RIS SOFTWARE
LeaderBoard '20

CUSTOMER
SATISFACTION
MATTERS

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

RETAIL INFO SYSTEMS

RIS

POWERING INTELLIGENT COMMERCE

EDITOR'S NOTE

10 Things That Make the *RIS* LeaderBoard Unique

What you need to know about the 2020 edition of the *RIS* Software LeaderBoard

BY JOE SKORUPA

Questions by readers and vendors about the annual *RIS* Software LeaderBoard are as frequent in December as early sunsets. So, to kick off the Q&A season here is a list of 10 important things you should know that make the LeaderBoard unique.

1. This is the 19th annual *RIS* Software LeaderBoard report, which was created in 2000 by *RIS* editor-in-chief, Dennis Eskow, who oversaw the report for its first two years. This means next year's report will be the 20th anniversary edition.

2. There are 51 charts in the LeaderBoard (52 if you count this list). Of these, 50 are top 10 lists. Why the odd number? The reason is one of the charts, unofficially referred to as the "master list," is a top-20 list that essentially names the most important software vendors in retail. It is based on a combination of three factors: Customer Satisfaction, Retail Concentration (the footprint of software modules), and Revenue Factor.

3. Customer Satisfaction ratings are a signature element in the LeaderBoard and, interestingly, they are found nowhere else in the universe of retail technology. By Customer Satisfaction we mean end-user satisfaction, i.e. retailer satisfaction with software they work with every day. This is a pretty important factor, no? Apparently not to research firms, analysts, consultants and other media in retail technology.

4. This year 330 retailers submitted 610 evaluations of retail software vendors. Of these vendors, 49 received a minimum number of votes to qualify for ranking in the charts. This means that in every top-10 chart in the report there are 39 vendor names that didn't make the cut.

5. The top retail segment in the voting pool is "fast-moving consumer goods," which refers to the group of retailers that includes grocery (and all food retailing), drug stores, and convenience stores. There are 130 of these retailers in the voting pool followed by specialty retailers (91) and apparel/footwear retailers (79).

6. A hallmark of the LeaderBoard is independent, third-party, objective research. Litchfield Research is hired by *RIS* to use a custom-built survey tool and mail invitations to all qualified retailers. Each invitation is uniquely coded and can only be used by the person receiving the invitation. When all votes are verified and tallied, a final report of results is sent to *RIS*.

7. While LeaderBoard rankings are based on numerical scores, which convert impressions or opinions into numerical ratings, we also aggregate comments that explain why retailers voted the way they did. More than 200 retailers provided their end-user insight.

8. Another hallmark of the LeaderBoard is Retail Concentration, a term used to describe the footprint of applications or solutions a software vendor offers for general availability to retailers. The maximum score is 50 and each vendor's Retail Concentration score is verified by *RIS* editors.

9. A minimum of five votes is required to appear in the LeaderBoard's 51 charts, but most vendors get far more than that. Eight vendors received 20 or more votes, which is a huge number, and 23 vendors received 10 or more.

10. The 10 Criteria that comprise the Customer Satisfaction score has remained consistent for the last 15 years. Each criterion is worth a maximum of five points. Added together the maximum score for Customer Satisfaction is 50. **RIS**

BY THE NUMBERS

610	Retailer evaluations of vendors
330	Retail voters
205	Less than $1B in revenue
130	Fast-moving consumer goods retailers
125	More than $1B in revenue
91	Specialty retailers
79	Apparel/footwear/accessories retailers
70	IT Director/Manager
40	CEO or President
36	CIO or other VP of IT
34	Non-IT C-level or VP-level
24	Mass merchandise/Big box retailers
23	Vendors with 10 or more votes

The Who's Who of Retail Tech

To make the top-20 master list vendors not only have to be big, but consistently meet retailer expectations

BY TIM DENMAN

The 19th annual *RIS* **Software LeaderBoard** is one of the most powerful and distinctive studies in retail technology. What makes the LeaderBoard unique is its consistent methodology, allowing for meaningful year-over-year, apples-to-apples comparisons.

Retailers can count on the LeaderBoard to track vendor success across numerous critical categories based on feedback from their peers in the field. By relying on an iron-clad methodology and objective third-party research partner, *RIS* has been able to track retailer satisfaction with the top vendors in the industry for nearly two decades, and continues to be a pivotal source retailers can rely on to help guide important software decisions.

Well-deserved congratulations are in order for Celerant, ECRS, Aptos, Cegid and Jesta for claiming the top positions in the top-20 master list. The master list is the only chart in the entire LeaderBoard that ranks more than 10 vendors, and does so leveraging the full data set, which

2020 RIS Software LeaderBoard Top 20

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	47.3	47	2	96.3
2	ECRS	46.3	46	2	94.3
3	Aptos	39.8	45	5	89.8
4	Cegid Group	41.2	41	5	87.2
5	Jesta I.S.	43.9	41	2	86.9
6	Zebra (Profitect)	42.7	38	5	85.7
7	Mi9 Retail	35.8	46	3	84.8
8	Oracle	33.7	45	5	83.7
9	SAP	32.7	45	5	82.7
10	Manthan Systems	43.2	34	3	80.2
11	Logile	44.4	31	2	77.4
12	Infor	34.4	36	5	75.4
13	JDA	33.9	35	5	73.9
14	Relex	44.5	26	3	73.5
15	IBM	35.1	32	5	72.1
16	Microsoft	38.4	28	5	71.4
17	PCMS Datafit	29.3	38	3	70.3
18	Magstar	40.8	27	1	68.8
19	Toshiba Global Commerce Solutions	41.0	22	5	68.0
20	UTC Retail	44.2	20	2	66.2

2020 Large Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Aptos	39.8	45	5	89.8
2	Cegid Group	41.2	41	5	87.2
3	Zebra (Profitect)	42.7	38	5	85.7
4	Oracle	33.7	45	5	83.7
5	SAP	32.7	45	5	82.7
6	Infor	34.4	36	5	75.4
7	JDA	33.9	35	5	73.9
8	IBM	35.1	32	5	72.1
9	Microsoft	38.4	28	5	71.4
10	Toshiba Global Commerce Solutions	41.0	22	5	68.0

2020 Customer Satisfaction for Large Vendors

RANK	VENDOR	CUSTOMER SAT.
1	Pitney Bowes	44.2
2	Salesforce	43.3
3	Lexmark	43.0
4	Zebra (Profitect)	42.7
5	Tableau	42.6
6	Zendesk	41.9
7	Cegid Group	41.2
8	Toshiba Global Commerce Solutions	41.0
9	Symphony RetailAI	40.1
10	Ingenico	39.8

2020 Mid-Size Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	47.3	47	2	96.3
2	ECRS	46.3	46	2	94.3
3	Jesta I.S.	43.9	41	2	86.9
4	Mi9 Retail	35.8	46	3	84.8
5	Manthan Systems	43.2	34	3	80.2
6	Logile	44.4	31	2	77.4
7	Relex	44.5	26	3	73.5
8	PCMS Datafit	29.3	38	3	70.3
9	Magstar	40.8	27	1	68.8
10	UTC Retail	44.2	20	2	66.2

2020 Customer Satisfaction for Mid-Size Vendors

RANK	VENDOR	CUSTOMER SAT.
1	ANT USA	47.8
2	Celerant Technology	47.3
3	RTC Group	46.7
4	NGC Software	46.6
5	ECRS	46.3
6	Logility	45.8
7	Appriss Retail	44.6
8	Relex	44.5
9	Logile	44.4
10	UTC Retail	44.2

2020 Broad Suite Vendor Leaders (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	47.3	47	2	96.3
2	ECRS	46.3	46	2	94.3
3	Aptos	39.8	45	5	89.8
4	Cegid Group	41.2	41	5	87.2
5	Jesta I.S.	43.9	41	2	86.9
6	Zebra (Profitect)	42.7	38	5	85.7
7	Mi9 Retail	35.8	46	3	84.8
8	Oracle	33.7	45	5	83.7
9	SAP	32.7	45	5	82.7
10	Manthan Systems	43.2	34	3	80.2

2020 Customer Satisfaction for Broad Suite Vendors

RANK	VENDOR	CUSTOMER SAT.
1	Celerant Technology	47.3
2	ECRS	46.3
3	Relex	44.5
4	Logile	44.4
5	Jesta I.S.	43.9
6	Manthan Systems	43.2
7	Zebra (Profitect)	42.7
8	Cegid Group	41.2
9	Toshiba Global Commerce Solutions	41.0
10	Magstar	40.8

2020 Targeted Solution Vendor Leaders (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	UTC Retail	44.2	20	2	66.2
2	Logility	45.8	17	3	65.8
3	RTC Group	46.7	14	1	61.7
4	ANT USA	47.8	11	2	60.8
5	Appriss Retail	44.6	13	3	60.6
6	Salesforce	43.3	10	5	58.3
7	NGC Software	46.6	8	3	57.6
8	enVista	34.5	20	3	57.5
9	Diebold Nixdorf	35.0	17	5	57.0
10	SAS	31.4	20	5	56.4

2020 Customer Satisfaction for Targeted Solution Vendors

RANK	VENDOR	CUSTOMER SAT.
1	ANT USA	47.8
2	RTC Group	46.7
3	NGC Software	46.6
4	Logility	45.8
5	Appriss Retail	44.6
6	Pitney Bowes	44.2
6	UTC Retail	44.2
7	Salesforce	43.3
8	Retail Next	43.0
8	Lexmark	43.0
9	Tableau	42.6

includes Customer Satisfaction, Retail Concentration and Revenue Factor.

The other 50 lists in the report examine individual Criteria or break out vendors in terms of revenue size, revenue size of the retail voter, retail segment of the retail voter and others.

Special kudos to Celerant for finishing first overall in the LeaderBoard with an impressive

2020 Grocery Vendor Leaders (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	ECRS	46.5	46	2	94.5
2	Oracle	38.0	45	5	88.0
3	SAP	36.7	45	5	86.7
4	Zebra (Profitect)	43.0	38	5	86.0
5	Logile	44.4	31	2	77.4
6	Relex	45.6	26	3	74.6
7	IBM	36.7	32	5	73.7
8	Magstar	45.5	27	1	73.5
9	JDA	30.9	35	5	70.9
10	Microsoft	37.1	28	5	70.1

2020 Apparel Vendor Leaders (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	47.4	47	2	96.4
2	Cegid Group	43.3	41	5	89.3
3	Zebra (Profitect)	46.2	38	5	89.2
4	Aptos	39.0	45	5	89.0
5	Jesta I.S.	43.3	41	2	86.3
6	Mi9 Retail	36.4	46	3	85.4
7	Oracle	31.8	45	5	81.8
8	JDA	40.3	35	5	80.3
9	Microsoft	45.4	28	5	78.4
10	Infor	35.0	36	5	76.0

2020 Specialty Vendor Leaders (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	46.9	47	2	95.9
2	Aptos	39.5	45	5	89.5
3	Zebra (Profitect)	42.3	38	5	85.3
4	Cegid Group	37.7	41	5	83.7
5	Oracle	32.8	45	5	82.8
6	Mi9 Retail	32.9	46	3	81.9
7	SAP	31.2	45	5	81.2
8	JDA	32.5	35	5	72.5
9	Microsoft	37.8	28	5	70.8
10	Relex	41.7	26	3	70.7

2020 Customer Satisfaction for Grocery Vendors

RANK	VENDOR	CUSTOMER SAT.
1	ECRS	46.5
2	Tableau	45.9
3	Relex	45.6
4	Magstar	45.5
5	Appriss Retail	44.5
6	Logile	44.4
7	Symphony RetailAI	43.3
8	Lexmark	43.1
9	Zebra (Profitect)	43.0
10	Fujitsu	39.0

2020 Customer Satisfaction for Apparel Vendors

RANK	VENDOR	CUSTOMER SAT.
1	UTC Retail	49.0
2	Celerant Technology	47.4
3	Salesforce	46.8
4	NGC Software	46.6
5	Zebra (Profitect)	46.2
6	Microsoft	45.4
7	Logility	45.3
8	Tableau	43.3
8	Cegid Group	43.3
8	Jesta I.S.	43.3

2020 Specialty Vendor Leaders in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
1	RTC Group	47.0
2	Celerant Technology	46.9
3	UTC Retail	42.7
4	Zebra (Profitect)	42.3
5	Retail Next	42.0
6	Relex	41.7
7	Salesforce	41.4
8	SPS Commerce	40.0
8	Tableau	40.0
9	Aptos	39.5
10	CBX Software	38.4

score of 96.3 out of a possible 105 points. The POS software provider improved on last year's third-place finish to claim the top spot thanks to a 47.3 score out of a possible 50 in Customer Satisfaction, the highest score achieved by any vendor. Overall, Celerant placed in 33 charts, taking or tying for first place in 13 of them, with an additional nine second-place finishes.

Joining Celerant on the top-20 master list after failing to crack the ranking last year are Manthan Systems, Toshiba and UTC Retail. **RIS**

2020 Top Vendors for Tier One Retailers (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Aptos	38.7	45	5	88.7
2	Zebra (Profitect)	43.4	38	5	86.4
3	SAP	34.6	45	5	84.6
4	Manthan Systems	47.3	34	3	84.3
5	Oracle	33.8	45	5	83.8
6	Cegid Group	33.3	41	5	79.3
7	Mi9 Retail	30.2	46	3	79.2
8	Logile	44.4	31	2	77.4
9	Infor	34.6	36	5	75.6
10	JDA	34.3	35	5	74.3

2020 Customer Satisfaction by Tier One Retailers

RANK	VENDOR	CUSTOMER SAT.
1	Manthan Systems	47.3
2	NGC Software	47.0
3	Logile	44.4
4	Lexmark	44.3
5	Appriss Retail	43.8
5	Salesforce	43.8
6	Zebra (Profitect)	43.4
7	Relex	43.0
8	Tableau	42.7
9	Symphony RetailAI	41.6
10	Bamboo Rose	40.8

2020 Top Vendors for Mid-Size Retailers (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Celerant Technology	47.3	47	2	96.3
2	ECRS	46.2	46	2	94.2
3	Aptos	40.8	45	5	90.8
4	Cegid Group	42.6	41	5	88.6
4	Mi9 Retail	39.6	46	3	88.6
5	Jesta I.S.	45.5	41	2	88.5
6	Zebra (Profitect)	41.2	38	5	84.2
7	Oracle	33.5	45	5	83.5
8	SAP	30.0	45	5	80.0
9	Logile	44.3	31	2	77.3
10	Infor	34.0	36	5	75.0

2020 Customer Satisfaction by Mid-Size Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
1	ANT USA	48.7
2	Logility	48.3
3	Celerant Technology	47.3
4	RTC Group	46.8
5	NGC Software	46.3
6	ECRS	46.2
6	UTC Retail	46.2
7	Zendesk	45.8
8	Jesta I.S.	45.5
9	Relex	45.1
10	Logile	44.3

2020 Top Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SATISFACTION
1	ANT USA	47.8
2	Celerant Technology	47.3
3	RTC Group	46.7
4	NGC Software	46.6
5	ECRS	46.3
6	Logility	45.8
7	Appriss Retail	44.6
8	Relex	44.5
9	Logile	44.4
10	UTC Retail	44.2

2020 Top Vendors in Retail Concentration

RANK	VENDOR	CUSTOMER SATISFACTION
1	Celerant Technology	47
2	ECRS	46
2	Mi9 Retail	46
3	Aptos	45
3	Oracle	45
3	SAP	45
4	Jesta I.S.	41
4	Cegid Group	41
5	Zebra (Profitect)	38
6	Infor	36

Customer Satisfaction Matters

It's a no-brainer that retailers care about customer satisfaction ratings

BY JOE SKORUPA

Should we care about customer satisfaction scores based on end-user impressions about the retail software vendors they use? The answer "yes, of course" should be a no-brainer.

But it's a legitimate question to ask because after you look around the retail tech universe you can't find anyone else publishing customer satisfaction scores except *RIS News*. Why?

One reason is that it requires bulletproof methodology and rigorous objectivity. Take if from the team that creates it the *RIS* LeaderBoard is hard to replicate.

As the only voice for customer satisfaction in retail technology, *RIS* takes its responsibilities seriously. As part of our bulletproof methodology we ask retailers to evaluate software vendors in 10 Criteria using a scale of one to five where one represents the lowest level of satisfaction and five the highest.

The 10 Criteria, which are added together to produce a single, overall Customer Satisfaction score, are: Overall Performance, Return on Investment, Total Cost of Operation, Technology Innovation, Reliability, Installation & Integration, Ease of Administration, Quality of Support, Quality of Service, and Recommendation.

When we break out the Criteria into individual scores and review the top-10 lists that appear in the LeaderBoard we get a granular look into the specific strengths of the industry's leading software providers.

2020 Leaders in Overall Performance

RANK	VENDOR	CUSTOMER SATISFACTION
1	ECRS	4.8
1	ANT USA	4.8
1	NGC Software	4.8
2	Logile	4.7
2	RTC Group	4.7
3	Logility	4.6
3	Celerant Technology	4.6
4	Relex	4.5
4	Appriss Retail	4.5
4	Pitney Bowes	4.5
4	Manthan Systems	4.5

2020 Leaders in Return on Investment

RANK	VENDOR	CUSTOMER SATISFACTION
1	RTC Group	4.8
1	Celerant Technology	4.8
2	Appriss Retail	4.7
3	ECRS	4.6
3	NGC Software	4.6
4	UTC Retail	4.5
4	Salesforce	4.5
4	ANT USA	4.5
4	Logile	4.5
5	Logility	4.4
5	Retail Next	4.4

2020 Leaders in Total Cost of Operation

RANK	VENDOR	CUSTOMER SATISFACTION
1	ANT USA	5.0
2	RTC Group	4.8
2	NGC Software	4.8
3	Celerant Technology	4.7
4	UTC Retail	4.6
5	Retail Next	4.4
5	Logility	4.4
6	Zendesk	4.3
6	ECRS	4.3
6	Jesta I.S.	4.3
6	Appriss Retail	4.3

2020 Leaders in Technology Innovation

RANK	VENDOR	CUSTOMER SATISFACTION
1	Celerant Technology	4.8
1	ECRS	4.8
2	NGC Software	4.6
3	Zendesk	4.5
3	Appriss Retail	4.5
3	ANT USA	4.5
3	Logile	4.5
3	Relex	4.5
4	Manthan Systems	4.4
4	RTC Group	4.4

The average aggregated score for all Customer Satisfaction evaluations in the 2020 report is 39. This means the average individual Criterion score is 3.9, a slight improvement over last year's 3.7.

However, it is important to note the lowest score that appears on any of the top-10 Criteria lists is 4.3, which is another slight uptick from last year's average score of 4.2. This means that every vendor that appears on a top-10 Criteria list has a score well above the average. In fact, these vendors are super achievers compared to their peers.

Perfection Is a Rare Achievement

Since retail technologists (i.e. CIOs and other senior IT job titles who fill out LeaderBoard evaluation forms) are a tough crowd to please, achieving a perfect score of five in one of the 10 Criteria is relatively rare. This, of course, makes it noteworthy.

Examining the 10 Criteria lists we find no software vendors achieved perfect scores in the following Criteria: Overall Performance, Return on Investment, Technology Innovation, Software Reliability, Ease of Installation & Integration, and Recommendation. There were many high scores in these Criteria and the vendors that scored them should be lauded, but none achieved a perfect 5.0.

However, the rare feat was achieved by several noteworthy software vendors in other Criteria. These standout vendors include ANT USA (4 perfect scores), Logility (2) and RTC Group (2). This exclusive group deserves special kudos for their achievements.

Customer Satisfaction is not only a signature element in the LeaderBoard, but also one of the key indicators of financial health for any company, according to a wide array of research studies conducted over the years.

But, most importantly of all, it is a key indicator retailers consider prior to making a software purchase. It is an integral part of the due-diligence process along with analysis of cost, features, benefits and technical specifications. By knowing end-user impressions, retailers can make educated purchase decisions and feel confident about the software they are turning over to their colleagues to use every day in their jobs. **RIS**

2020 Leaders in Software Reliability

RANK	VENDOR	CUSTOMER SAT.
1	Logility	4.8
1	NGC Software	4.8
2	Celerant Technology	4.7
3	ECRS	4.6
4	Jesta I.S.	4.5
4	Salesforce	4.5
4	Tableau	4.5
4	ANT USA	4.5
4	Zendesk	4.5
4	UTC Retail	4.5

2020 Leaders in Ease of Administration

RANK	VENDOR	CUSTOMER SAT.
1	ANT USA	5.0
2	Celerant Technology	4.7
3	NGC Software	4.6
3	UTC Retail	4.6
4	Relex	4.5
4	ECRS	4.5
5	Logile	4.4
5	RTC Group	4.4
5	Retail Next	4.4
5	Logility	4.4

2020 Leaders in Quality of Service

RANK	VENDOR	CUSTOMER SAT.
1	Logility	5.0
1	RTC Group	5.0
1	ANT USA	5.0
2	ECRS	4.9
3	Appriss Retail	4.8
3	Celerant Technology	4.8
4	Jesta I.S.	4.7
5	Relex	4.6
5	NGC Software	4.6
6	UTC Retail	4.5
6	Logile	4.5

2020 Leaders in Ease of Installation & Integration

RANK	VENDOR	CUSTOMER SAT.
1	Tableau	4.8
1	Logility	4.8
1	Celerant Technology	4.8
1	NGC Software	4.8
1	ANT USA	4.8
2	RTC Group	4.4
2	Retail Next	4.4
2	Salesforce	4.4
3	Jesta I.S.	4.3
3	Ingenico	4.3

2020 Leaders in Quality of Support

RANK	VENDOR	CUSTOMER SAT.
1	Logility	5.0
1	RTC Group	5.0
1	ANT USA	5.0
2	ECRS	4.9
3	Appriss Retail	4.8
3	Celerant Technology	4.8
4	Jesta I.S.	4.7
5	Relex	4.6
5	NGC Software	4.6
6	UTC Retail	4.5
6	Logile	4.5

2020 Leaders in Recommendation

RANK	VENDOR	CUSTOMER SAT.
1	ECRS	4.8
1	RTC Group	4.8
1	Celerant Technology	4.8
1	ANT USA	4.8
2	Relex	4.7
2	Appriss Retail	4.7
3	NGC Software	4.6
3	Logility	4.6
3	Logile	4.6
4	Jesta I.S.	4.5
4	Salesforce	4.5

Straight from the Source

Retailers willingness to share their first-hand experiences make the LeaderBoard a must-read

BY TIM DENMAN

The LeaderBoard uses distinctive language throughout. Unique terms include Customer Satisfaction, Retail Concentration and Revenue Factor, which are referred to as "categories" in LeaderBoard terminology. These categories are converted into numbers and aggregated to create scores in the top-20 "master" list and other top-10 lists identified as "full data set" charts, which means they use all three categories to produce a total number used for stack ranking.

Customer Satisfaction

Customer Satisfaction is made up of 10 specific Criteria. Each of the 10 Criteria carries its own unique score within the overall total. Of the three categories, Customer Satisfaction is the one that gives the Software LeaderBoard its distinctive identity. It counts for a maximum of 50 points out of a possible 105 used to rank vendors in the top-20 master list and other top-10 lists with a full-data-set designation. The score is an aggregate of the 10 individual Criteria, each of which is worth a maximum of five points. One point is awarded for the lowest level of satisfaction and five for the highest. The points are recorded by retailers who evaluate software vendors they have experience using within the past 12 months.

The 10 Criteria are: Overall Performance (a measure of ease of use, speed, convenience, etc.), Return on Investment, Technology Innovation, Product Reliability, Ease of Installation/Integration, Ease of Administration/Maintenance, Quality of Support, Quality of Service, and Recommendation (a measure of how strongly retailers would recommend vendors to their colleagues).

2020 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	Manthan Systems	5.0	1	ANT USA	5.0
2	Logile	4.7	1	Logile	5.0
2	NGC Software	4.7	1	Logility	5.0
2	Relex	4.7	1	Zendesk	5.0
3	Tableau	4.5	2	NGC Software	4.8
4	Appriss Retail	4.4	2	ECRS	4.8
5	Lexmark	4.3	3	Ingenico	4.7
5	Salesforce	4.3	4	UTC Retail	4.6
5	Symphony RetailAI	4.3	4	Celerant Technology	4.6
6	Revionics	4.2	4	Jesta I.S.	4.6
6	Zebra (Profitect)	4.2	5	Zebra (Profitect)	4.5

2020 Leaders in Return on Investment by Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Manthan Systems	4.8	1	Celerant Technology	4.8
2	NGC Software	4.7	2	ANT USA	4.7
3	Appriss Retail	4.6	2	UTC Retail	4.7
3	Lexmark	4.6	2	Logility	4.7
4	Logile	4.5	2	RTC Group	4.7
5	Zebra (Profitect)	4.3	3	ECRS	4.6
6	Bamboo Rose	4.2	4	Cegid Group	4.5
6	Revionics	4.2	4	Jesta I.S.	4.5
6	Aptos	4.2	4	NGC Software	4.5
7	Tableau	4.1	4	Salesforce	4.5

2020 Leaders in Total Cost of Operations by Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	NGC Software	5.0	1	ANT USA	5.0
2	Manthan Systems	4.8	2	UTC Retail	4.8
3	Lexmark	4.4	3	Logility	4.7
3	Zebra (Profitect)	4.4	3	RTC Group	4.7
4	Logile	4.3	3	Celerant Technology	4.7
5	Bamboo Rose	4.2	4	NGC Software	4.6
5	Appriss Retail	4.2	5	Jesta I.S.	4.4
6	Revionics	4.0	5	Relex	4.4
6	Salesforce	4.0	6	Ingenico	4.3
6	Symphony RetailAI	4.0	6	Logile	4.3
7	Tableau	3.9	6	Salesforce	4.3

Retail Concentration

Retail Concentration awards one point for each retail application or module a vendor offers for general availability from a list created by *RIS'* editors. The editors verify all Retail Concentration scores by visiting vendor websites. If the information is not easy to find, which is often the case, *RIS* directly queries the vendor.

Revenue Factor

Revenue Factor accounts for five points out of a possible 105. It is a point spread that goes across five ranges as follows: vendors with less than $20 million in retail revenue get one point, vendors between $20 million and $50 million get two points, vendors between $50 million and $125 million get three points, vendors between $125 million and $250 million get four points, and vendors greater than $250 million get five points.

Other Key Terms

Large Vendors refers to software providers that have greater than $125 million in dedicated retail technology revenue and **Mid-Size Vendors** refers to those with revenue less than $125 million. **Broad Suite Vendors** refers to software providers with more than 21 software modules in their Retail Concentration score, and **Targeted Solution Vendors** refers to those with less than 20 modules.

All Customer Satisfaction scores in Grocery charts exclusively feature votes by grocers. Similarly, Customer Satisfaction scores in Apparel and Specialty charts exclusively feature votes by apparel and specialty retailers. All Customer Satisfaction scores in charts using the terms **Tier One Retailers** (revenue greater than one billion dollars) and **Mid-size Retailers** (revenue less than one billion dollars) exclusively feature votes by retailers that fall into these specific revenue buckets.

2020 Leaders in Technology Innovation by Tier One & Mid-Size Retailers

RANK	VENDOR (BY TIER ONE RETAILERS)	CUSTOMER SAT.	RANK	VENDOR (BY MID-SIZE RETAILERS)	CUSTOMER SAT.
1	NGC Software	4.7	1	Celerant Technology	4.8
2	Manthan Systems	4.6	1	ECRS	4.8
2	Logile	4.6	1	Zendesk	4.8
3	Lexmark	4.4	2	ANT USA	4.7
3	Appriss Retail	4.4	3	NGC Software	4.6
3	Zebra (Profitect)	4.4	4	Relex	4.5
4	Relex	4.3	5	Logility	4.3
4	Symphony RetailAI	4.3	5	RTC Group	4.3
5	Tableau	4.2	5	Jesta I.S.	4.3
6	Revionics	3.8	6	Salesforce	4.2

2020 Leaders in Software Reliability by Tier One & Mid-Size Retailers

RANK	VENDOR (BY TIER ONE RETAILERS)	CUSTOMER SAT.	RANK	VENDOR (BY MID-SIZE RETAILERS)	CUSTOMER SAT.
1	NGC Software	4.7	1	Logility	5.0
1	Symphony RetailAI	4.7	2	NGC Software	4.8
2	Manthan Systems	4.6	3	Ingenico	4.7
2	Tableau	4.6	3	RTC Group	4.7
3	Lexmark	4.4	3	Salesforce	4.7
3	Appriss Retail	4.4	3	Celerant Technology	4.7
4	Zebra (Profitect)	4.2	3	ANT USA	4.7
4	Aptos	4.2	4	UTC Retail	4.6
4	First Data	4.2	4	ECRS	4.6
5	Logile	4.1	4	Magstar	4.6
5	SAP	4.1	5	Relex	4.5

2020 Leaders in Ease of Installation & Integration by Tier One & Mid-Size Retailers

RANK	VENDOR (BY TIER ONE RETAILERS)	CUSTOMER SAT.	RANK	VENDOR (BY MID-SIZE RETAILERS)	CUSTOMER SAT.
1	Manthan Systems	4.8	1	Logility	5.0
1	Tableau	4.8	2	NGC Software	4.8
2	NGC Software	4.7	2	Celerant Technology	4.8
3	Zebra (Profitect)	4.3	2	Zendesk	4.8
3	Logile	4.3	3	Ingenico	4.7
4	Bamboo Rose	4.2	3	RTC Group	4.7
5	Lexmark	4.1	3	ANT USA	4.7
6	Ingenico	4.0	4	Cegid Group	4.5
6	Relex	4.0	4	Jesta I.S.	4.5
7	Microsoft	3.9	5	Relex	4.4
8	IBM	3.8	5	UTC Retail	4.4

What the Voters Had to Say

We arrive at the vital Customer Satisfaction metric by surveying hundreds of retailers that have intimate knowledge of the vendors named in this report. In addition to providing numerical rankings of software providers, retailers are also invited to provide open-ended responses based on their first-hand experience with vendors. Although, these responses don't have any bearing on the final results, they do shed some light on overall vendor performance. Below is a sampling of the open-ended responses on some of the LeaderBoard's top performers.

• "It is hard to find a system that does POS, inventory management, web platform, and marketplace integration. We looked long and hard and feel that we made the right choice with **Celerant**."

• "**ECRS** actually listens to their clients' needs and requests. They are on the forefront of POS technology and consistently work to improve and expand their product."

• "Overall, we've been satisfied with the **Aptos** product offerings and the support we've received."

• "**Cegid** software is very reliable, no bugs or issues like other POS systems I have used."

• "**Jesta's** team is very invested in our company's success. They go above and beyond."

• "**Zebra** utilizes a closed-loop, prescriptive solution that brings back what works from employees at the edge, so we can continually evaluate and become better."

• "**Mi9** has provided a much more stable and robust solution than our previous platform."

• "With **Manthan's** Customer Data Platform & Marketing Automation implementation, we are now able to better understand our customers and their shopping journeys."

• "I continue to be so impressed with the customer centric and innovative mind set of the **Logile**

2020 Leaders in Ease of Administration & Maintenance by Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	NGC Software	4.7	1	ANT USA	5.0
2	Logile	4.4	1	Zendesk	5.0
2	Lexmark	4.4	2	UTC Retail	4.8
2	Manthan Systems	4.4	3	Celerant Technology	4.7
3	Relex	4.3	3	Logility	4.7
3	Symphony RetailAI	4.3	3	RTC Group	4.7
4	Tableau	4.2	4	Relex	4.6
4	Appriss Retail	4.2	4	NGC Software	4.6
4	Bamboo Rose	4.2	5	Jesta I.S.	4.5
4	Zebra (Profitect)	4.2	5	ECRS	4.5
5	Revionics	3.8	6	Logile	4.3
6	First Data	3.7	6	Retail Next	4.3

2020 Leaders in Quality of Support by Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Manthan Systems	4.8	1	Logility	5.0
1	Appriss Retail	4.8	1	ANT USA	5.0
2	NGC Software	4.7	1	RTC Group	5.0
2	Relex	4.7	2	ECRS	4.9
3	Lexmark	4.6	3	Celerant Technology	4.8
4	Logile	4.5	3	Jesta I.S.	4.8
4	Zebra (Profitect)	4.5	4	UTC Retail	4.7
5	Bamboo Rose	4.4	4	Magstar	4.7
6	Symphony RetailAI	4.0	4	Logile	4.7
6	Revionics	4.0	5	Relex	4.6
7	Tableau	3.9	5	NGC Software	4.6

2020 Leaders in Quality of Service by Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Manthan Systems	4.8	1	ANT USA	5.0
2	NGC Software	4.7	1	RTC Group	5.0
2	Relex	4.7	1	Logility	5.0
3	Appriss Retail	4.6	2	Celerant Technology	4.8
4	Lexmark	4.5	2	Jesta I.S.	4.8
4	Zebra (Profitect)	4.5	3	ECRS	4.7
4	Logile	4.5	3	UTC Retail	4.7
5	Tableau	4.1	3	Ingenico	4.7
6	Bamboo Rose	4.0	3	Logile	4.7
6	Revionics	4.0	4	Relex	4.6
6	Aptos	4.0	5	Aptos	4.5
6	Ingenico	4.0	6	Magstar	4.4
6	Symphony RetailAI	4.0	6	NGC Software	4.4

team. It is always a pleasure to partner with this team."

• "**Relex** is an amazing company with excellent customer support which goes above and beyond."

• "**IBM's** Cognos BI tool is used extensively in our company to gain visibility to our business."

• "We couldn't do what we do without **Microsoft**."

• "**Magstar's** support staff is excellent. Their response time is great and they are very helpful in resolving any issues."

• "**UTC's** customer service experience is incredible. It's fast efficient and always reliable." **RIS**

Leaders in Recommendation by Tier One & Mid-Size Retailers

BY TIER ONE RETAILERS			BY MID-SIZE RETAILERS		
RANK	VENDOR	CUSTOMER SAT.	RANK	VENDOR	CUSTOMER SAT.
1	Relex	5.0	1	ANT USA	5.0
2	Manthan Systems	4.8	1	Logility	5.0
3	NGC Software	4.7	2	Celerant Technology	4.8
4	Appriss Retail	4.6	2	ECRS	4.8
4	Logile	4.6	2	Zendesk	4.8
5	Zebra (Profitect)	4.5	2	Jesta I.S.	4.8
5	Lexmark	4.5	3	Salesforce	4.7
6	Tableau	4.4	3	RTC Group	4.7
7	Symphony RetailAI	4.3	3	Logile	4.7
7	Aptos	4.3	4	UTC Retail	4.6
8	Bamboo Rose	4.2	4	Relex	4.6