondents cite AI adoption issues as their top software challenge. This is largely driven by a lack of skills on staff (39%) and difficulties integrating new tools into existing workflows (36%). Without proper training, even the most advanced features often go unused.

In a world where technology is automating routine tasks, the demand for "soft skills" is growing. The report highlights that AI cannot handle the human elements of project management, such as resolving conflicts or communication gaps. As a result, 60% of project managers say they have increased their use of emotional intelligence (EI) since adopting AI. An increased focus on EI helps them address challenges like cross-team collaboration, training new users, and navigating staffing shortages.

With 41% of organisations now using hybrid project management methods, the Capterra report recommends that businesses prioritise software that is adaptable, has strong security features, supports human decision-making, and can scale with business goals.