RIS SOFTWARE LeaderBoard '17

- Top 20 Retail Software Vendors
- Top Tier-One & Mid-Size Vendors
- Top Vendors in Grocery, Apparel & Specialty
- Top Vendors in Customer Satisfaction

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LeaderBoard '17

EDITOR'S NOTE

Data-Based Spin-Free Zone

Why the LeaderBoard is heavy with data instead of text

BY JOE SKORUPA

In the spirit of "data doesn't lie, people do," the 2017 *RIS* Software LeaderBoard report is heavy with charts instead of text, which means it is spin-free. Most of the text explains what the 51 tables and lists are all about, i.e. scoring methodology, criteria or category evaluated, how filtering and sorting works, and who voted.

This is important because many vendors pour their hearts and souls into their profession and, as a result, become passionate about their LeaderBoard rankings.

This passion applies to vendors with high scores as well as those with low ones. Those on the upper end may declare victory despite being just a few points (or percentages of a point) ahead of others, which can be misleading. Those on the lower end sometimes feel slighted by their ranking despite the fact that they are winners by definition.

The reason every vendor that appears in the LeaderBoard is a winner is that the study is composed of 50 top-10 breakout lists and one top-20 overall list. Since 46 vendors received the minimum number of votes to be potentially included in the charts, it means that those who appear in a top-10 list have outperformed at least 36 other vendors to get there.

Contributing to the no-spin zone is the fact that retailers are the foundation upon which the LeaderBoard top-10 lists are built. The 2017 Leaderboard scores are the outcome of 629 evaluations submitted by

327 retailers. These evaluations are converted into a Customer Satisfaction score that is the signature element in the LeaderBoard.

While other industry reports are based on analyst votes, the LeaderBoard uses an independent research firm to aggregate the hundreds of retailer evaluations and then deliver a summarized report to *RIS*. This final report includes scores for the 10 criteria that compose the overall Customer Satisfaction score. This criteria ranges from return on investment (ROI) and total cost of ownership (TCO) to innovation and quality of support. Each of the 10 criteria is worth a maximum of five points, so the highest score possible for Customer Satisfaction is 50.

In addition to using Customer Satisfaction scores, the LeaderBoard also tracks Retail Concentration, a metric that is also worth a maximum of 50 points. Scores for Retail Concentration are based on a list of 50 retail-specific software modules or applications, each of which is worth one point each. A maximum of five additional points is awarded to vendors based on Revenue Factor, a metric worth five points based on levels of revenue earned in the retail vertical.

Pictures speak louder than words. In the case of the LeaderBoard, the charts and lists speak louder than text or, perhaps more precisely, they speak with data-based, spin-free accuracy. **RIS**

Scorecard of Major Software Players

BROAD SUITES AND STRONG CUSTOMER SATISFACTION SCORES PRODUCE HIGH RANKINGS FOR THE TOP-20 VENDORS

Over the last few years, mergers and acquisitions have been a widespread trend among vendors, which has an impact on the retail industry as a whole and the *RIS* Software LeaderBoard in particular. Some big names now gone include Micros, GT Nexus, Predictix, Starmount, Raymark, Demandware, and QuantiSense.

However, the software produced by these vendors lives on in technology now offered by their acquisitive parent companies. This is probably a major reason why there is no evidence of a big shakeup in the composition of the LeaderBoard's top-20 list for 2017 despite the loss of some big names that have appeared regularly in recent years.

Congratulations in 2017 go to Celerant, Cegid, Mi9 Retail and ECRS, who vie for the top spots on the top-20 list this year, something they have been doing on a consistent basis for several years. These high flyers

RIS Software LeaderBoard Top 20

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	47.3	46	2	95.3
2	Cegid Group	43.7	44	3	90.7
3	Mi9 Retail	38.1	47	3	88.1
4	ECRS	39.6	45	2	86.6
5	SAP	34.5	47	5	86.5
6	Manthan Systems	40.2	43	3	86.2
7	Aptos	38.6	41	5	84.6
8	PCMS Datafit	36.4	43	3	82.4
9	MultiDev Technologies	43.0	37	1	81.0
10	Oracle	28.9	47	5	80.9
11	Jesta I.S.	43.6	31	2	76.6
12	Infor	33.1	38	5	76.1
13	IBM	35.7	32	5	72.7
13	Manhattan Associates	40.7	27	5	72.7
14	JDA	34.9	32	5	71.9
15	Profitect	40.5	29	2	71.5
16	NCR	32.3	33	5	70.3
17	Microsoft	36.6	28	5	69.6
18	Magstar	43.2	25	1	69.2
19	Logile	43.0	24	2	69.0
20	MicroStrategy	36.6	27	5	68.6

Top Large Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	SAP	34.5	47	5	86.5
2	Aptos	38.6	41	5	84.6
3	Oracle	28.9	47	5	80.9
4	Infor	33.1	38	5	76.1
5	IBM	35.7	32	5	72.7
5	Manhattan Associates	40.7	27	5	72.7
6	JDA	34.9	32	5	71.9
7	NCR	32.3	33	5	70.3
8	Microsoft	36.6	28	5	69.6
9	MicroStrategy	36.6	27	5	68.6
10	Diebold Nixdorf	39.9	18	5	62.9

Top Large Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
1	Manhattan Associates	40.7
2	Dell	40.2
3	Diebold Nixdorf	39.9
4	Aptos	38.6
5	Lexmark	38.2
6	ShopperTrak	36.8
6	Zebra	36.8
7	Microsoft	36.6
7	MicroStrategy	36.6
8	IBM	35.7
9	Toshiba Global Commerce Solutions	35.0
10	JDA	34.9

are closely followed by SAP, Manthan Systems, Aptos, PCMS Datafit and Oracle, who also are consistently high achievers.

What all these companies have in common are end-to-end suites of retail applications that can manage most of the essential retail functions required to run a successful national or large regional business. Some of the end-to-end vendors built

Top Mid-Size Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	47.3	46	2	95.3
2	Cegid Group	43.7	44	3	90.7
3	Mi9 Retail	38.1	47	3	88.1
4	ECRS	39.6	45	2	86.6
5	Manthan Systems	40.2	43	3	86.2
6	PCMS Datafit	36.4	43	3	82.4
7	MultiDev Technologies	43.0	37	1	81.0
8	Jesta I.S.	43.6	31	2	76.6
9	Profitect	40.5	29	2	71.5
10	Magstar	43.2	25	1	69.2

Top Broad Suite Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	47.3	46	2	95.3
2	Cegid Group	43.7	44	3	90.7
3	Mi9 Retail	38.1	47	3	88.1
4	ECRS	39.6	45	2	86.6
5	SAP	34.5	47	5	86.5
6	Manthan Systems	40.2	43	3	86.2
7	Aptos	38.6	41	5	84.6
8	PCMS Datafit	36.4	43	3	82.4
9	MultiDev Technologies	43.0	37	1	81.0
10	Oracle	28.9	47	5	80.9

Top Targeted Solution Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Relex	44.0	19	2	65.0
2	Retail Technology Corporation	49.0	14	1	64.0
3	Diebold Nixdorf	39.9	18	5	62.9
4	Kronos	33.7	19	5	57.7
5	Reflexis Systems	44.3	10	3	57.3
6	NGC Software	43.7	11	2	56.7
7	Retail Pro	33.6	19	2	54.6
8	Toshiba Global Commerce Solutions	35.0	13	5	53.0
9	First Data	34.6	13	5	52.6
10	Dell	40.2	7	5	52.2

Top Mid-Size Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
1	Retail Technology Corporation	49.0
2	Celerant Technology	47.3
3	Reflexis Systems	44.3
4	Relex	44.0
5	Cegid Group	43.7
6	NGC Software	43.7
7	Jesta I.S.	43.6
8	Magstar	43.2
9	MultiDev Technologies	43.0
9	Logile	43.0

Top Broad Suite Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
1	Celerant Technology	47.3
2	Cegid Group	43.7
3	Jesta I.S.	43.6
4	Magstar	43.2
5	MultiDev Technologies	43.0
5	Logile	43.0
6	Logility	42.2
7	UTC Retail	41.0
8	Manhattan Associates	40.7
9	Profitect	40.5
10	Manthan Systems	40.2

Top Targeted Solution Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
1	Retail Technology Corporation	49.0
2	Reflexis Systems	44.3
3	Relex	44.0
4	NGC Software	43.7
5	Revionics	41.8
6	Dell	40.2
7	Diebold Nixdorf	39.9
8	Lexmark	38.2
9	ShopperTrak	36.8
9	Zebra	36.8
10	Toshiba Global Commerce Solutions	35.0

their platforms through organic development, others through acquisition, and several through a balanced combination of both.

But make no mistake, these vendors have an imposing

software footprint that makes them significant players in the retail industry and on the coveted LeaderBoard top-20 list.

A few new names emerge every year and two vendors

Top Grocery Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	ECRS	44.0	45	2	91.0
2	Oracle	32.7	47	5	84.7
3	Logile	44.2	24	2	70.2
3	JDA	33.2	32	5	70.2
4	MicroStrategy	35.7	28	5	68.7
5	NCR	30.3	27	5	62.3
6	Microsoft	36.1	23	2	61.1
7	Kronos	34.1	19	5	58.1
8	Reflexis Systems	41.8	10	3	54.8
9	Dell	40.0	7	5	52.0
10	Lexmark	38.6	6	5	49.6

Top Apparel Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	46.2	46	2	94.2
2	Cegid Group	43.0	44	3	90.0
3	Mi9 Retail	38.0	47	3	88.0
4	Aptos	38.4	41	5	84.4
5	SAP	32.1	47	5	84.1
6	MultiDev Technologies	42.4	37	1	80.4
7	Jesta I.S.	44.9	31	2	77.9
8	Oracle	24.7	47	5	76.7
9	JDA	36.5	32	5	73.5
10	IBM	35.1	32	5	72.1

Top Specialty Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Cegid Group	48.4	44	3	95.4
1	Celerant Technology	47.4	46	2	95.4
2	Mi9 Retail	39.8	47	3	89.8
3	Aptos	39.0	41	5	85.0
4	Oracle	32.2	47	5	84.2
5	Infor	31.7	38	5	74.7
6	Microsoft	35.0	28	5	68.0
7	UTC Retail	42.6	22	2	66.6
8	Relex	44.0	19	2	65.0
9	Reflexis Systems	44.8	10	3	57.8
10	Verifone	27.7	6	5	38.7

Top Grocery Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
1	Logile	44.2
2	ECRS	44.0
3	Reflexis Systems	41.8
4	Dell	40.0
5	Lexmark	38.6
6	Microsoft	36.1
7	MicroStrategy	35.7
8	Zebra	34.4
9	Kronos	34.1
10	JDA	33.2

Top Apparel Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
1	Celerant Technology	46.2
2	Jesta I.S.	44.9
3	NGC Software	44.5
4	Cegid Group	43.0
5	MultiDev Technologies	42.4
6	Logility	41.4
7	Zebra	40.0
8	Profitect	39.2
8	Dell	39.2
9	Aptos	38.4
10	Microsoft	38.3

Top Specialty Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
1	Cegid Group	48.4
2	Celerant Technology	47.4
3	Reflexis Systems	44.8
4	Relex	44.0
5	UTC Retail	42.6
6	Mi9 Retail	39.8
7	Aptos	39.0
8	Microsoft	35.0
9	Oracle	32.2
10	Infor	31.7

Top Vendors for Mid-Size Retailers (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	47.3	46	2	95.3
2	ECRS	45.0	45	2	92.0
3	Cegid Group	44.8	44	3	91.8
4	MI9 Retail	40.5	47	3	90.5
5	SAP	36.4	47	5	88.4
6	Aptos	35.5	41	5	81.5
7	MultiDev Technologies	43.0	37	1	81.0
8	Oracle	26.7	47	5	78.7
9	Jesta I.S.	43.7	31	2	76.7
10	JDA	39.2	32	5	76.2

Top Vendors for Tier One Retailers (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Aptos	41.3	41	5	87.3
2	SAP	33.5	47	5	85.5
3	Manthan Systems	38.6	43	3	84.6
4	Oracle	32.1	47	5	84.1
5	Infor	31.0	38	5	74.0
5	Manhattan Associates	42.0	27	5	74.0
6	Microsoft	38.9	28	5	71.9
7	NCR	33.8	33	5	71.8
8	JDA	33.4	32	5	70.4
9	Profitect	38.8	29	2	69.8
10	IBM	31.9	32	5	68.9

Top Vendors in Customer Satisfaction for Mid-Size Retailers

RANK	VENDOR	CUSTOMER SAT.
1	Celerant Technology	47.3
1	Magstar	47.3
2	ECRS	45.0
3	Relex	44.9
4	Cegid Group	44.8
5	Jesta I.S.	43.7
6	NGC Software	43.4
7	MultiDev Technologies	43.0
8	UTC Retail	41.0
9	Mi9 Retail	40.5

Top Vendors in Customer Satisfaction for Tier One Retailers

RANK	VENDOR	CUSTOMER SAT.
1	Reflexis Systems	43.5
2	Logile	42.8
3	Manhattan Associates	42.0
4	Aptos	41.3
5	Zebra	39.2
6	Microsoft	38.9
7	Profitect	38.8
8	Manthan Systems	38.6
9	First Data	37.9
10	Diebold Nixdorf	37.0

crack the 2017 top-20 list for the first time – Profitect and Logile. Although both companies have growing solution suites and each has more than 20 retail applications, their success on the top-20 list is primarily due to high scores in Customer Satisfaction, the ultimate measure of meeting retailer expectations.

The top-20 list is the only ranking in the LeaderBoard that goes deeper than 10. It is also one of the few lists that include all scoring data collected for each vendor, i.e. Customer Satisfaction, Retail Concentration and Revenue Factor. As such, the top-20 list is often referred to as the Master List, because it is large and comprehensive. **RIS**

Top Rated Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
1	Retail Technology Corporation	49.0
2	Celerant Technology	47.3
3	Reflexis Systems	44.3
4	Relex	44.0
5	Cegid Group	43.7
5	NGC Software	43.7
6	Jesta I.S.	43.6
7	Magstar	43.2
8	MultiDev Technologies	43.0
8	Logile	43.0
9	Logility	42.2
10	Revionics	41.8

Top Vendors in Retail Concentration

RANK	VENDOR	CUSTOMER SAT.
1	SAP	47
1	Oracle	47
1	Mi9	47
2	Celerant Technology	46
3	ECRS	45
4	Cegid Group	44
5	Manthan Systems	43
5	PCMS Datafit	43
6	Aptos	41
7	Infor	38
8	MultiDev Technologies	37
9	NCR	33

Deep Dive into Customer Satisfaction

Breaking apart the 10 criteria that comprise the overall Customer Satisfaction score reveals hidden strengths

By breaking out the 10 criteria used to create the Customer Satisfaction score we isolate vendors that have industry-leading scores in areas that are of vital importance to every retail executive who works with software. High-achieving vendors that appear in these charts are singled out in a way that is not evident when looking at the combined Customer Satisfaction score, which appears as an aggregated number.

As noted in the previous section that featured overall leaders, this section does not reveal any major shakeup among vendors. However, it does mark the first appearance of Diebold Nixdorf, Profitect and Relex in a LeaderBoard report, where they are all making impressive debuts.

Retail Technology Group and Celerant again appear at the top of most charts in this section, as they have done for several years running. They are followed closely by Cegid, Jesta and Reflexis, which are also high performers year after year.

LeaderBoard Methodology

The widely used Customer Satisfaction rating in the LeaderBoard is based on retailer evaluations. It uses a one-to-five point scale across 10 criteria. The criteria 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

Leaders in Overall Performance

RANK	VENDOR	CUSTOMER SATISFACTION
1	Retail Technology Corporation	5.0
2	Celerant Technology	4.8
3	Magstar	4.6
4	Relex	4.5
4	Manhattan Associates	4.5
4	Jesta I.S.	4.5
5	Reflexis Systems	4.4
5	NGC Software	4.4
5	MultiDev Technologies	4.4
5	Profitect	4.4
5	Cegid Group	4.4

Leaders in Return on Investment

RANK	VENDOR	CUSTOMER SATISFACTION
1	Retail Technology Corporation	5.0
2	Celerant Technology	4.8
3	Jesta I.S.	4.5
4	Magstar	4.4
4	NGC Software	4.4
4	Reflexis Systems	4.4
4	Cegid Group	4.4
5	Logility	4.3
5	Relex	4.3
6	Revionics	4.2
6	Logile	4.2

Leaders in Total Cost of Operation

RANK	VENDOR	CUSTOMER SATISFACTION
1	Retail Technology Corporation	5.0
2	Celerant Technology	4.7
3	Cegid Group	4.4
4	Jesta I.S.	4.3
4	Logility	4.3
4	Reflexis Systems	4.3
4	Relex	4.3
4	Profitect	4.3
5	Logile	4.2
5	NGC Software	4.2
5	Revionics	4.2
5	Magstar	4.2

Leaders in Technology Innovation

RANK	VENDOR	CUSTOMER SAT.
1	Celerant Technology	4.8
2	Relex	4.6
3	Retail Technology Corporation	4.4
3	Logile	4.4
3	Reflexis Systems	4.4
4	Cegid Group	4.1
4	Diebold Nixdorf	4.1
4	MultiDev Technologies	4.1
4	Profitect	4.1
4	NGC Software	4.1

strongly a vendor is recommended to others by retailers who have used the software within the last 12 months).

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 and prevent non-retailers

from voting. No invitations are sent to field-level or store managers. Only headquarters executives with significant responsibility for technology are invited to vote.

Evaluations for the study were collected in September and October 2017. In October, a summary was sent by Litchfield Research to *RIS* in a format that does not identify individual voters and how they voted.

Retail Concentration is the second most important datapoint in LeaderBoard rankings. It measures the footprint a vendor has in retail technology. *RIS* creates a list of 50 core retail applications and researches vendor websites to ensure the applications are generally available for deployment. Each of the 50 modules counts for one point in the Retail Concentration score.

Revenue Factor is the final area that plays a part in LeaderBoard rankings. It is worth from one to five points based on revenue plateaus: 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.

When the full set of data is used, such as in the top-20 list, the ranking is based on the sum of three scores: Customer Satisfaction (maximum of 50 points), Retail Concentration (maximum of 50 points), and Revenue Factor (maximum of 5 points).

No weighting is used in any of the lists that appear in the LeaderBoard. Rankings are based on the face value of numbers shown on the pages of the report and reflect the real-world opinions of end users, who are uniquely qualified to evaluate how well software meets expectations. **RIS**

Leaders in Software Reliability

RANK	VENDOR	CUSTOMER SAT.
1	Retail Technology Corporation	4.8
2	Celerant Technology	4.7
3	Reflexis Systems	4.6
4	Jesta I.S.	4.5
4	Logility	4.5
4	Magstar	4.5
4	MultiDev Technologies	4.5
5	Diebold Nixdorf	4.4
5	Cegid Group	4.4
5	NGC Software	4.4
5	Revionics	4.4

Leaders in Ease of Administration

RANK	VENDOR	CUSTOMER SAT.
1	Retail Technology Corporation	5.0
2	Celerant Technology	4.7
3	MultiDev Technologies	4.5
4	Reflexis Systems	4.4
4	NGC Software	4.4
5	Relex	4.3
5	Cegid Group	4.3
5	Logile	4.3
6	Jesta I.S.	4.2
6	Magstar	4.2

Leaders in Quality of Service

RANK	VENDOR	CUSTOMER SAT.
1	Celerant Technology	4.8
1	Retail Technology Corporation	4.8
2	Logile	4.6
3	Magstar	4.5
3	Reflexis Systems	4.5
3	Relex	4.5
3	Jesta I.S.	4.5
3	NGC Software	4.5
4	MultiDev Technologies	4.4
4	Cegid Group	4.4

Leaders in Ease of Installation & Integration

RANK	VENDOR	CUSTOMER SAT.
1	Retail Technology Corporation	5.0
2	Celerant Technology	4.7
3	Dell	4.5
4	Cegid Group	4.4
4	NGC Software	4.4
4	Relex	4.4
5	Logility	4.3
5	Reflexis Systems	4.3
5	Profitect	4.3
6	Magstar	4.2

Leaders in Quality of Support

RANK	VENDOR	CUSTOMER SAT.
1	Retail Technology Corporation	5.0
2	Relex	4.7
2	Logile	4.7
2	NGC Software	4.7
3	Celerant Technology	4.5
3	Jesta I.S.	4.5
4	Reflexis Systems	4.4
4	MultiDev Technologies	4.4
5	Magstar	4.3
5	ECRS	4.3

Leaders in Recommendation

RANK	VENDOR	CUSTOMER SAT.
1	Retail Technology Corporation	5.0
2	Celerant Technology	4.9
3	Cegid Group	4.7
3	Logility	4.7
4	Reflexis Systems	4.6
5	Jesta I.S.	4.5
6	Manhattan Associates	4.4
6	Relex	4.4
6	Revionics	4.4
6	UTC Retail	4.4
6	MultiDev Technologies	4.4
6	Logile	4.4

The Right Tools for the Job

Right-sizing is a necessity when choosing an application and the software provider

You need nails to build a secure house and a hammer to drive in the nails, but not every hammer is ideal for the job. A similar pattern holds true for selecting software. Smart carpenters and retailers choose carefully.

The charts in this section of the LeaderBoard show side-by-side rankings of the top vendors voted by retailers that fall into two distinct categories — Tier One and Mid-Size. Tier One is the name given to retailers that have greater than $1 billion in annual revenue. Mid-Size is the name given to retailers that have annual revenue less than $1 billion.

A quick glance at the 20 charts in this section shows that few vendors appear on both Tier One and Mid-Size lists, which further makes the point that not all hammers are the right tool to drive in every nail. Each of the 10 Criteria that comprise the LeaderBoard Customer Satisfaction score is featured in this section of the report and the results appear in side-by-side columns with votes by Tier One retailers on the left and Mid-Size retailers on the right.

Examining the "Why" Behind the Votes

To provide some insight into why retailers voted the way they did, the best approach is to spotlight retailers in their own words. The following are a selection of the hundreds of comments made by retailers that shed light on their experiences with key vendors:

• "Aptos has been a partner for

Leaders in Overall Performance by Tier One & Mid-Size Retailers

	BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS	
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Profitect	4.4	1	Magstar	4.8
2	Reflexis Systems	4.3	1	ECRS	4.8
2	Manhattan Associates	4.3	1	Celerant Technology	4.8
2	Logile	4.3	2	Relex	4.6
3	Aptos	4.1	3	Cegid Group	4.5
4	Diebold Nixdorf	4.0	3	Jesta I.S.	4.5
5	MicroStrategy	3.9	4	MultiDev Technologies	4.4
5	Lexmark	3.9	5	NGC Software	4.3
6	Microsoft	3.8	6	UTC Retail	4.2
6	Manthan Systems	3.8	7	Mi9 Retail	4.0

Top Vendors in Return on Investment for Tier One & Mid-Size Retailers

	BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS	
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Reflexis Systems	4.3	1	Celerant Technology	4.8
2	Logile	4.2	2	Magstar	4.7
2	Manhattan Associates	4.2	3	ECRS	4.6
3	Aptos	4.1	4	Jesta I.S.	4.5
4	Lexmark	4.0	4	Cegid Group	4.5
5	Profitect	3.9	5	NGC Software	4.4
6	Manthan Systems	3.8	6	Relex	4.3
6	Microsoft	3.8	7	ShopperTrak	4.1
7	Zebra	3.7	7	MultiDev Technologies	4.1
8	Diebold Nixdorf	3.6	7	UTC Retail	4.1

over two decades and continues to innovate and provide a stable solution. Their acquisitions make them more relevant every year."

• "Aptos is investing in new development (aka. Springfield or Aptos Labs) that could be a real game changer for POS software. It is completely redesigned from

the bottom up, with time spent analyzing the pain points of existing customers in terms of the UI and workflow. It is a service-oriented architecture that is extensible and robust. "

• "Cegid is a customer-focused and dynamic company, always looking to improve their offerings

with an outstanding sense of innovation."

• "Cegid is definitely written for the retail environment, so no adapting a system to make it work. It has everything you need to successfully run retail operations. I would recommend and do recommend their solutions to the retail world. Love the ease of use for the end user as well as the advanced database user."

• "Cegid's functional coverage and professional services team have enabled us to quickly implement all of our POS (more than 300 POS in more than 25 countries)."

• "Cegid has great personalized service. Very supportive and available with up-to-date software and services."

• "Our two-year search for a single-source software partner led us to Celerant Technology. Our desire to run a fast-growing business based on data was severely limited by our previous provider's output. The Celerant Stratus product, operating cleanly in a web browser, was a very attractive front-end, while utilizing a powerful back end."

• "Without Celerant we would not be able to handle our current volume of third-party marketplace sales."

• "Celerant is able to support us from an IT and strategic standpoint at POS, inventory management, and web/e-commerce initiatives. This has greatly helped us to grow our business, and allowed us to work with one company for all our software needs. Additionally, they have been a good partner for some of our digital marketing efforts."

• "ECRS is very innovative. They are always upping their game and providing users with first-to-market technology. The support staff is

Top Vendors in Total Cost of Operations for Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Reflexis Systems	4.3	1	Celerant Technology	4.7
1	Lexmark	4.3	2	Magstar	4.6
1	Profitect	4.3	3	Cegid Group	4.5
2	Logile	4.2	4	ECRS	4.4
3	Manthan Systems	4.0	4	Jesta I.S.	4.4
4	Aptos	3.9	5	Zebra	4.3
5	Manhattan Associates	3.8	5	Relex	4.3
5	Microsoft	3.8	6	MultiDev Technologies	4.1
6	Diebold Nixdorf	3.6	6	ShopperTrak	4.1
7	MicroStrategy	3.5	6	NGC Software	4.1

Top Vendors in Technology Innovation for Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Reflexis Systems	4.4	1	Celerant Technology	4.8
2	Logile	4.3	1	Relex	4.8
3	Manhattan Associates	4.2	2	Magstar	4.5
4	Aptos	4.1	3	ECRS	4.4
4	Profitect	4.1	4	Cegid Group	4.3
4	Microsoft	4.1	5	Mi9 Retail	4.2
5	Lexmark	4.0	6	MultiDev Technologies	4.1
5	Diebold Nixdorf	4.0	7	Jesta I.S.	4.0
6	Manthan Systems	3.8	7	NGC Software	4.0
6	IBM	3.6	7	Zebra	4.0

Top Vendors in Software Reliability for Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Lexmark	4.5	1	Magstar	4.8
1	Manhattan Associates	4.5	2	Celerant Technology	4.7
1	Reflexis Systems	4.5	3	Jesta I.S.	4.5
2	Diebold Nixdorf	4.4	3	Cegid Group	4.5
2	Aptos	4.4	3	MultiDev Technologies	4.5
3	Microsoft	4.0	4	NGC Software	4.4
3	First Data	4.0	5	Zebra	4.3
3	Manthan Systems	4.0	5	SAP	4.3
3	Logile	4.0	6	ECRS	4.2
4	IBM	3.9	6	Mi9 Retail	4.2

very responsive and always a pleasure to work with."

• "Jesta has been very responsive to our needs. They have been actively working to provide excellent service from the day of installation."

• "Jesta has proven to be a responsive business partner for us. They have been engaged at the executive level and actively communicate with us so that execution is as smooth as possible."

• "Kronos has excellent support and follow through. Very easy to work with."

• "The developers and management team at Logile are very focused on the end user. They 'care' is a term I use frequently. You do not see this level of engagement with other vendors. It has been a pleasure to work with them over the years and I am looking forward to more innovative solutions."

• "Logile has always been very customer-centric. They are quick to adapt to customer needs. The product support is exceptional."

• "Logile's customer support team is stellar. The help desk ticketing process is easy to navigate. The Logile suite of modules enables efficiency in our work environment in ways we didn't think possible. Senior Logile team is always approachable and respectful."

• "Logility is a trusted partner with a fantastic support and consulting staff. Industry leaders in optimization."

• "Manhattan Associates continues to improve its applications with a knowledgeable mix of industry needs and technology advancements. It continues to push functionality forward and focus on optimization and efficiency, all the while improving the UI for ease of use."

Top Vendors in Ease of Installation & Integration for Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Reflexis Systems	4.3	1	Magstar	4.8
1	Profitect	4.3	2	Celerant Technology	4.7
2	Manhattan Associates	4.2	3	Relex	4.6
3	Lexmark	4.1	3	Dell	4.6
3	Logile	4.1	4	Cegid Group	4.5
3	Microsoft	4.1	4	NGC Software	4.5
4	Aptos	3.8	5	ECRS	4.2
5	IBM	3.7	5	Jesta I.S.	4.2
5	Zebra	3.7	6	MultiDev Technologies	4.1
6	Manthan Systems	3.6	6	Mi9 Retail	4.1
6	Diebold Nixdorf	3.6			

Top Vendors in Ease of Administration & Maintenance for Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Reflexis Systems	4.3	1	Magstar	4.8
2	Logile	4.2	2	Celerant Technology	4.7
3	Lexmark	4.0	3	MultiDev Technologies	4.5
4	Aptos	3.9	4	Relex	4.4
4	First Data	3.9	4	Cegid Group	4.4
5	Manthan Systems	3.8	5	NGC Software	4.3
5	Microsoft	3.8	6	ECRS	4.2
6	Diebold Nixdorf	3.7	6	Jesta I.S.	4.2
6	Manhattan Associates	3.7	6	Dell	4.2
7	Profitect	3.6	7	IBM	4.1

• "Magstar has been an exceptional POS software provider. The software has been flawless and the support has been far superior to any I've ever received from any company ever!"

• "Magstar is a great ERP system. The company works with the client to find solutions and the customization/modifications are affordable."

• "Manthan operates in a very business-centric manner. They have resources that have immense experience in retail and it helps to have business oriented/functional discussions with them."

• "NGC has always been a great partner vendor. Their solutions are flexible and the sales and service portions of the company have always been great listeners. They help us to come up with industry acceptable solutions."

• "PCMS is a great partner. They strive to provide value and if their product will not do something you want, they will strive to

accommodate your needs."

• "Profitect is extremely innovative, flexible and intuitive. Advanced business logic combined with analytics allows taking predictive analytics one step further to prescriptive analytics. Very unique to this vendor."

• "Profitect is an industry leader providing a platform and service that others cannot compete with. The support and service have been world class."

• "Reflexis is best-in-class in building and maintaining strong relations with their customers. They actively listen to their customers to ensure all future enhancements to their systems are driven by customer demand."

• "Reflexis products are easy to use, implement and maintain for both corporate and operations, which is very important to our organization."

• "Relex went above what was required of them, to the point that we had a proof of concept before the third sales meeting started."

• "Relex was a simple install and has great ease of use and a short path to ROI. Also, they are easy to work with."

• "Revionics is what SaaS should look like with an emphasis on service. They are very user-centric and delivered an incredible ROI in an easy to digest manner. Reliable, predictable results, and repeatable. Delivered exactly what was promised."

• "RTC provides exceptional service and are quick to respond to their customer's needs. Their teams are very easy to work with and go the extra mile to provide you with quality/friendly service."

• "UTC has been a great partner in our business. Their customer service and follow up has always been quick and professional. I highly recommend them." **RIS**

Top Vendors in Quality of Support for Tier One & Mid-Size Retailers

	BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS	
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Logile	4.7	1	ECRS	4.8
2	Reflexis Systems	4.3	1	Magstar	4.8
2	Aptos	4.3	2	Relex	4.7
3	Lexmark	4.1	3	NGC Software	4.6
4	Profitect	4.0	4	Celerant Technology	4.5
4	Manhattan Associates	4.0	4	Jesta I.S.	4.5
4	Manthan Systems	4.0	5	MultiDev Technologies	4.4
5	Diebold Nixdorf	3.9	6	Cegid Group	4.3
6	Microsoft	3.6	7	UTC Retail	4.2
7	MicroStrategy	3.5	7	Dell	4.2
			7	Mi9 Retail	4.2

Top Vendors in Quality of Service for Tier One & Mid-Size Retailers

	BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS	
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Logile	4.5	1	Celerant Technology	4.8
1	Manhattan Associates	4.5	1	ECRS	4.8
2	Reflexis Systems	4.4	1	Magstar	4.8
3	Aptos	4.3	2	Relex	4.6
4	Lexmark	4.1	3	NGC Software	4.5
4	Profitect	4.1	3	Jesta I.S.	4.5
5	Diebold Nixdorf	4.0	3	Cegid Group	4.5
5	Manthan Systems	4.0	4	MultiDev Technologies	4.4
6	Microsoft	3.9	5	UTC Retail	4.3
7	First Data	3.6	5	Dell	4.3
7	Zebra	3.6			

Top Vendors in Recommendation for Tier One & Mid-Size Retailers

	BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS	
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Manhattan Associates	4.7	1	Celerant Technology	4.9
2	Reflexis Systems	4.5	2	Magstar	4.8
3	Aptos	4.4	3	Cegid Group	4.7
4	Logile	4.3	4	ECRS	4.6
4	Diebold Nixdorf	4.3	4	Relex	4.6
4	Lexmark	4.3	5	Jesta I.S.	4.5
4	Profitect	4.3	6	UTC Retail	4.4
5	Microsoft	4.1	6	MultiDev Technologies	4.4
6	SAP	4.0	6	NGC Software	4.4
7	MicroStrategy	3.9	7	JDA	4.3
7	First Data	3.9			

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