RIS SOFTWARE
LeaderBoard '16

- TOP 20 SOFTWARE VENDORS
- TOP TIER-ONE & MID-MARKET VENDORS
- TOP VENDORS IN GROCERY, APPAREL & SPECIALTY
- TOP VENDORS IN CUSTOMER SATISFACTION

RIS®

EDITOR'S NOTE

BY JOE SKORUPA

BUSINESS VS. REPUTATION

Aligning what you do with what your customers think you do

Your business is what you do. Your reputation is what people think you do.

This comes as a shock to many retail software technology providers. The reason is that they are so passionate and laser-focused on the difficult task of running their businesses and meeting corporate goals that they don't see what they do from the customer's perspective.

To retail software providers, of course, customers are retailers and what these customers do all day every day is a range of software-oriented tasks that includes implementing, integrating, maintaining, managing, updating, upgrading, supporting, servicing and simply using the software.

And while the software provider sees all of this through the lens of its most recent product release and the exciting advantages that will soon become available, the majority of customers sees it through the lens of using a previous iteration of the software. And not just the most previous iteration, it can be the one before that or the one before that.

In many cases, software providers walk away from previous versions of their software and reduce their support. This can be either a slow walk or a sprint or something in between. But retailers react when this happens and their reaction has an impact on a software provider's reputation.

The *RIS* Software LeaderBoard measures the impact of retailer reactions to using vendor-developed software products 24/7/365. It aggregates 587 evaluations made by 295 retailers about 45 vendors that received the minimum number of valid votes to qualify for inclusion in the analysis.

The Customer Satisfaction score is the signature element in the LeaderBoard. No other report by any research or analyst firm measures and publishes Customer Satisfaction ratings and analysis of retail software vendors based on evaluations by hundreds of retailers.

The Customer Satisfaction score in the LeaderBoard is based on evaluations in 10 criteria that range from return on investment (ROI) and total cost of ownership (TCO) to quality of support and innovation. Each criterion has a maximum value of five points so a perfect Customer Satisfaction score is 50.

The average Customer Satisfaction score for all 71 vendors that received at least one valid vote this year is 37.1. The average for all vendors that received the minimum number of valid votes to be included in the analysis is 37.9.

In addition to Customer Satisfaction scores, the LeaderBoard tracks Retail Concentration, a metric worth a maximum of 50 points representing one point for every retail software module in a vendor's suite of solutions, and Revenue Factor, a metric that awards a maximum of five points based on levels of revenue earned in the retail industry.

A vendor's reputation is only partly in their control, although they have significant power to influence it. The LeaderBoard measures the alignment between what a software vendor does and what its customers think they do, which we believe is essential information to use as you make your next software purchase plans. •

VOICE OF THE RETAILER

No one knows more about software than the retailers who use it every day

CIOs gather research from a few key sources before making an investment in a software project that will cost many millions of dollars. Typically, experts are called in from analyst and research firms to narrow the landscape of relevant vendors. These experts come equipped with a pedigree of experience in the field, but CIOs don't rely on their recommendations without getting feedback from other end users, i.e. other retailers.

Third-party experts can't tell a CIO what it is like to use software day in and day out while under pressure to meet deadlines and achieve goals. They can't tell what expectations were set by the software provider during the contract negotiation and how those expectations were met. Or how long it took to achieve a return on investment or the amount of ongoing costs required for maintenance, management, integration, service and administration.

Only other end users can tell a CIO what it is like to use software in a business setting and that is what the *RIS* Software LeaderBoard does in its ratings, rankings and top-10 lists.

There are 51 lists in the LeaderBoard and of these 50 are top-10 lists. The one list that is an exception is a top-20 list, which can be considered the master list from which all other lists are derived.

THE MASTER LIST

After the aggregated retailer evaluation data from Litchfield Research is sent to *RIS* it is combined with data the *RIS* team compiles about each software vendor, which includes the number of applications vendors offer and their revenue size. Some of this information is supplied by vendors but all of it is cross-checked by *RIS*.

When this data is put into grid it comprises a master list that includes every vendor that receives retailer votes and every data point collected about those vendors. The first cut made to the list is to eliminate vendors that did not receive a minimum of five valid retailer votes.

When the cut was made this year the master list included 45 vendors, all of which had a valid and complete data set. The top 20 vendors on this list are featured in the first list presented in the LeaderBoard and they are the best-of-the-best software providers who specialize in retail technology.

Looking at this list, which is called the *RIS* Software LeaderBoard Top 20, we see the table has six columns — Rank, Company Name, Customer Satisfaction, Retail Concentration, Revenue Factor and Total Points. The Rank column

RIS SOFTWARE LEADERBOARD TOP 20

RANK	VENDOR	CUSTOMER SATISFAC-TION	RETAIL CON-CENTRATION	REVENUE FACTOR	TOTAL
1	Cegid Group	49.3	47	3	99.3
2	MI9 Retail (Raymark)	45.8	46	3	94.8
3	ECRS	46.9	45	2	93.9
4	Manthan Systems	48.1	43	2	93.1
5	Celerant Technology	42.1	46	2	90.1
6	SAP	35.9	47	5	87.9
7	Aptos	38.4	43	4	85.4
8	Oracle	33.7	45	5	83.7
9	PCMS Datafit	35.8	43	3	81.8
10	MicroStrategy	34.8	40	5	79.8
11	Jesta I.S.	43.6	31	2	76.6
11	MultiDev Technologies	39.6	36	1	76.6
12	JDA	35.4	36	5	76.4
13	Infor (GT Nexus, Predictix & Starmount)	37.0	34	5	76.0
14	NCR	29.6	41	5	75.6
15	Magstar	47.3	25	1	73.3
16	Reflexis Systems	46.7	19	3	68.7
17	Microsoft	40.0	23	5	68.0
18	IBM	33.9	28	5	66.9
19	Logility	41.8	23	2	66.8
20	Manhattan Associates	33.9	27	5	65.9

LARGE VENDOR LEADERS (FULL DATA SET)

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	SAP	35.9	47	5	87.9
2	Aptos	38.4	43	4	85.4
3	Oracle	33.7	45	5	83.7
4	MicroStrategy	34.8	40	5	79.8
5	JDA	35.4	36	5	76.4
6	Infor	37.0	34	5	76.0
7	NCR	29.6	41	5	75.6
8	Microsoft	40.0	23	5	68.0
9	IBM	33.9	28	5	66.9
10	Manhattan Associates	33.9	27	5	65.9

MID-SIZE VENDOR LEADERS (FULL DATA SET)

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	Cegid Group	49.3	47	3	99.3
2	MI9 Retail	45.8	46	3	94.8
3	ECRS	46.9	45	2	93.9
4	Manthan Systems	48.1	43	2	93.1
5	Celerant Technology	42.1	46	2	90.1
6	PCMS Datafit	35.8	43	3	81.8
7	MultiDev Technologies	39.6	36	1	76.6
8	Jesta I.S.	43.6	31	2	76.6
9	Magstar	47.3	25	1	73.3
10	Reflexis Systems	46.7	19	3	68.7

BROAD SUITE VENDOR LEADERS (FULL DATA SET)

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	Cegid Group	49.3	47	3	99.3
2	MI9 Retail	45.8	46	3	94.8
3	ECRS	46.9	45	2	93.9
4	Manthan Systems	48.1	41	2	91.1
5	Celerant Technology	42.1	46	2	90.1
6	SAP	35.9	47	5	87.9
7	Aptos	38.4	43	4	85.4
8	Oracle	33.7	45	5	83.7
9	PCMS Datafit	35.8	43	3	81.8
10	MicroStrategy	34.8	40	5	79.8

TARGETED SOLUTION VENDOR LEADERS (FULL DATA SET)

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	Reflexis Systems	46.7	19	3	68.7
2	RTC Group	48.2	14	1	63.2
3	NGC Software	41.9	17	3	61.9
4	SPS Commerce	40.0	15	4	59.0
5	Logile	48.4	9	1	58.4
6	Kronos	33.7	19	5	57.7
7	Dell	40.8	10	5	55.8
8	SAS	32.7	18	5	55.7
9	First Data	34.3	15	5	54.3
10	NetSuite	29.0	20	5	54.0

CUSTOMER SATISFACTION FOR LARGE VENDORS

RANK	COMPANY	CUST. SAT.
1	Dell	40.8
2	Microsoft	40.0
2	SPS Commerce	40.0
3	Lexmark	39.8
4	Aptos	38.4
5	Teradata	37.3
6	Infor	37.0
7	Salesforce Commerce Cloud (Demandware)	36.9
8	Akamai	36.6
9	Tyco	36.5
10	AT&T	36.3

CUSTOMER SATISFACTION FOR MID-SIZE VENDOR LEADERS

RANK	COMPANY	CUST. SAT.
1	Cegid Group	49.3
2	Logile	48.4
3	RTC Group	48.2
4	Manthan Systems	48.1
5	Magstar	47.3
6	ECRS	46.9
7	Reflexis Systems	46.7
8	MI9 Retail	45.8
9	Jesta I.S.	43.6
10	RetailNext	43.0

CUSTOMER SATISFACTION FOR BROAD SUITE VENDORS

RANK	COMPANY	CUST. SAT.
1	Cegid Group	49.3
2	Manthan Systems	48.1
3	Magstar	47.3
4	ECRS	46.9
5	MI9 Retail	45.8
6	Jesta I.S.	43.6
7	Celerant Technology	42.1
8	Logility	41.8
9	Microsoft	40.0
10	MultiDev Technologies	39.6

CUSTOMER SATISFACTION FOR TARGETED SOLUTION VENDORS

RANK	COMPANY	CUST. SAT.
1	Logile	48.4
2	RTC Group	48.2
3	Reflexis Systems	46.7
4	RetailNext	43.0
5	360pi	42.2
6	NGC Software	41.9
7	Dell	40.8
8	SPS Commerce	40.0
9	Lexmark	39.8
10	Revionics	39.7

is self-explanatory as are the Company Name and Total Points columns.

The Customer Satisfaction, Retail Concentration and Revenue Factor col- umns are the three most important data points in the LeaderBoard. (For full definitions of these data points see the "Methodology" section on page 14.) To- gether, these three data points combine to form a vendor's score in the Top 20 list and because all three elements are used for scoring the list is referred to as

GROCERY VENDOR LEADERS (FULL DATA SET)

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	ECRS	45.9	45	2	92.9
2	Manthan Systems	47.6	41	2	90.6
3	Oracle	33.0	45	5	83.0
4	SAP	30.0	47	5	82.0
5	NCR	29.5	41	5	75.5
6	JDA	30.4	36	5	71.4
7	Reflexis Systems	45.3	19	3	67.3
8	Microsoft	34.4	23	5	62.4
9	IBM	27.8	28	5	60.8
10	Logile	46.5	9	1	56.5

CUSTOMER SATISFACTION FOR GROCERY VENDORS

RANK	COMPANY	CUST. SAT.
1	Manthan Systems	47.6
2	Logile	46.5
3	ECRS	45.9
4	Reflexis Systems	45.3
5	Lexmark	41.5
6	Dell	36.7
7	Ceridian	36.2
8	Revionics	34.7
9	Microsoft	34.4
10	First Data	33.9

APPAREL VENDOR LEADERS (FULL DATA SET)

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	Cegid Group	44.8	47	3	94.8
2	MI9 Retail	41.2	46	3	90.2
3	Celerant Technology	40.1	46	2	88.1
4	Aptos	38.9	43	4	85.9
5	SAP	32.5	47	5	84.5
6	Oracle	32.2	45	5	82.2
7	MicroStrategy	37.0	40	5	82.0
8	JDA	38.0	36	5	79.0
9	Infor	35.4	34	5	74.4
10	Jesta I.S.	41.1	31	2	74.1

CUSTOMER SATISFACTION FOR APPAREL VENDORS

RANK	COMPANY	CUST. SAT.
1	Cegid Group	44.8
2	Logility	42.4
3	MI9 Retail	41.2
4	Jesta I.S.	41.1
5	KWI (Kliger-Weiss Infosystems)	41.0
6	Dell	40.7
7	Celerant Technology	40.1
8	Verifone	39.3
9	Aptos	38.9
10	Microsoft	38.9

SPECIALTY VENDOR LEADERS (FULL DATA SET)

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	Cegid Group	48.6	47	3	98.6
2	MI9 Retail	43.0	46	3	92.0
3	Celerant Technology	39.1	46	2	87.1
4	MultiDev Technologies	44.8	36	1	81.8
4	PCMS Datafit	35.8	43	3	81.8
5	Aptos	32.0	43	4	79.0
6	Infor	40.0	34	5	79.0
7	Oracle	27.6	45	5	77.6
8	IBM	34.0	28	5	67.0
9	Microsoft	35.8	23	5	63.8
10	Reflexis Systems	41.0	19	3	63.0

SPECIALTY VENDOR LEADERS IN CUSTOMER SATISFACTION

RANK	COMPANY	CUST. SAT.
1	Cegid Group	48.6
2	MultiDev Technologies	44.8
3	Revionics	44.7
4	MI9 Retail	43.0
4	Retail Next	43.0
5	360pi	42.8
6	Reflexis Systems	41.0
7	AT&T	40.7
8	Infor	40.0
9	Celerant Technology	39.1
10	KWI (Kliger-Weiss Infosystems)	36.7

TOP VENDORS FOR MID-SIZE RETAILERS (FULL DATA SET)

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	Cegid Group	46.2	47	3	96.2
2	ECRS	47.5	45	2	94.5
3	MI9 Retail	42.7	46	3	91.7
4	Celerant Technology	40.1	46	2	88.1
5	SAP	33.7	47	5	85.7
6	Aptos	34.9	43	4	81.9
7	Oracle	30.3	45	5	80.3
8	MicroStrategy	33.8	40	5	78.8
9	NCR	30.0	41	5	76.0
10	JDA	34.6	36	5	75.6

TOP VENDORS FOR TIER ONE RETAILERS (FULL DATA SET)

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	MI9 Retail	42.8	46	3	91.8
2	Manthan Systems	48.2	41	2	91.2
3	Aptos	39.6	43	4	86.6
4	SAP	34.1	47	5	86.1
5	Oracle	31.4	45	5	81.4
6	Infor	41.7	34	5	80.7
7	MicroStrategy	35.5	40	5	80.5
8	NCR	29.4	41	5	75.4
9	Jesta I.S.	41.0	31	2	74.0
10	JDA	31.3	36	5	72.3

TOP VENDORS IN CUSTOMER SATISFACTION

RANK	COMPANY	CUST. SAT.
1	Cegid Group	49.3
2	Logile	48.4
3	RTC Group	48.2
4	Manthan Systems	48.1
5	Magstar	47.3
6	ECRS	46.9
7	Reflexis Systems	46.7
8	MI9 Retail	45.8
9	Jesta I.S.	43.6
10	Retail Next	43.0

TOP VENDORS IN RETAIL CONCENTRATION

RANK	COMPANY	CUST. SAT.
1	Cegid Group	47
1	SAP	47
2	MI9 Retail	46
2	Celerant Technology	46
3	ECRS	45
3	Oracle	45
4	Aptos	43
4	PCMS Datafit	43
4	NCR	43
5	Manthan Systems	41

CUSTOMER SATISFACTION BY MID-SIZE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Magstar	48.0
1	RTC Group	48.0
2	ECRS	47.5
3	Logile	47.0
4	Cegid Group	46.2
5	RetailNext	42.8
6	MI9 Retail	42.7
7	Jesta I.S.	42.1
8	Salesforce Commerce Cloud (Demandware)	41.5
9	Dell	41.4
10	NGC Software	41.2

CUSTOMER SATISFACTION BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Manthan Systems	48.2
2	Reflexis Systems	45.9
3	360pi	45.3
4	Logile	45.2
5	MI9 Retail (Raymark)	42.8
6	Infor	41.7
7	Jesta I.S.	41.0
7	ShopperTrak	41.0
8	Lexmark	40.6
9	Aptos	39.6
10	SPS Commerce	39.5

a full-data set list.

There are several other full-data set lists in the LeaderBoard aside from the Top 20. These include the following: Large Vendor Leaders (includes only vendors that have revenue greater than $125 million), Mid-Size Vendor Leaders (includes only vendors that have revenue less than $125 million), Broad Suite Vendor Leaders (includes only vendors that have 21 or more software applications in the retail vertical), Targeted Solution Vendor Leaders (includes only vendors that have 20 or fewer applications in the retail vertical), Grocery Vendor Leaders (includes only vendors that were evaluated by grocers), Apparel Vendor Leaders (includes only vendors that were evaluated by apparel retailers), Specialty Vendor Leaders (includes only vendors that were evaluated by specialty retailers), Top Vendors for Mid-Size Retailers (includes only vendors that were evaluated by retailers with revenue less than $1 billion), and Top Vendors for Tier One Retailers (includes only retailers with revenue greater than $1 billion).

All other charts in the LeaderBoard, aside from the above 10, are created by either separating the three main data points — Customer Satisfaction, Retail Concentration and Revenue Factor — or breaking them up into their individual components, i.e. the 10 Criteria that comprise the Customer Satisfaction score or the five levels that compose the Revenue Factor. **RIS**

RETAILER FOCUS GROUP

Shining the spotlight on Customer Satisfaction and the opinions of retailers

The primary focus in the first chapter in the LeaderBoard is on rankings that feature the full data set or rankings that isolate two of the three big data points — Retail Concentration and Revenue Factor scores. In this chapter the spotlight shines on Customer Satisfaction, i.e. retailer satisfaction. Scoring from Retail Concentration and Revenue Factor are removed from consideration.

While it is true that software providers featured in LeaderBoard lists that use the full data set get the benefit of a broader perspective for comparison, it is also true that the single most important element in the LeaderBoard is Customer Satisfaction. This is the factor that tells CIOs what everyday users of the software think about it and, importantly, it is the opinions of everyday users that is the foundation on which a software vendor's reputation rests.

There are 10 charts in this chapter and each one is based on the 10 criteria that comprise the overall Customer Satisfaction score. These criteria are worth a maximum of five points each for a combined maximum potential score of 50, which is the score for Customer Satisfaction used in charts that feature the full data set.

The 10 Customer Satisfaction criteria, which are combined into an overall score when not broken out separately, are: Overall Performance (ease of use, logical workflow, speed, etc.), Total Cost of Operation, Return on Investment, Technology Innovation, Software Reliability, Ease of Installation & Integration, Ease of Administration, Quality of Support, Quality of Service, and Strength of Recommendation (how strongly a vendor is recommended to others).

LEADERS IN OVERALL PERFORMANCE

RANK	COMPANY	CUST. SAT.
1	Manthan Systems	5.0
1	RTC Group	5.0
1	Magstar	5.0
2	Cegid Group	4.8
3	TXT	4.7
4	ECRS	4.6
5	Reflexis Systems	4.5
6	Logile	4.4
7	Celerant Technology	4.3
7	NGC Software	4.3

LEADERS IN TOTAL COST OF OPERATION

RANK	COMPANY	CUST. SAT.
1	RTC Group	4.8
1	Magstar	4.8
2	Manthan Systems	4.7
3	Logile	4.6
3	Cegid Group	4.6
4	ECRS	4.4
4	Reflexis Systems	4.4
5	MI9 Retail	4.3
6	Lexmark	4.2
6	360pi	4.2

LEADERS IN RETURN ON INVESTMENT

RANK	COMPANY	CUST. SAT.
1	RTC Group	4.8
2	Manthan Systems	4.7
3	Cegid Group	4.6
4	ECRS	4.5
4	Magstar	4.5
5	Logile	4.4
5	MI9 Retail	4.4
5	Reflexis Systems	4.4
6	Salesforce Commerce Cloud (Demandware)	4.2
6	Lexmark	4.2

LEADERBOARD METHODOLOGY

Customer Satisfaction in LeaderBoard rankings is based on retailer evaluations using a one-to-five point scale in the 10 criteria described above. Invitations to fill out evaluation forms are sent to retailers by the *RIS* independent research partner Litchfield Research. A one-time, non-forwarding web link is sent to each retailer to ensure there is no ballot stuffing or that non-retailers cast votes.

Evaluations for the study were collected in September and October, 2016, and the final data is sent by Litchfield Research to *RIS* in an aggregated format so that no individual voters or votes can be identified or broken out in any way.

A second data point that plays a big part in LeaderBoard rankings is Retail Concentration, which is a measurement of the footprint a vendor has in the retail technology space. *RIS* creates a list of 50 core retail applications and researches vendor websites to ensure they are generally available for purchase and deployment. Each of the 50 core modules counts for one point toward the Retail Concentration score.

The final area that plays a part in the rankings is Revenue Factor. This is a range from one to five points and it is broken out as follows: one point for annual revenue in the retail vertical for $20 million or less; two points for revenue $20-$50 million; three points for revenue $50-$125 million; four points for revenue $125-$250 million; and five points for revenue above $250 million. A default of one point is assigned if the vendor cannot select one of the revenue plateaus due to corporate restrictions.

When the full set of data is used in a chart, as it is in the Top 20 list, the score used for ranking is the sum of the three scores for Customer Satisfaction (50), Retail Concentration (50) and Revenue Factor (5) and has a maximum value of 105 points for a vendor that achieves a perfect score. **RIS**

LEADERS IN TECHNOLOGY INNOVATION

RANK	COMPANY	CUST. SAT.
1	Manthan Systems	5.0
2	Cegid Group	4.7
3	ECRS	4.6
3	RetailNext	4.6
3	RTC	4.6
3	Logile	4.6
4	Reflexis Systems	4.4
5	Magstar	4.3
6	Celerant Technology	4.2
6	MI9 Retail	4.2
6	360pi	4.2

LEADERS IN SOFTWARE RELIABILITY

RANK	COMPANY	CUST. SAT.
1	Manthan Systems	5.0
2	RTC Group	4.8
2	Magstar	4.8
3	Cegid Group	4.6
4	Reflexis Systems	4.5
4	ECRS	4.5
5	Akamai	4.4
5	RetailNext	4.4
5	Logile	4.4
5	Jesta I.S.	4.4

LEADERS IN EASE OF INSTALLATION & INTEGRATION

RANK	COMPANY	CUST. SAT.
1	Manthan Systems	4.7
1	Cegid Group	4.7
2	RTC Group	4.6
3	Logile	4.5
3	ECRS	4.5
3	360pi	4.5
3	Magstar	4.5
4	Reflexis Systems	4.4
4	RetailNext	4.4
5	Logility	4.3
6	MI9 Retail	4.2

LEADERS IN EASE OF ADMINISTRATION

RANK	COMPANY	CUST. SAT.
1	ECRS	4.9
2	Manthan Systems	4.8
2	RTC Group	4.8
3	Cegid Group	4.6
3	Logile	4.6
4	360pi	4.5
4	Logility	4.5
4	Magstar	4.5
5	Reflexis Systems	4.4
5	MI9 Retail	4.4

LEADERS IN QUALITY OF SUPPORT

RANK	COMPANY	CUST. SAT.
1	Magstar	5.0
2	RTC Group	4.8
2	Logile	4.8
3	Manthan Systems	4.7
3	Logility	4.7
4	ECRS	4.6
5	Reflexis Systems	4.5
6	Jesta I.S.	4.4
6	Akamai	4.4
6	RetailNext	4.4
6	Cegid Group	4.4

LEADERS IN QUALITY OF SERVICE

RANK	COMPANY	CUST. SAT.
1	RTC Group	5.0
1	Magstar	5.0
2	Manthan Systems	4.8
3	Cegid Group	4.6
3	Reflexis Systems	4.6
3	Logile	4.6
4	ECRS	4.5
4	360pi	4.5
4	Logility	4.5
4	MI9 Retail	4.5
5	Jesta I.S.	4.4

LEADERS IN RECOMMENDATION

RANK	COMPANY	CUST. SAT.
1	RTC Group	5.0
1	Magstar	5.0
2	Cegid Group	4.8
2	ECRS	4.8
2	Manthan Systems	4.8
2	RetailNext	4.8
3	Reflexis Systems	4.7
4	Logile	4.6
4	Jesta I.S.	4.6
5	Revionics	4.3
5	MI9 Retail	4.3
5	Logility	4.3

THE RIGHT FIT

Features and functions are only the beginning of assessing whether a software provide is a good fit for your company

When selecting a new software application or major upgrade the first thing a CIO evaluates is functionality. Will the proposed application do everything on the priority list of features and functions? If the answer is "yes" then the CIO is off to a good start and other factors come into play such as compatibility with the tech stack, alignment with the five-year plan, initial cost, long-term cost, ROI, internal expertise, buy-in by internal departments, and others.

But when does vendor reputation and strength of recommendation felt by current users come into play? Often this is one of the last things factored in before a purchase decision is made, but perhaps it should be one of the first.

The charts in this chapter show side-by-side rankings of vendors as voted by retailers who fall into two revenue groups — above and below $1 billion in annual revenue. As can be seen, few software vendors make the top-10 lists in both revenue categories. This indicates that some software vendors work best with targeted retailer groups, which is something retailers should know prior to making a purchase decision.

Another thing retailers should know is the reasons behind the Customer Satisfaction rankings. Why do retailers who use a vendor's software feel the way they do about it?

To provide insight into the value of retailer recommendations here are a few comments made by retailers about vendors that did not make any of the top-10 lists. The names have been removed since they are not part of the report, but you can see from the comments why they did not score well:

LEADERS IN OVERALL PERFORMANCE BY TIER ONE & MID-SIZE RETAILERS

	BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS	
RANK	COMPANY	CUST. SAT.	RANK	COMPANY	CUST. SAT.
1	Manthan Systems	5.0	1	RTC Group	5.0
2	360pi	4.8	1	Magstar	5.0
3	Reflexis Systems	4.6	2	ECRS	4.8
3	Infor	4.6	2	Cegid Group	4.8
4	Logile	4.4	3	Logile	4.7
5	Jesta I.S.	4.2	4	NGC Software	4.5
5	Aptos	4.2	5	Celerant Technology	4.3
6	Ceridian	4.0	6	Dell	4.3
6	ShopperTrak	4.0	7	MI9 Retail	4.1
7	MI9 Retail	3.9	8	Jesta I.S.	4.0
7	Microsoft	3.9	8	UTC Retail	4.0

LEADERS IN RETURN ON INVESTMENT BY TIER ONE & MID-SIZE RETAILERS

	BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS	
RANK	COMPANY	CUST. SAT.	RANK	COMPANY	CUST. SAT.
1	Infor	4.8	1	Salesforce Commerce Cloud (Demandware)	5.0
2	Manthan Systems	4.5	2	RTC Group	4.8
2	Reflexis Systems	4.5	3	ECRS	4.7
3	Lexmark	4.4	3	Logile	4.7
3	Logile	4.4	3	Magstar	4.7
4	MI9 Retail	4.3	4	Cegid Group	4.6
4	Ceridian	4.3	5	MI9 Retail	4.4
5	Aptos	4.0	6	NGC Software	4.3
5	ShopperTrak	4.0	6	RetailNext	4.3
6	Jesta I.S.	3.9	7	KWI (Kliger-Weiss Infosystems)	4.1

LEADERS IN TOTAL COST OF OPERATIONS BY TIER ONE & MID-SIZE RETAILERS

	BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS	
RANK	COMPANY	CUST. SAT.	RANK	COMPANY	CUST. SAT.
1	Logile	4.6	1	RTC Group	4.8
2	360pi	4.5	2	Logile	4.7
2	Manthan Systems	4.5	2	Magstar	4.7
2	Reflexis Systems	4.5	3	Cegid Group	4.6
3	MI9 Retail	4.4	3	ECRS	4.6
4	Infor	4.3	4	Jesta I.S.	4.2
4	Lexmark	4.3	4	MI9 Retail	4.2
5	SPS Commerce	4.0	5	KWI (Kliger-Weiss Infosystems)	4.1
5	ShopperTrak	4.0	5	NGC Software	4.1
6	Jesta I.S.	3.8	6	Celerant Technology	4.0
6	Aptos	3.8	6	Dell	4.0

• "Their biggest weakness is their support and code releases. Each code release brings new bugs and their support process takes much, much too long to actually fix the bugs that they introduce. Frustrating."

• "Support is the main problem. They take too long to solve any problem no matter the complexity."

• "It is a very robust product but it is very, very complicated (not intuitive at all) and their support is out of touch. Recommending this product would be difficult at best for me."

• "Upgrade to EMV has been a nightmare. Their response time has been pretty poor, their ability to inform us on how certain functionality works has been almost non-existent, and our 3rd-party vendors who had to integrate with them continuously mentioned how their EMV specification documents were confusing and not complete."

• "Once you sell the product you need to show up and support it and not just show up when the next opportunity to sell more products arrives."

• "Very difficult to get the right contact; so many people in the organization."

• "Projects have been way over budget, service and support have been poor, red tape we've had to deal with has been ridiculous and it has taken three years to roll out their POS system."

For companies that made one or more of the lists in the LeaderBoard the comments made by users reflected the high scores given for Customer Satisfaction. Here are a few of the many comments that retailers left to provide a peek into what it is like to use the software:

• "Many vendors claim that their product suites work well together. The **Aptos** products are truly integrated, which greatly simplifies the addition of capabilities. Our company added CRM to Aptos POS and Sales Audit this year. The integration worked "out of the box.""

• "**Cegid** has provided us with top notch service for the last eight years, and it always comes with a personal touch. They know us and know how

LEADERS IN TECHNOLOGY INNOVATION BY TIER ONE & MID-SIZE RETAILERS

BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Manthan Systems	5.0
2	360pi	4.5
2	Reflexis Systems	4.5
2	Logile	4.5
3	MI9 Retail	4.0
3	Ceridian	4.0
3	Infor	4.0
3	SPS Commerce	4.0
3	Tyco	4.0
4	Microsoft	3.9

BY MID-SIZE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Logile	5.0
2	RetailNext	4.8
3	Cegid Group	4.7
3	ECRS	4.7
4	RTC Group	4.5
5	Magstar	4.3
5	MI9 Retail	4.3
5	Salesforce Commerce Cloud (Demandware)	4.3
6	Celerant Technology	4.2
7	AT&T	4.0

LEADERS IN SOFTWARE RELIABILITY BY TIER ONE & MID-SIZE RETAILERS

BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Manthan Systems	5.0
2	Reflexis Systems	4.6
3	MI9 Retail	4.5
4	Logile	4.4
5	ShopperTrak	4.3
6	Tyco	4.3
6	Jesta I.S.	4.3
6	360pi	4.3
6	Infor	4.3
6	SPS Commerce	4.3
6	Teradata	4.3

BY MID-SIZE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Magstar	5.0
2	RTC Group	4.8
3	ECRS	4.7
4	Cegid Group	4.6
5	Jesta I.S.	4.4
6	Dell	4.3
6	Akamai	4.3
6	Logile	4.3
6	MI9 Retail	4.3
6	RetailNext	4.3
6	ShopperTrak	4.3

LEADERS IN EASE OF INSTALLATION & INTEGRATION BY TIER ONE & MID-SIZE RETAILERS

BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Manthan Systems	5.0
2	Logile	4.6
3	360pi	4.8
4	Reflexis Systems	4.5
5	MI9 Retail	4.3
6	Jesta I.S.	4.0
6	Lexmark	4.0
6	SPS Commerce	4.0
6	ShopperTrak	4.0
6	Tyco	4.0

BY MID-SIZE RETAILERS

RANK	COMPANY	CUST. SAT.
1	ECRS	4.8
1	RTC Group	4.8
2	Magstar	4.7
3	Cegid Group	4.6
4	Logile	4.3
4	AT&T	4.3
4	RetailNext	4.3
5	Dell	4.2
6	KWI (Kliger-Weiss Infosystems)	4.1
6	MI9 Retail	4.1

we operate, and we're given as much access to their time as we need. Great company!"

• "**Celerant** has been an excellent solution for us as we experienced dramatic expansion across all of our retail channels. It is difficult to find software that addresses the needs of a sophisticated brick and mortar business, but also has a sophisticated web platform. Celerant has all of the above."

• "**Magstar** has been a huge sup-

porter of our business. Their ERP system has allowed us to have the visibility to run our business at its optimum potential. The team at Magstar has been there to support our organization. We have implemented our plan on time and on budget."

• "**Manthan** is an excellent fit for our organization. We surveyed 10 providers prior to making a decision and Manthan scored the highest based on our criteria. Their customer service is exceptional."

• "For 15+ years **Mi9** has been a stable solution for my company. We have seen improvements in the past year in terms of ease-to-upgrade and customer support. While their support staff has always been brilliant, they have optimized their e-support/phone systems, and problems are resolved faster than ever."

• **MultiDev Technologies** has an amazing support department. From the moment you call in with an issue, someone is there to help. We continue to grow and Multidev grows with us. It's been a great relationship so far."

• "**NGC** has proven to be a true business partner. Their software solutions are excellent. They have a very knowledgeable team in all aspects of day to day business practices and offer 'best practice" solutions to help re-engineer your business processes."

• "**Reflexis Systems** goes above and beyond to ensure customer satisfaction. They value their customers' opinion and solicit feedback which is then incorporated into their applications. Having been a client for many years I still get amazing personalized service and attention today that I got when they were a smaller organization years ago."

• "We are just now going into production with **Revionics**' Pricing Analytics software and plan to implement the Promotional Analytics in Q1 2017. It has been a good experience so far and a perfectly frictionless experience." **RIS**

LEADERS IN EASE OF ADMINISTRATION & MAINTENANCE BY TIER ONE & MID-SIZE RETAILERS

BY TIER ONE RETAILERS		
RANK	COMPANY	CUST. SAT.
1	360pi	4.8
1	Manthan Systems	4.8
2	Logile	4.6
3	Reflexis Systems	4.5
3	MI9 Retail	4.5
4	ShopperTrak	4.3
4	Lexmark	4.3
5	Jesta I.S.	4.0
5	Aptos	4.0
5	Ceridian	4.0

BY MID-SIZE RETAILERS		
RANK	COMPANY	CUST. SAT.
1	ECRS	4.9
2	RTC Group	4.8
3	Logile	4.7
3	Magstar	4.7
4	Cegid Group	4.6
4	Dell	4.6
5	MI9 Retail	4.3
5	Jesta I.S.	4.3
5	Salesforce Commerce Cloud (Demandware)	4.3
6	NGC Software	4.1

LEADERS IN QUALITY OF SUPPORT BY TIER ONE & MID-SIZE RETAILERS

BY TIER ONE RETAILERS		
RANK	COMPANY	CUST. SAT.
1	360pi	4.8
1	Manthan Systems	4.8
2	Reflexis Systems	4.7
2	Logile	4.7
3	Jesta I.S.	4.4
3	MI9 Retail	4.4
4	ShopperTrak	4.3
4	Infor	4.3
5	Aptos	4.2
5	Revionics	4.2

BY MID-SIZE RETAILERS		
RANK	COMPANY	CUST. SAT.
1	Logile	5.0
1	Magstar	5.0
2	ECRS	4.8
2	RTC Group	4.8
3	Akamai	4.7
4	Jesta I.S.	4.4
5	Cegid Group	4.3
5	MI9 Retail	4.3
5	NGC Software	4.3
5	RetailNext	4.3

LEADERS IN QUALITY OF SERVICE BY TIER ONE & MID-SIZE RETAILERS

BY TIER ONE RETAILERS		
RANK	COMPANY	CUST. SAT.
1	360pi	4.8
1	Manthan Systems	4.8
2	Reflexis Systems	4.7
3	MI9 Retail	4.5
3	Logile	4.5
4	ShopperTrak	4.3
4	Tyco	4.3
4	Jesta I.S.	4.3
5	Aptos	4.0
5	Manhattan Associates	4.0
5	MicroStrategy	4.0

BY MID-SIZE RETAILERS		
RANK	COMPANY	CUST. SAT.
1	RTC Group	5.0
1	Logile	5.0
1	Magstar	5.0
2	ECRS	4.7
3	Cegid Group	4.6
4	MI9 Retail	4.4
4	Jesta I.S.	4.4
5	ShopperTrak	4.3
5	NGC Software	4.3
5	Retail Next	4.3
6	UTC Retail	4.1

LEADERS IN RECOMMENDATION BY TIER ONE & MID-SIZE RETAILERS

BY TIER ONE RETAILERS		
RANK	COMPANY	CUST. SAT.
1	Manthan Systems	5.0
2	Reflexis Systems	4.9
3	Aptos	4.6
3	Logile	4.6
4	360pi	4.5
5	Jesta I.S.	4.3
5	MI9 Retail	4.3
5	Infor	4.3
6	Lexmark	4.2
6	Revionics	4.2
6	Microsoft	4.1

BY MID-SIZE RETAILERS		
RANK	COMPANY	CUST. SAT.
1	ECRS	5.0
1	RTC Group	5.0
1	Magstar	5.0
2	Cegid Group	4.8
2	Jesta I.S.	4.8
2	RetailNext	4.8
3	Logile	4.7
4	Salesforce Commerce Cloud (Demandware)	4.5
5	NGC Software	4.4
6	Dell	4.3
6	MI9 Retail	4.3

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aptos	CELERANT TECHNOLOGY CORP — R@tail Redefined™	Cegid — Cloud Services & Software
infor	LOGILE — PROCESS SIMPLIFIED	manthan — Analyze. Decide. Do.
PCMS	REFLEXIS	REVIONICS