



Lucidchart

Reviews, tips, and advice from real users



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Product Recap



Lucidchart

Lucidchart Recap

Lucidchart offers a dynamic platform for visual collaboration, enabling teams to enhance workflows and boost productivity through real-time updates and diverse templates.

Lucidchart provides an intuitive interface designed for seamless integration with tools like Google Workspace and Salesforce. This enhances team collaboration by reducing misunderstandings and accelerating workflows. Its cross-platform compatibility ensures both Mac and PC users achieve visual clarity in process management. While users value its efficiency, there is a desire for improvements in handling complex diagrams, more accessible pricing for advanced features, and enhanced offline capabilities. Customization, such as color schemes and dark mode, along with robust tutorials, remain areas for potential enhancement.

What features define Lucidchart?

- **Real-time Collaboration:** Allows teams to work simultaneously on diagrams.
- **Drag-and-Drop Interface:** Simplifies the creation process with intuitive controls.
- **Diverse Templates:** Offers a variety of pre-built templates for extensive usage scenarios.
- **Seamless Integration:** Connects effortlessly with Google Workspace and Salesforce.

What benefits can be expected from Lucidchart?

- **Enhanced Productivity:** Facilitates efficient collaboration and workflow acceleration.
- **Time Savings:** Streamlines process mapping, saving teams significant time.
- **Visual Clarity:** Aids in clear project management and teamwork communication.

In sectors like technology and business, Lucidchart is extensively used for visualizing workflows, system architectures, and process maps. It serves as a powerful tool for collaboration, brainstorming, and documenting procedures. Teams find it effective for demonstrating technical and business structures, improving coordination, and supporting tasks like planning, migration, and development.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“I have observed several advantages overall while using Lucidchart, as it has improved time to decision by at least fifteen percent, created more visibility over the process and decision-making across our business, and enabled collaboration across the team to improve by at least thirteen percent.”



AlexMartin1

Senior Software Engineer at Nestlé



“In terms of return on investment with Lucidchart, I would say I have saved time.”

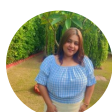


Faizuddin Shaik

Principal Application Engineer at a financial services firm with 10,001+ employees



“Lucidchart has positively impacted our organization by enabling us to identify process bottlenecks and architecture issues earlier, which improves our project outcomes and reduces network load.”



Tarandeep Kaur

Devops Manager at Flash



“As a lead engineer, I see positive effects from Lucidchart in my company, particularly in drawing an initial roadmap for project development and outlining use cases.”



Rishabh Singh

Lead Engineer Senior Forntend Developer at Adobe



“Lucidchart has positively impacted my organization by making it very easy for us to create diagrams of any type, and we use it extensively.”



Rafi Chowdhury

Solutions Architect at St. Jude Children's Research Hospital



“We saved our team time by 20-30% and made our work considerably easier.”



Harshal Jethwa

Cloud Engineer at a educational organization with 501-1,000 employees



“The benefits since implementing Lucidchart are mostly because taking a visual approach to any of these things is far superior to trying to type it out or write it out or explain it to anyone.”



Michael Verruto

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

What users had to say about valuable features:

“The best features Lucidchart offers are that it is easy to use, the diagrams created are of good quality, and there are a lot of elements available.

Out of the features I mentioned—ease of use, quality diagrams, and the variety of elements—I find myself using a combination of all elements or shapes more often.

Lucidchart has impacted my organization positively by helping me create the HLD, LLD, and architectural diagrams easily..”

Verified user

Devops Engineer at a tech vendor with 51-200 employees

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“The most important feature of Lucidchart is that it is cloud-based, providing real flexibility in terms of features including the drag and drop diagram builder, along with some prebuilt templates for flowcharts and ER diagrams, which are very useful. Another aspect is the real-time collaboration feature, allowing my team and cross-team collaboration with everyone having reference to the same flowchart for a specific feature or product we are developing. We can jointly collaborate and give our feedback, which makes it very useful for us.

“It functions as a solution design tool in a Figma-style format where we can comment and share with the teams, allowing people to give their feedback and suggestions while the tech and business teams coordinate simultaneously..”

Rishabh Singh

Lead Engineer Senior Forntend Developer at Adobe

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“The best features Lucidchart offers are probably the different types of shapes that you can drag and drop, and then the arrows. You can also add your own different types of shapes. I think it is very useful to have the drag and drop shapes and icons for different applications, as it makes it very easy and straightforward.

The drag and drop shapes and custom icons help me in my work because it basically helps to visualize the process by just showing what the applications are and visualizing what those applications look like. If it is a telephone, we have a telephone symbol. If it is Salesforce, there is a Salesforce logo on there. The application logos make it very easy to build diagrams.

Lucidchart has positively impacted my organization by making it very easy for us to create diagrams of any type, and we use it extensively. .”

Rafi Chowdhury

Solutions Architect at St. Jude Children's Research Hospital

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“The best features Lucidchart offers are that it diagrams processes very well. It allows for project management to help with client timelines. It is also easy to use and create diagrams, especially mermaid diagrams. Collaborating is easy.

“Out of all those features, collaboration stands out to me the most because it is easy to share with team members to do joint design work.

“Lucidchart has positively impacted my organization by improving productivity and collaboration.

“In terms of specifics, collaboration helps us come to conclusions. I notice better throughput as it is easy to use. Improved productivity allows us to express ourselves more quickly..”

AlexMartin1

Senior Software Engineer at Nestlé

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“The best features Lucidchart offers include a drag and drop editor for easy diagram creation, real-time collaboration where multiple users can edit at the same time, templates with shapes and icons, integration with Slack and Jira, and cloud-based accessibility without requiring downloads.

“Real-time collaboration and templates have helped my workflow by allowing easy creation where multiple users can work on the same diagram simultaneously.

“Lucidchart has positively impacted my organization because it makes our work easy and allows us to create diagrams efficiently. Additionally, the pre-built templates for code enable integration with different tools.

“We saved our team time by 20-30% and made our work considerably easier..”

Harshal Jethwa

Cloud Engineer at a educational organization with 501-1,000 employees

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“Mapping the content creation workflow in Lucidchart brings significant clarity to how tasks are distributed and executed. Earlier, there was confusion around ownership and timelines, which often led to delays and duplicated effort. After visualizing the entire process, it became easier to assign clear responsibilities at each stage and set a more structured flow. As a result, coordination improved significantly. Our team members knew exactly where their role fit in, approvals became faster, and we were able to reduce back-and-forth communication. Overall, it made the workflow more streamlined and predictable, reducing time constraints and making the entire team more productive, allowing us to focus more time on serious tasks that needed our attention.

“The standout feature for Lucidchart is the real-time collaboration. It allows multiple users to work on the same diagram simultaneously with features including live cursor, comments, and instant updates. This makes teamwork much more efficient as everyone can contribute, give feedback, and make changes in real time with no delays. Additionally, the drag-and-drop interface allows me to easily drag and drop various diagrams, which is very useful for constructing workflow diagrams.

“We use the collaboration feature in Lucidchart quite frequently, especially during the initial planning and structuring phase of projects. Typically, we use it a few times a week whenever we are building or refining a workflow, with multiple team members contributing in real time. The comments feature is used regularly for feedback and suggestions, which helps to reduce unnecessary meetings. While we do not rely heavily on the chat function, the commenting system is enough for most of our collaboration, allowing team members to comment on specific parts of the diagram, keeping everything context-specific and within the diagram.

“One additional feature I find particularly valuable in Lucidchart is its wide range of templates and ease of use. As mentioned, the drag-and-drop feature significantly reduces the time required to create diagrams from scratch, especially for common use cases such as flowcharts or process maps. I appreciate how intuitive the drag-and-drop interface is, making it easy even for new users to get started quickly. Overall, the combination of collaboration features, templates, and ease of use makes it a very efficient tool for both individual and team-based

work..”

Verified user

Operations Management Intern at a educational organization with 1-10 employees

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Other Solutions Considered

“Before using Lucidchart, we utilized Google Drive and some features or tools from Atlassian, but that resulted in mixed documentation and tools. That is why I switched to Lucidchart, and it has been utilized for quite some time now..”

Rishabh Singh

Lead Engineer Senior Forntend Developer at Adobe

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“I evaluated Microsoft Visio before picking Lucidchart, but Lucidchart stood out due to its ease of use, clean interface, and strong real-time collaboration feature. Compared to other tools such as Microsoft Visio or Miro, it felt more intuitive to get started with and was better suited for quickly creating structured workflows without a steep learning curve..”

Verified user

Operations Management Intern at a educational organization with 1-10 employees

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“Previously, before using Lucidchart, I mainly relied on basic tools such as Microsoft PowerPoint or Microsoft Visio and manual sketches to create simple diagrams. While those worked for basic needs, they lacked structured features. Visio is good in comparison to Lucidchart, but switching to Lucidchart provided a more honest and professional way to create workflows, improving overall clarity and teamwork..”

Verified user

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Operations Management Intern at a educational organization with 1-10 employees

“I have used all different types of solutions before Lucidchart. I do not really remember the names of too many of them. The one that comes with Microsoft, I have used that one. I think I have used ExcelaChart. There is one in Microsoft that is built-in, and there is one in Confluence also, draw.io, something like that..”

Rafi Chowdhury

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Solutions Architect at St. Jude Children's Research Hospital

“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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“Before using Lucidchart, we utilized Google Drive and some features or tools from Atlassian, but that resulted in mixed documentation and tools. That is why I switched to Lucidchart, and it has been utilized for quite some time now.

“The first reason for switching to Lucidchart is that it is cloud-first, meaning everything is available on the cloud. It is fast in comparison to other tools I have used such as Miro, which is great for brainstorming but less structured for formal diagrams. Additionally, Lucidchart is great in terms of scalability and live collaboration on documents, offering access-control functions, which allows me to manage who can view, edit, or access specific charts or flows..”

Rishabh Singh

Lead Engineer Senior Forntend Developer at Adobe

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ROI

Real user quotes about their ROI:

In terms of return on investment with Lucidchart, I would say I have saved time. Instead of spending a couple of hours drawing a process flow in a Word document, I can use Lucidchart to do it in minutes.

Faizuddin Shaik

Principal Application Engineer at a financial services firm with 10,001+ employees

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“We have seen a return on investment from using Lucidchart, as we have saved a lot of time, and the collaboration among teams has increased significantly..”

Tarandeep Kaur

Devops Manager at Flash

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“We are not tracking return on investment that extensively, but I know we obviously are saving time and it helps with clarity in projects, so that is a huge time saver and cost saver as well..”

Rafi Chowdhury

Solutions Architect at St. Jude Children's Research Hospital

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“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

“I have not tracked formal ROI metrics for Lucidchart in terms of direct financial return, but the value is clear in time saving and improved efficiency. By reducing the time spent on clarification, minimizing back-and-forth communication, and improving workflow visibility, it directly contributes to better productivity and faster execution. While there are not specific quantified ROI figures, the improvement in team coordination and reduced delays make it a worthwhile investment from an operational perspective..”

Verified user

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Operations Management Intern at a educational organization with 1-10 employees

“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

“My main use case for Lucidchart is designing HLD and LLD diagrams. Recently, I created an automation service using Lucidchart to create the HLD and LLD so I could present it to the stakeholders and for the team's understanding. I used Lucidchart to create the HLD and LLD so that users can see and know the architecture of that automation..”

Verified user[Read full review](#) 

Devops Engineer at a tech vendor with 51-200 employees

“We have been using Lucidchart for creating flowcharts and process diagrams specifically. As I am involved in core development, including both front end and back end, we utilize it for designing any new feature that comes in and for designing any use case for a specific flow of a journey, such as end-to-end flows for apps and web. We also utilize these charts as part of our documented repository for future reference because I work for a product-based company, a large MNC, Adobe. We keep all these documents for future reference in case there are any updates or things we need to modify or revisit in our implementation..”

Rishabh Singh[Read full review](#) 

Lead Engineer Senior Forntend Developer at Adobe

“My main use case for Lucidchart is visualizing workflows and structuring ideas clearly, especially for projects involving multiple steps or stakeholders. For example, I have used it to map out a complete content creation workflow, from idea generation to publishing, which helped in identifying bottlenecks and improving coordination within the team. I primarily use Lucidchart for creating workflow diagrams and process maps to simplify complex tasks and improve team coordination..”

Verified user

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Operations Management Intern at a educational organization with 1-10 employees

“My main use case for Lucidchart is creating diagrams, architectural diagrams, charts, and visual thinking tools, including system flowcharts.

“A specific example of a diagram I've created with Lucidchart is AWS and Azure system design diagrams, microservices architecture, flowcharts, CI/CD work topology, and server diagrams..”

Harshal Jethwa

[Read full review](#) 

Cloud Engineer at a educational organization with 501-1,000 employees

“My main use case for Lucidchart is creating operating platform models and different types of diagrams that show how systems, processes, and people work together.

I create any kind of diagramming through Lucidchart, including the operating platform model that we create for our projects.

For my project called Voice of the Donor, I built the entire thing on Lucidchart where I basically showed all the different systems and how the data is being exchanged, who are the people that are involved, what are the processes that are involved, the names of the applications that are involved, and all those things were diagrammed in Lucidchart. .”

Rafi Chowdhury

Solutions Architect at St. Jude Children's Research Hospital

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“My main use case for Lucidchart is that it helps create sequences, sequence diagrams, component diagrams, workflows, and many more for our product and software services. This helps us collaborate better as a remote team to brainstorm and express our design and thought process, identify issues early on, get sign-off from stakeholders, and get feedback from subject matter experts while identifying corner cases or use cases missed.

“A specific example of how I use Lucidchart for one of my projects is that we primarily use it as a process visualization tool. We use it to document workflows, department standard operating procedures, and handoffs so that we have something we can give people rather than just verbal training or a text document. It provides a visual reference they can review.

“Additionally, Lucidchart helps with diagramming and project management. It works well when you need to collaborate between different departments that share similar goals or when helping to collaborate with clients effectively..”

AlexMartin1

Senior Software Engineer at Nestlé

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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.

“I have not exactly participated in the initial setup of Lucidchart, as being in the tech team, we were mostly tasked to analyze the tool initially to provide feedback to the organization about its usefulness and whether teams could work better with it..”

Rishabh Singh

Lead Engineer Senior Forntend Developer at Adobe

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“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

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

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“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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“My experience with pricing, setup costs, and licensing for Lucidchart has been straightforward. The setup cost is minimal since it is a cloud-based tool with no installation required, and getting started is quick. The basic version is useful for getting started, although many features are not available and advanced functionalities are locked behind paid plans. For individual student use, it can feel expensive for what is offered, but for teams and organizations, the value becomes more justifiable due to collaboration features and scalability. Overall, the licensing is simple to manage, but more flexibility in pricing tiers or options for students would make it even better..”

Verified user

Operations Management Intern at a educational organization with 1-10 employees

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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

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

“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..”

Verified user[Read full review](#) 

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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“The customer support for Lucidchart is really good. We had an interaction with the team about six months back regarding an update issue we were facing on one of our systems. We contacted them, and they resolved the issue within 45 minutes..”

Tarandeep Kaur

Devops Manager at Flash

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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..”

Verified user

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Talent Acquisition Specialist at eDreams ODIGEO

“I have not personally connected with Lucidchart's technical support because there was no need. The documentation is good enough to get started with, and as I work with the tool, the documentation is really amazing. I can search for and find my specific requirements without needing to connect with their tech team..”

Rishabh Singh

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Lead Engineer Senior Forntend Developer at Adobe

“Customer support for Lucidchart is quite appreciable, and my experience with customer support has been decent. The platform provides helpful resources such as documentation guides and a community forum, which are usually enough for basic issues. However, the response time for direct support can vary; it can be slower or faster depending on timing. There is also limited access to direct support options such as live chat, which can delay resolution in urgent situations. Overall, customer support is reliable for standard issues but could be more responsive and accessible for complex or time-sensitive problems..”

Verified user

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Operations Management Intern at a educational organization with 1-10 employees

Other Advice

“My advice for others looking into using Lucidchart is that if they want a solution where they can create a free diagram, work in a team, present system diagrams, and want a free plan with a click for a diagram as code, and seek a collaborative diagrammatic tool for creating system design workflow and architecture visualization, they can use this tool. I rate this product an eight out of ten..”

Harshal Jethwa

Cloud Engineer at a educational organization with 501-1,000 employees

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“Lucidchart is helpful, but I don't have a good way to measure specific outcomes or metrics, such as time saved or improvements in project delivery that resulted from improved collaboration.

My advice to others looking into using Lucidchart is to try it out.

My company does not have a business relationship with Lucidchart other than being a customer.

I would rate this product an 8 out of 10..”

Verified user

Manager, Production Services at a tech services company with 51-200 employees

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“My advice to others looking into using Lucidchart is that if you are looking for a

lightweight project mapping and collaboration tool within teams and across teams to get on the same page when it comes to a project plan for the future, Lucidchart is the best solution for that.

“I have observed several advantages overall while using Lucidchart. It has improved time to decision by at least fifteen percent. It has created more visibility over the process and decision-making across our business. It enables collaboration across the team to improve by at least thirteen percent. I would rate this solution an eight out of ten..”

AlexMartin1

Senior Software Engineer at Nestlé

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“I chose five for my overall rating because I feel that Lucidchart delivers everything we imagined it would provide as a technical solution. I do not have any problems with usability, scalability, or support. Everything is working. Our teams are experienced members, so they do not need the technical or introductory support I mentioned for improvements. That does not apply to us. That is why I feel it is a five from me. Lucidchart is a good solution and deserves a five from my side. I would advise that if you are searching for a solid remote collaboration tool, you can definitely go for Lucidchart. It provides good technical problem-solving capabilities, and you can conduct a lot of brainstorming for teams. It is a dedicated solution that suits organizations of all sizes, so whether you are a small, medium, or enterprise-level tech, you can definitely consider Lucidchart. My overall rating for this product is 5 out of 5..”

Tarandeep Kaur

Devops Manager at Flash

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“I am not specifically aware of Lucidchart's pricing and licensing as that is something handled by the sales team, so it does not directly come to us in the tech team. A dedicated sales team manages all the purchases and related dealings.

“As a lead engineer, I see positive effects from Lucidchart in my company, particularly in drawing an initial roadmap for project development and outlining use cases. It helps in visualizing what and how we are going to sectionize development and manage the actual go-lives for features. It simplifies collaboration by allowing both technical and non-technical personnel to clearly connect and discuss how things are going to work.

“Based on everything I have described, I would rate Lucidchart a nine out of ten..”

Rishabh Singh

Lead Engineer Senior Forntend Developer at Adobe

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“While Lucidchart is very effective overall, there are areas for improvement. One issue is performance; as mentioned, working on larger or more complex diagrams can feel slow or laggy. Another area is pricing, as some advanced features are locked behind high-tier plans, which may not be ideal for students or smaller teams. Additionally, it could improve offline accessibility or performance under low internet conditions, as I remember working on a workflow diagram in a car where I lost my network connection, and the entire diagram I had been working on disappeared. Furthermore, version control and tracking changes over time could be more refined, especially for larger teams working on complex projects. Overall, it is a powerful tool, but improving performance, accessibility, and flexibility would make it even more user-friendly.

“I rate Lucidchart a solid eight out of ten. It is a powerful and user-friendly tool for creating diagrams and collaborating with teams, but there is still room for improvement in areas such as performance, pricing, and advanced feature accessibility.

“In my organization, Lucidchart is deployed as a hybrid cloud solution. It runs in a browser and relies on cloud access for real-time collaboration. We use [Google Cloud](#) for Lucidchart.

“Lucidchart is a reliable and effective tool for visualizing ideas and improving workflow clarity. It stands out for its ease of use, drag-and-drop features, a large collection of templates, and strong collaboration features, making it suitable for both individual and team-based work. A key takeaway from my experience is that the real value of the tool comes from using it consistently for structured thinking and planning rather than just for occasional diagram creation. While there are areas for improvement in performance on complex diagrams, pricing flexibility, and offline capabilities, it remains a solid choice for anyone looking to streamline processes and enhance collaboration..”

Verified user

Operations Management Intern at a educational organization with 1-10 employees

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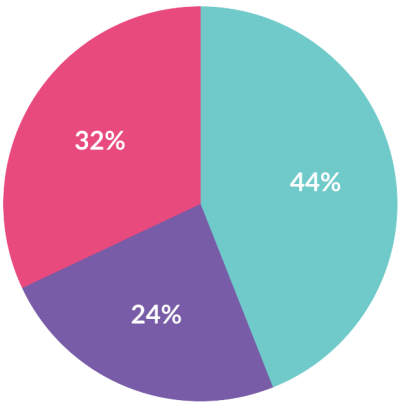
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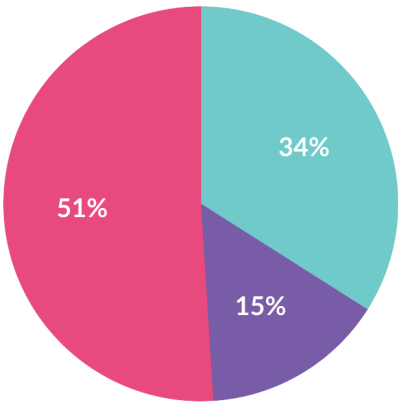


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