

An illustration of a business meeting scene from a top-down perspective. Several pairs of hands in business suits are visible, interacting with various devices and documents. In the top left, hands use smartphones displaying charts. A calendar page for 'SEPTEMBER' with a downward arrow is nearby. In the center, a laptop shows a hierarchical diagram and a line graph. To the right, a hand points at a document labeled 'BUDGET'. At the bottom, hands are on a laptop keyboard, and another hand points at a smartphone with a circular arrow icon. A coffee cup is on the left. The background is dark blue with diagonal stripes.

THE Planning Survey 16

The world's largest survey of planning software users

This document is a specially produced summary
by BARC of the headline results for

Jedox

 **BARC**
A CXP GROUP COMPANY



Peer group DACH focused vendors

1. Top ranked in

Recommendation
Product satisfaction
Performance satisfaction
Ease of use
Project length
Price-to-value
.....

2. Leader in

Business benefits
Project success
Implementer support
Customer satisfaction
Agility
Considered for purchase

Peer group Performance management specialists

1. Top ranked in

Price-to-value
.....

2. Leader in

Recommendation
Product satisfaction
Implementer support
Customer satisfaction
Performance satisfaction
Ease of use
Project length

Peer group Development-oriented planning solutions

1. Top ranked in

Business benefits
Project success
Recommendation
Product satisfaction
Vendor support
Implementer support
Customer satisfaction
Performance satisfaction
Ease of use
Project length
Agility
Price-to-value
.....

2. Leader in

Self-service
Competitive win rate



Summary

Jedox achieves great results in this year's Planning Survey and is top ranked in many important KPIs across its various peer groups. Compared to its competitors, especially local rivals such as prevero, BOARD and Corporate Planning, Jedox's philosophy to extend the familiar environment of Excel with specific BI functionality seems to convince customers. Our survey revealed a high level of satisfaction with vendor, product and functionality among Jedox customers, with reported problems few and far between. In fact, 94 percent of Jedox users say they would probably or definitely recommend their planning product to other organizations.

The Planning Survey 16 is based on findings from the world's largest and most comprehensive survey of planning end-users, conducted from November 2015 to January 2016. In total, 1,245 people responded to the survey with 927 answering a series of detailed questions about their usage of a named product. Altogether, 13 products are analyzed in detail.

The Planning Survey 16 examines planning and budgeting product selection and usage among users in categories (KPIs) including business benefits, project success, recommendation, planning functionality, flexibility, customer satisfaction and agility. There are 20 KPIs in total.

This document contains just a selection of the headline findings for Jedox. It does not show all the KPI results and focuses mainly on the positive findings.

Jedox overview

Established in 2002, Jedox has grown into a team of 130 employees, including 40-50 in research and development. The vendor serves clients worldwide from its headquarters in Freiburg, Germany, and via its partner network. According to Jedox's own accounts, Jedox generated a turnover of 15 million US dollars in 2015.

The company's flagship product is Jedox Suite, a BI product with planning, reporting and analysis capabilities. The suite, which runs on the company's own multidimensional database, is designed for business users. The underlying philosophy of Jedox Suite is to extend the familiar Excel environment with specific BI functionality. The solution, which offers both an Excel client and a Web interface resembling a spreadsheet as front ends, was first launched in 2004. The Excel add-in is a classic spreadsheet interface combining well-known Excel functions with additional

Jedox features. The Web client has a browser-based spreadsheet interface – a type of Excel on the Web – with additional functions. According to the company, more than 1,700 clients worldwide use the Jedox product today.

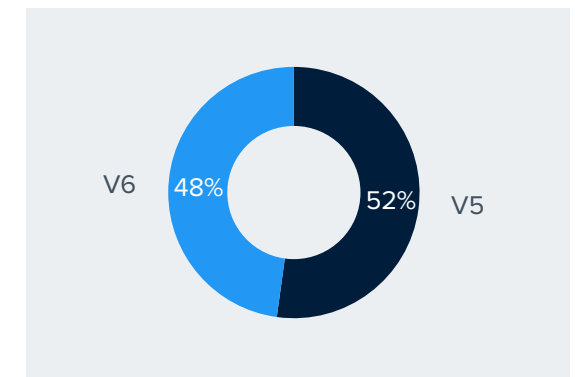
The product is aimed at business power users who create individual planning, reporting and analysis applications with the flexible multidimensional database in a familiar spreadsheet environment. These applications can be published to groups of users through Jedox Web and Jedox Mobile. With Jedox, centralized top down and decentralized bottom up planning scenarios can be implemented. Classified as a development environment, there are several solution templates available with a focus on specific planning topics (e.g. sales, HR, financials, marketing) and industries.

Jedox customer responses

This year we had 32 responses from Jedox users. 52 percent of them used Version 5, 48 percent Version 6.

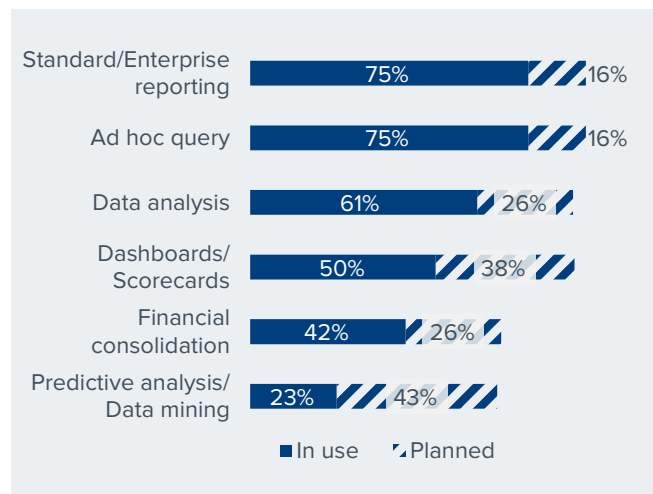
Versions used

n=32



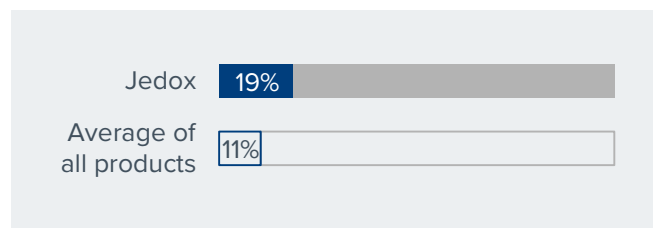
Current vs. planned use (besides planning)

n=32



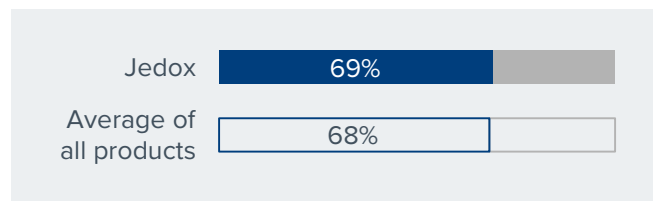
Percentage of employees using Jedox

n=32



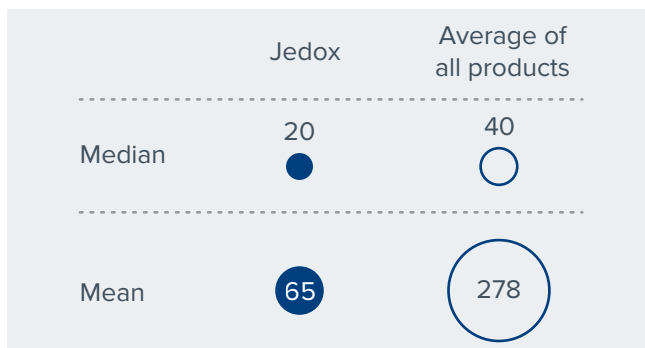
Percentage of planning users from all users

n=32



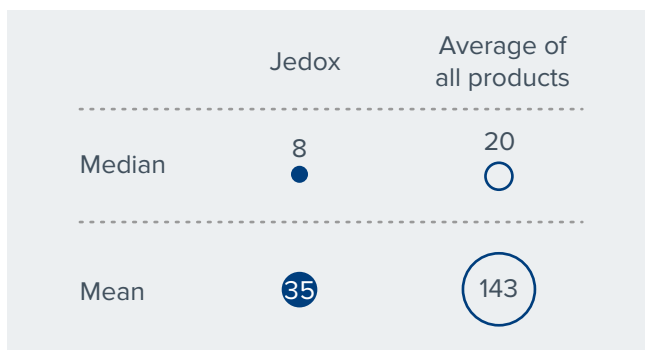
Total number of users per company

n=32



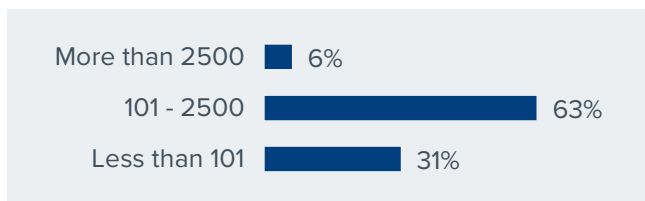
Planning users per company

n=32



Company size (employees)

n=32



User & use case demographics



Comment

Besides planning, Jedox is mainly used for Excel-based standard/enterprise reporting, ad hoc query, data analysis and dashboards. Functionality for predictive analytics is somewhat limited at the moment, but it is considered an important use case for the future by 43 percent of Jedox's customers. With a median of 20 users (eight of whom are planners), Jedox is usually found in rather small scenarios. However, the mean of 65 users per company (including 35 planning users) shows that the product can also be used in much larger environments. The size of customer companies varies between 1 and 2,500 employees.

The KPIs

The Planning Survey 16 provides the reader with well-designed KPI dashboards packed with concise information, which can be absorbed at a glance. The KPIs all follow these simple rules:

- Only measures that have a clear good/bad trend are used as the basis for KPIs
- KPIs may be based on one or more measures from The Planning Survey
- Only products with samples of at least 20 - 30 (depending on the KPI) for each of the questions that feeds into the KPI are included
- For quantitative data, KPIs are converted to a scale of 1 to 10 (worst to best)
- A linear min-max transformation is applied, which preserves the order of, and the relative distance between, products' scores.

The terms 'top-ranked' and 'leader' are used in the following KPI chart titles. 'Top-ranked' indicates first position. 'Leader' denotes the second position.

Peer Group Classification

The Planning Survey 16 features a range of different types of planning and budgeting tools so we use peer groups to help identify competing products. The peer groups have been defined by BARC analysts using their experience and judgment, with segmentation based on three key factors:

1. Flexibility - Is the solution development-oriented or does it provide plenty of predefined planning content (e.g. for financial planning)?
2. Specialization - is the vendor a performance management/planning specialist or a software generalist?
3. Geographical reach - does the vendor have a truly global reach or does it concentrate on the DACH region (Germany, Austria and Switzerland)?

Jedox features in the following peer groups:

- Performance management specialists
- DACH focused vendors
- Development-oriented planning solutions

Peer Groups Overview

Development-oriented planning solutions

Development-oriented solutions that allow customers to implement totally individual planning requirements

Flexible planning solutions

Planning solutions that are flexible but also provide predefined planning content (e.g. for financial planning)

Software generalists

Products from software generalists who have a broad portfolio including most (or all) types of business software

Performance management specialists

Products from performance management specialists whose sole focus is on planning and BI

DACH focused vendors

Products from vendors whose main focus is on the DACH region (Germany, Austria and Switzerland)

Global vendors

Products from vendors with a truly global sales and marketing reach

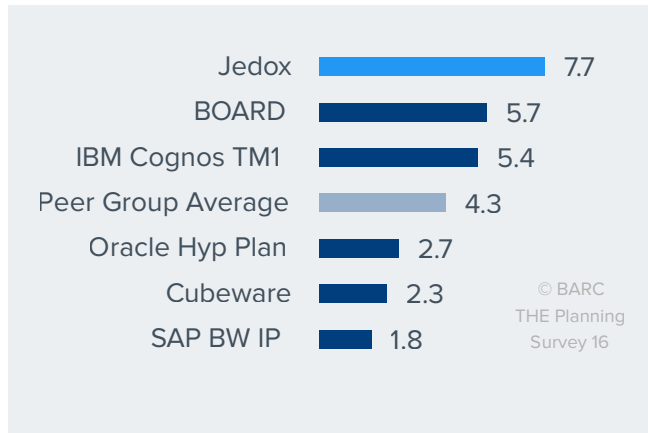


Business benefits

Business benefits – Top ranked



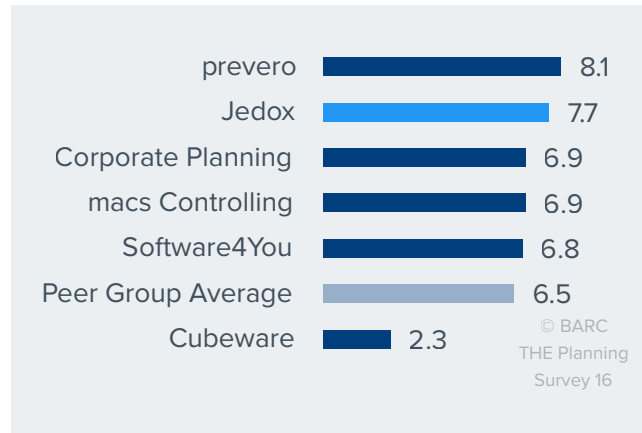
Peer group: development-oriented planning solutions



Business benefits – Leader



Peer group: DACH focused vendors



Business benefits*



Viewpoint

Business benefits often achieved with Jedox's integrated planning and BI tool include increased transparency of planning, increased planning frequency/faster planning and improved integration of planning with reporting/analysis. When combined, these benefits lead to a better quality of planning results. Therefore, Jedox comfortably wins out in the 'development-oriented planning solutions' peer group and occupies a leading position in the 'DACH focused vendors' peer group.

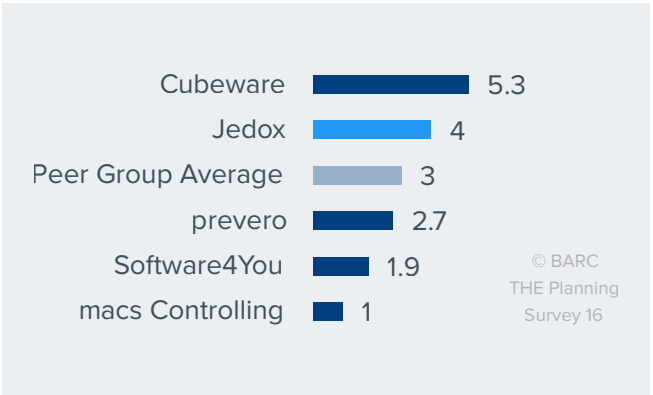
* Based on the achievement level of a variety of business benefits.



Considered for purchase – Leader



Peer group: DACH focused vendors



Considered for purchase*



Viewpoint

Jedox and its product are well known in the DACH region due to the vendor’s professional sales and marketing strategy. This is one of the reasons why Jedox is often considered for purchase in software evaluation processes. Another is the attractive price tag on its comprehensive planning and BI functionality. Jedox rightly achieves a leading rank in the ‘DACH focused vendors’ peer group.

* Based on whether respondents considered purchasing the product.

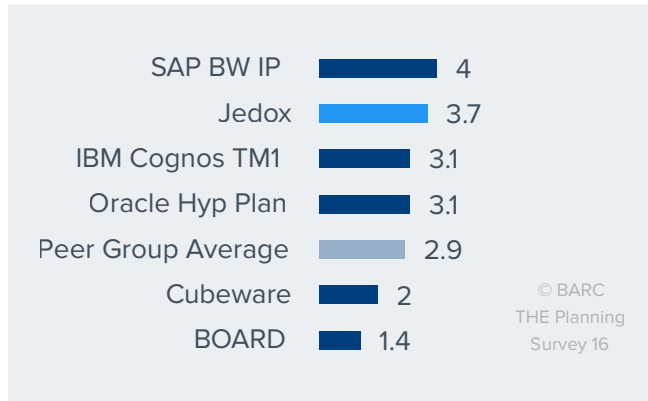


**Competitive
win rate**

Competitive win rate – Leader



Peer group: development-oriented planning solutions



Competitive win rate*



Viewpoint

Jedox is a leader in the 'development-oriented planning solutions' peer group for its competitive win rate. This KPI is based on the percentage of wins in competitive evaluations, proving that many small and mid-sized companies not only often consider Jedox for purchase but also choose it as their planning and BI product. Thanks to its team of professional and experienced presales consultants, Jedox regularly does a great job in competitive software evaluations.

* Based on the percentage of wins in competitive evaluations.

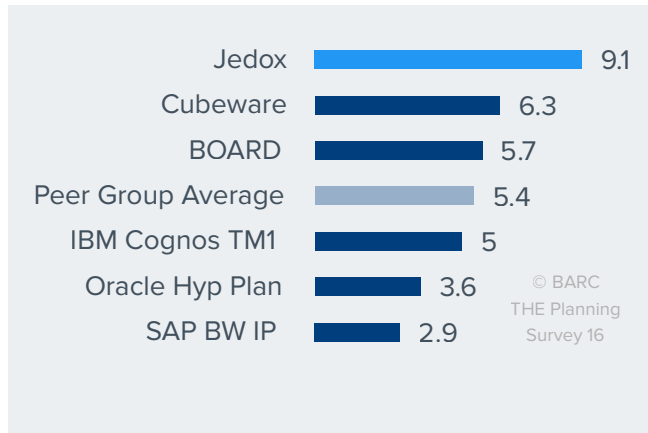


Project success

Project success – Top ranked



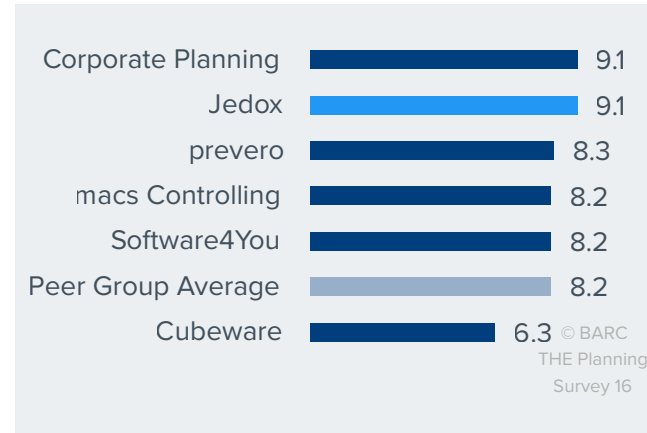
Peer group: development-oriented planning solutions



Project success – Leader



Peer group: DACH focused vendors



Project success*



Viewpoint

Jedox software usually requires little effort to install and short implementation cycles. Projects are frequently completed on time and on budget so customers are generally satisfied with their implementations. This leads to a top ranking in the 'development-oriented planning solutions' peer group and a leading position in the 'DACH focused vendors' peer group, leaving many well-known rivals behind in its home DACH market. With a customer base of predominantly small workgroups in SMEs – where business requirements are often straightforward and relatively small data volumes are involved – Jedox projects are usually quite short.

* Based on the implementation satisfaction level and the frequency of projects completed on time and on budget.

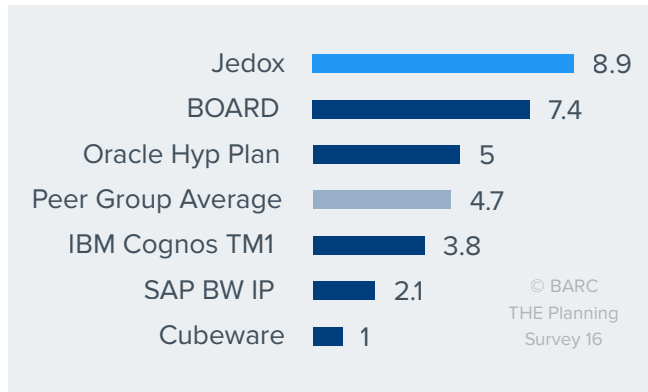


Product satisfaction

Product satisfaction – Top ranked



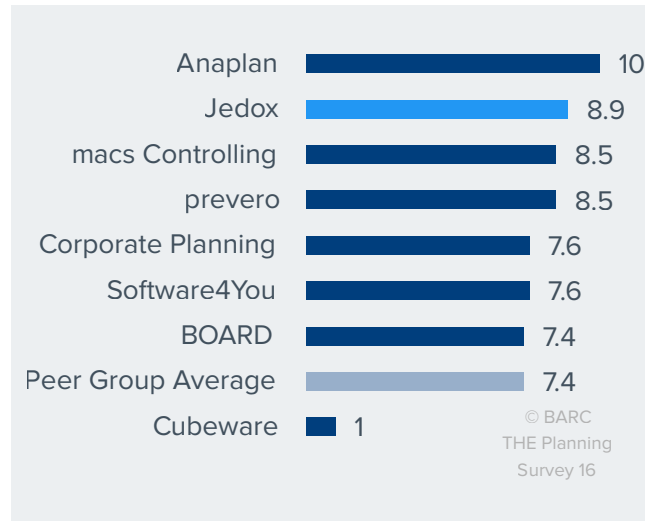
Peer group: development-oriented planning solutions



Product satisfaction – Leader



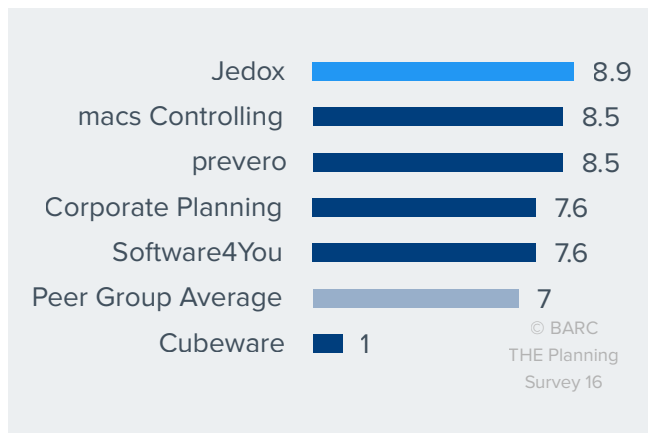
Peer group: performance management specialists



Product satisfaction – Top ranked



Peer group: DACH focused vendors



Product satisfaction*



Viewpoint

Jedox customers are satisfied with the vendor as well as their planning and BI tool and are likely to recommend the product to others. The vendor is top ranked for product satisfaction in two of its peer groups and a leader in the other. Problems are seldom encountered with the product. Jedox's user friendliness and the flexibility it offers to implement various planning and BI use cases on one common platform are key factors influencing product satisfaction.

* Based on the frequency of problems encountered with the product.

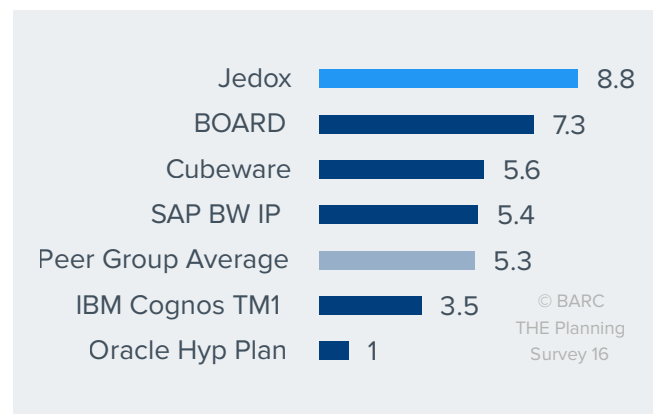


Vendor support

Vendor support – Top ranked



Peer group: development-oriented planning solutions



Vendor support*



Viewpoint

Both the vendor and its partners offer a great level of support, according to customers. As a German mid-sized BI and performance management vendor, Jedox seems to build good relationships with its typically small to medium-sized customers and they like the service they receive. The vendor provides telephone and Web support as well as remote and on-site support. Moreover, there is a knowledge base and online help accessible through the company Web site with product manuals and documentation, as well as the so-called Jedox Academy training service.

* Measures user satisfaction with the level of vendor support provided for the product.

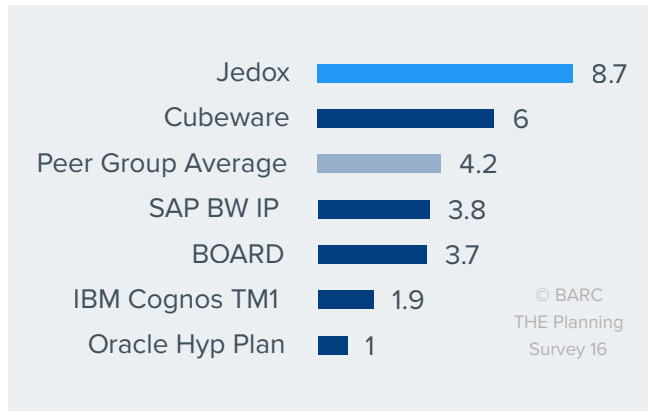


Implementer support

Implementer support – Top ranked



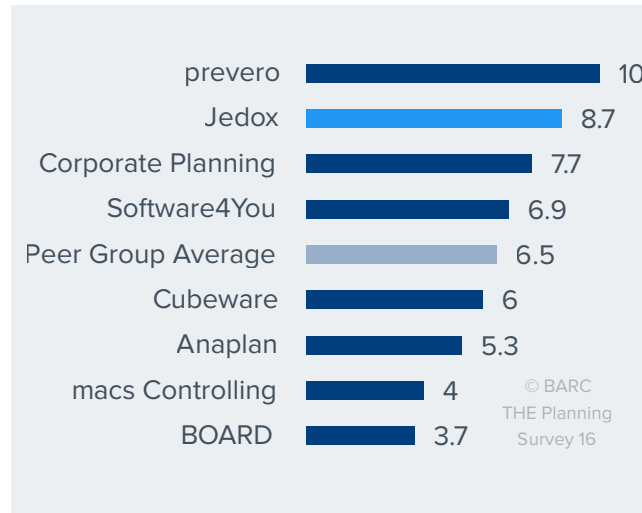
Peer group: development-oriented planning solutions



Implementer support – Leader



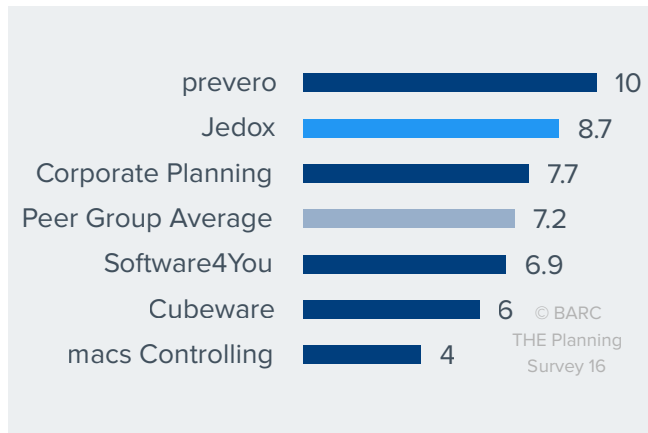
Peer group: performance management specialists



Implementer support – Leader



Peer group: DACH focused vendors



Implementer support*



Viewpoint

Jedox has a steadily growing global partner network with more than 180 value-added resellers, alliances with big consultancies and more than 20 OEM partnerships with various (operational) software vendors. Both the vendor and its partners offer a great level of support, according to customers. Jedox is top ranked in the 'development-oriented planning solutions' peer group and has two leading ranks in the other peer groups it appears in. Jedox's trained partners mostly offer consulting services such as local implementation support or implementing planning processes for specific industries.

* Measures user satisfaction with the level of the implementer's support for the product.

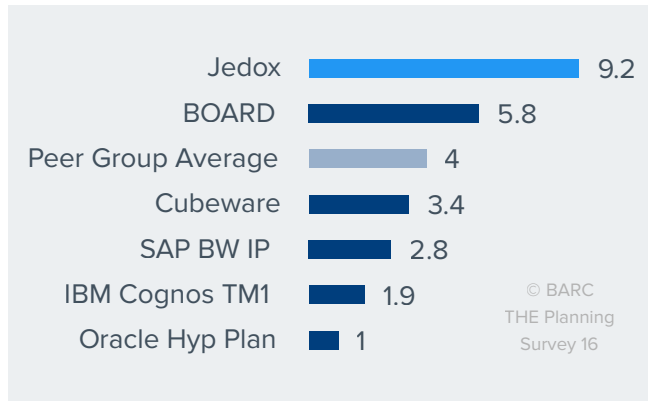


**Customer
satisfaction**

Customer satisfaction – Top ranked



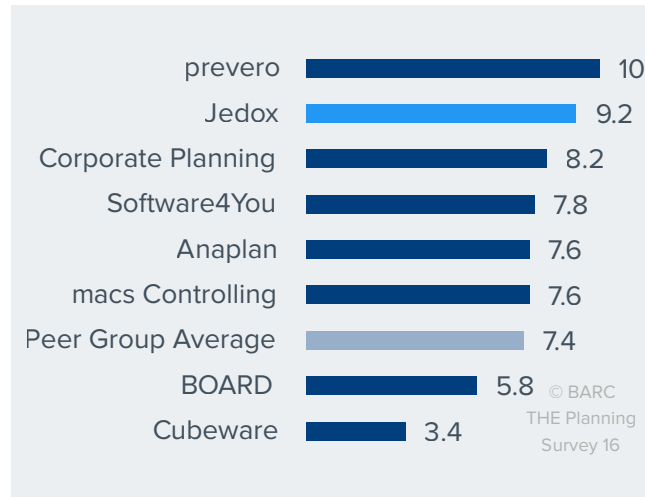
Peer group: development-oriented planning solutions



Customer satisfaction – Leader



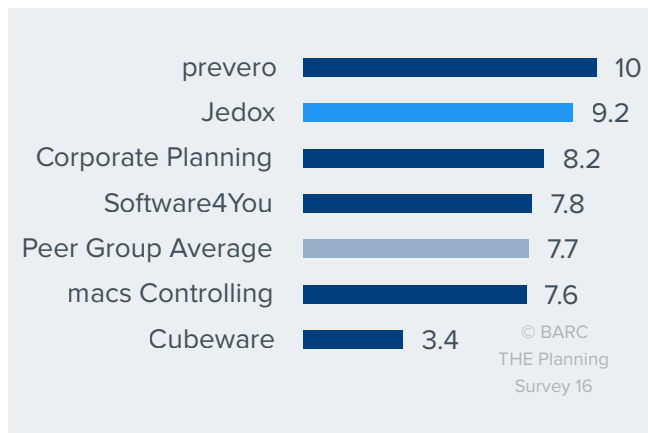
Peer group: performance management specialists



Customer satisfaction – Leader



Peer group: DACH focused vendors



Customer satisfaction*



Viewpoint

‘Customer satisfaction’ is an aggregated KPI combining the results of the ‘product satisfaction’, ‘vendor support’ and ‘implementer support’ KPIs. Jedox has great results in all three of these KPIs, achieving a leading ranking in the aggregated ‘customer satisfaction’ KPI and outpacing local competitors such as BOARD, Corporate Planning and Cubeware in the process. Customer service and satisfaction are clearly very important to Jedox.

* Combines the ‘Product satisfaction’, ‘Vendor support’ and ‘Implementer support’ KPIs.

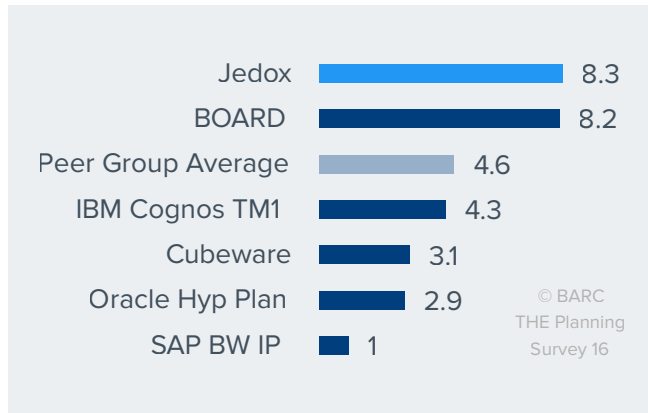


Ease of use

Ease of use – Top ranked



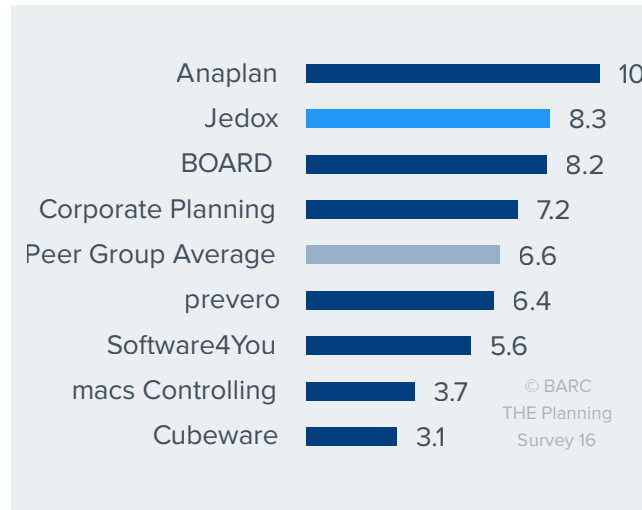
Peer group: development-oriented planning solutions



Ease of use – Leader



Peer group: performance management specialists



Ease of use*



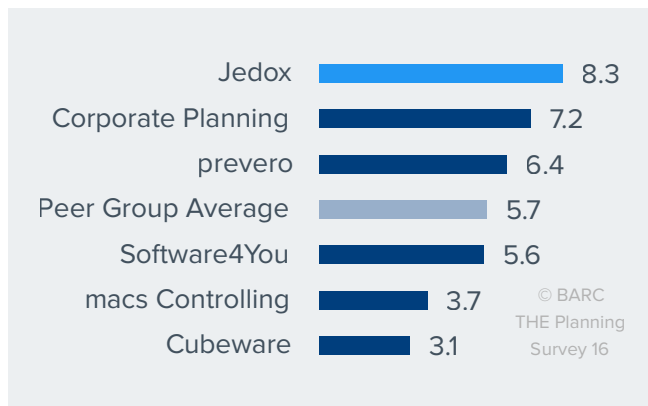
Viewpoint

With its Excel add-in and browser-based spreadsheet interface – a type of Excel on the Web – Jedox offers great usability. The ease of use of the Excel add-in allows power users to do almost anything they need – including building and manipulating reports as well as planning forms and analyses – in the universally familiar Microsoft Office environment. The ease of use for planning activities in Excel is highly appreciated by Jedox customers and also a reason why companies choose Jedox.

Ease of use – Top ranked



Peer group: DACH focused vendors



* Based on how often the product was chosen for its ease of use for planners and developers of planning applications, and on the level of complaints about the software's ease of use.

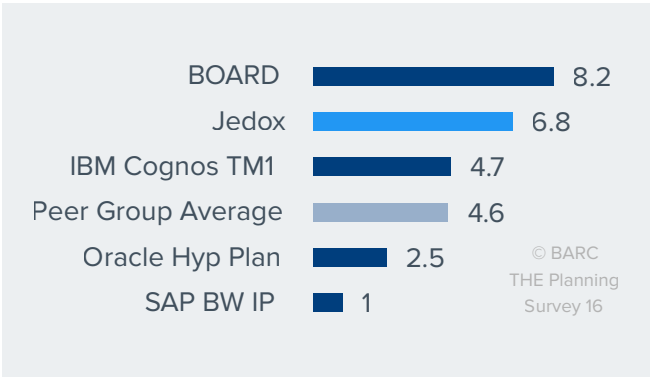


Self-service

Self-service – Leader



Peer group: development-oriented planning solutions



Self-service*



Viewpoint

The philosophy at Jedox is to extend the familiar environment of Excel with specific BI functionality. On the one hand, the Excel add-in is a classic spreadsheet interface combining well-known Excel functions with additional Jedox features. On the other hand, the Web client has a browser-based spreadsheet interface – a type of Excel on the Web – with additional functions. Many customers clearly appreciate the functionality and ease of use both front-ends provide and often do self-service planning in business departments with Jedox. Jedox - as a flexible development environment for business power users - is particularly suitable for creating individual applications in a self-service manner in Excel.

* Based on how many sites currently use self-service planning in business departments and how often the product was chosen for its ease of use for planners.

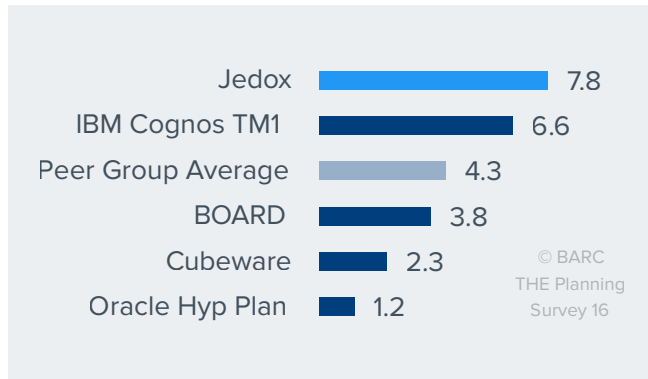


Project length

Project length – Top ranked



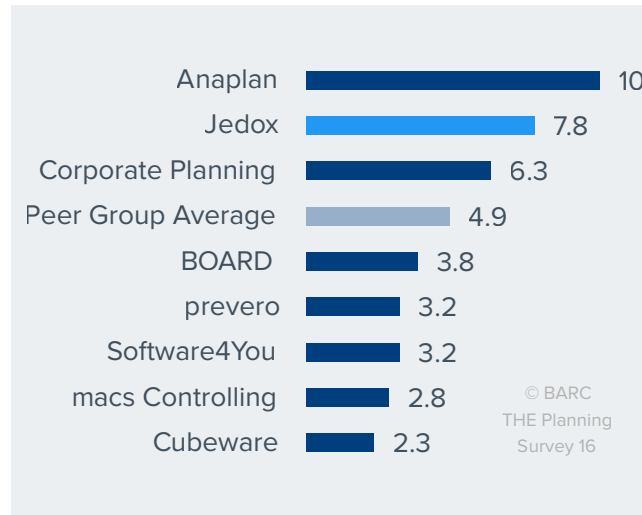
Peer group: development-oriented planning solutions



Project length – Leader



Peer group: performance management specialists



Project length*



Viewpoint

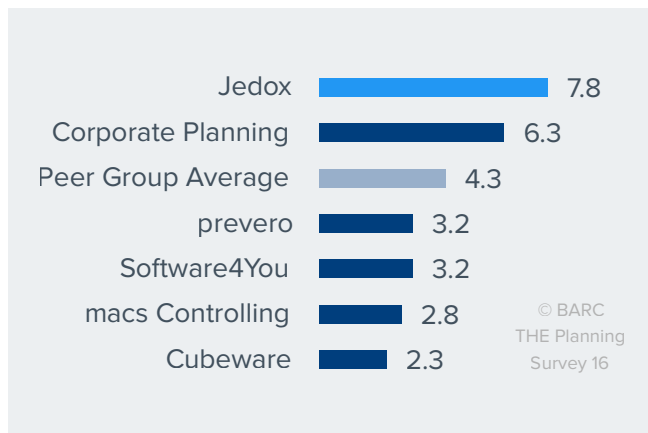
Business requirements of Jedox's typically SME customers are often straightforward with relatively small data volumes involved, which is why projects with Jedox software are usually quite short. Many projects seem to be accomplished on time and on budget leading to a top ranking in the 'project length' KPI in two of its peer groups. 'Solution templates' were introduced in the latest version of Jedox, providing predefined content based on best practices, which can be used to create new planning models (e.g. for financial planning). These templates may also help customers to speed up projects, especially in the early stages.

* Based on how quickly the product is implemented.

Project length – Top ranked



Peer group: DACH focused vendors



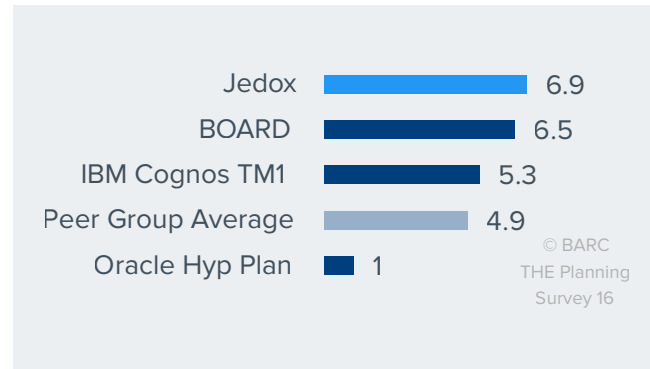


Agility

Agility – Top ranked



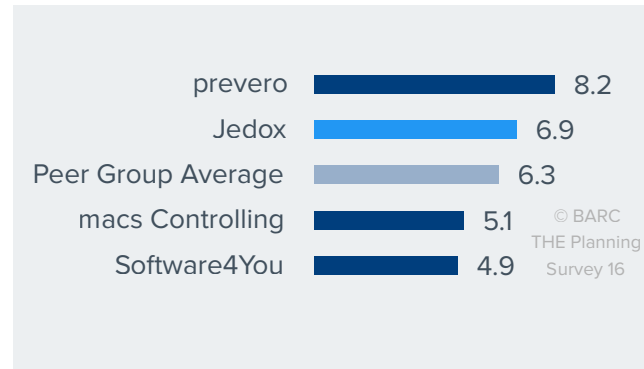
Peer group: development-oriented planning solutions



Agility – Leader



Peer group: DACH focused vendors



Agility*



Viewpoint

Strong results in the 'self-service' KPI and a top ranking in the 'project length' KPI lead to an excellent result for Jedox in the aggregated 'agility' KPI. Jedox is a flexible development environment for business power users who create individual planning, reporting and analysis applications in a self-service manner in Excel. The tool is not targeted to any specific industry. Jedox users consider the product to be a highly agile and flexible tool, especially for ad hoc query, OLAP analysis and planning scenarios.

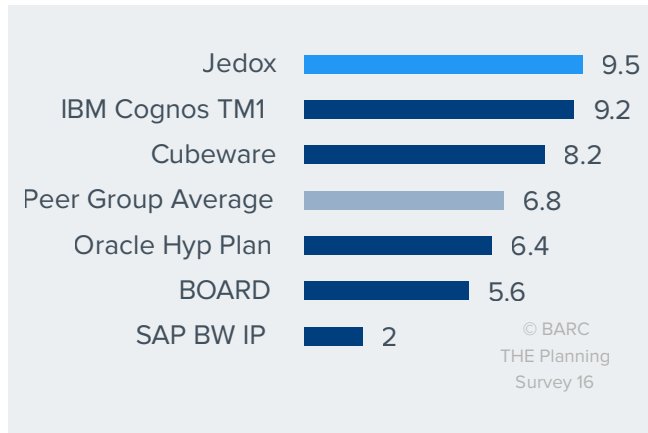
* Combines the 'Project length', 'Self-service' and 'Flexibility for users' KPIs.



**Performance
satisfaction**

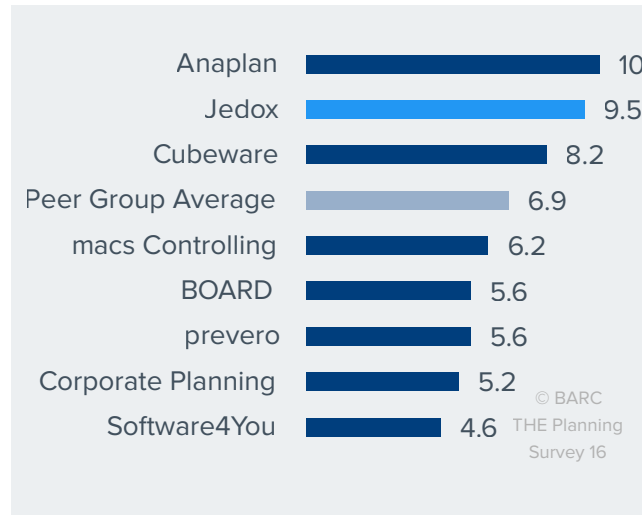
Performance satisfaction – Top ranked

Peer group: development-oriented planning solutions



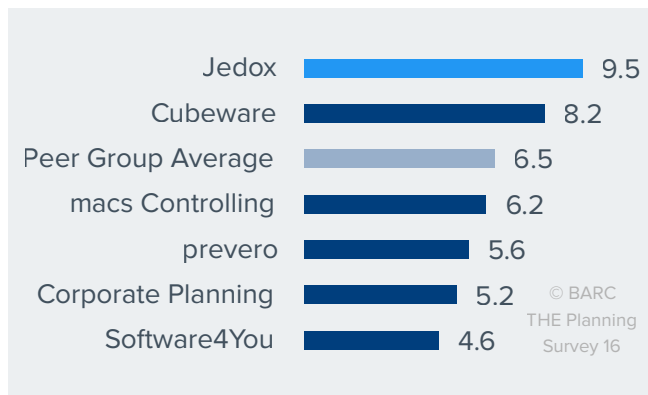
Performance satisfaction – Leader

Peer group: performance management specialists



Performance satisfaction – Top ranked

Peer group: DACH focused vendors



Performance satisfaction*



Viewpoint

Jedox's customers rarely complain about performance issues. The product is top ranked in two of its peer groups and a leader in the third, leaving many well-known rival products in its wake. However, Jedox is normally used in departmental or small-scale scenarios with relatively small data volumes and few concurrent users, where performance is not usually an issue. In any case, Jedox's in memory multidimensional database is clearly capable of dealing with the data volumes and user numbers its customers typically work with. Furthermore, the vendor's OLAP accelerator technology, using the memory of graphics processing units (GPU) instead of CPU memory, is an interesting option to speed up performance in large-scale scenarios if required.

* Measures the frequency of complaints about the system's performance.

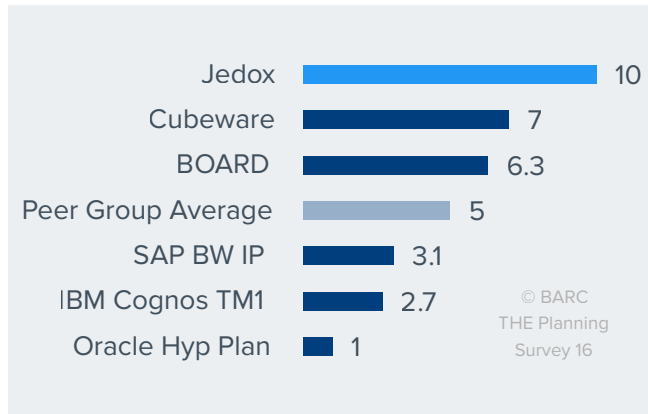


Price-to-value

Price-to-value – Top ranked



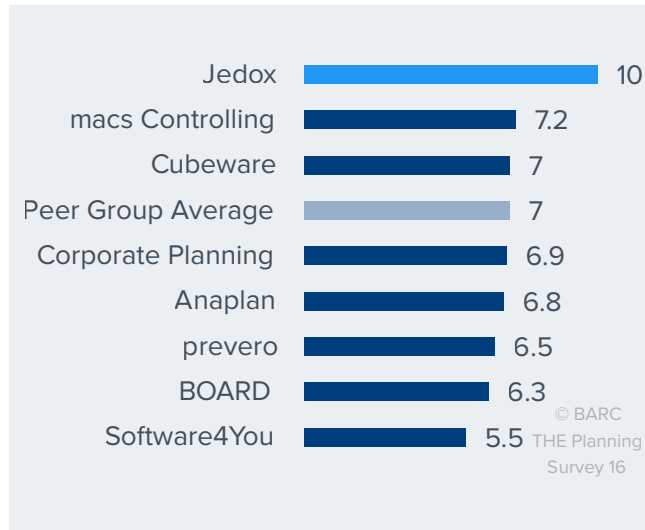
Peer group: development-oriented planning solutions



Price-to-value – Top ranked



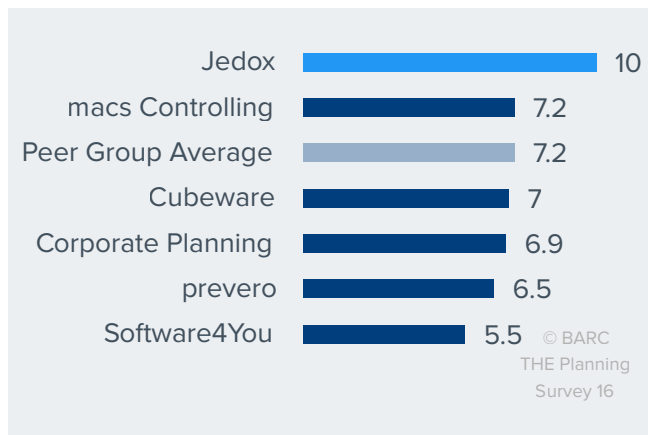
Peer group: performance management specialists



Price-to-value – Top ranked

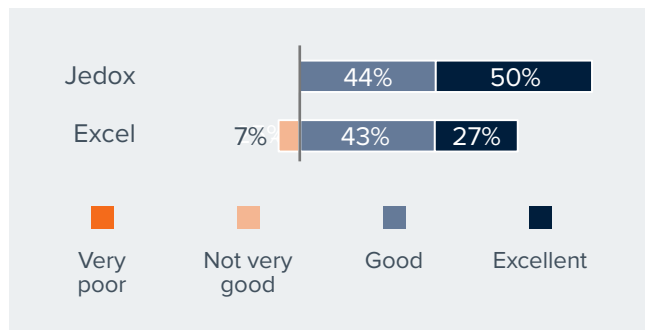


Peer group: DACH focused vendors



Price-to-value**

n=32/260



Price-to-value*



Viewpoint

Jedox is a very competitively priced product, offering good value for money. Unsurprisingly the vendor comes out top in all of its peer groups for price-to-value perception, beating many local and global rivals. Jedox is licensed using an on-premise and cloud hybrid concept. Customers license the product based on required user roles (Power User, Planner, Viewer). We often discover in our surveys and via our customers that price-to-value perception is one of the main reasons why Jedox customers buy the software.

* Based on how users rate their BI tool in terms of price-to-value.

** Not showing the "satisfactory" category.

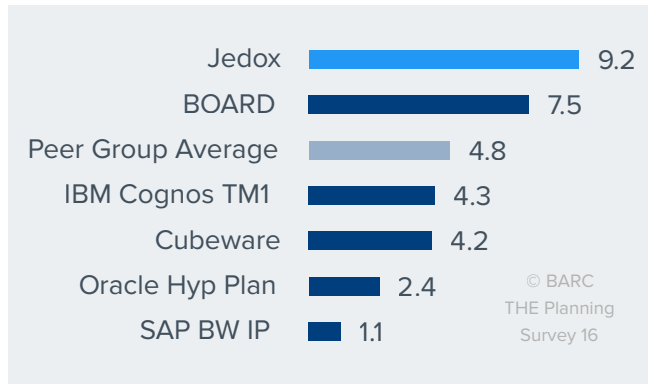


Recommendation

Recommendation – Top ranked



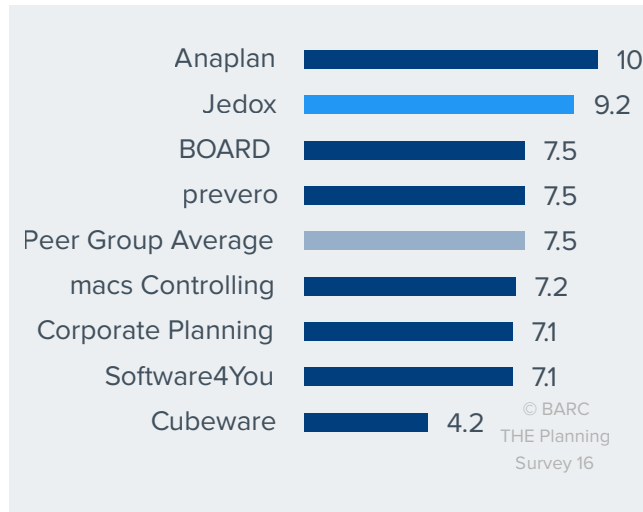
Peer group: development-oriented planning solutions



Recommendation – Leader



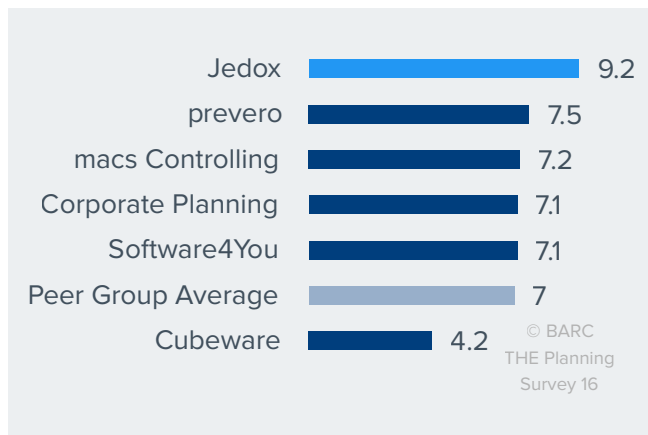
Peer group: performance management specialists



Recommendation – Top ranked



Peer group: DACH focused vendors



Recommendation*



Viewpoint

Satisfaction with the vendor and product - as well as implementation projects, performance and ease of use - inevitably lead to Jedox achieving top ranks in its peer groups in this year's survey. Customers report very few problems with the product. Indeed, 94 percent of Jedox users say they would probably or definitely recommend their planning product to other organizations. Jedox's product strategy of a flexible development environment with a familiar spreadsheet user interface aimed at business power users who create individual planning, reporting and analysis applications seems to clearly match the requirements of many companies.

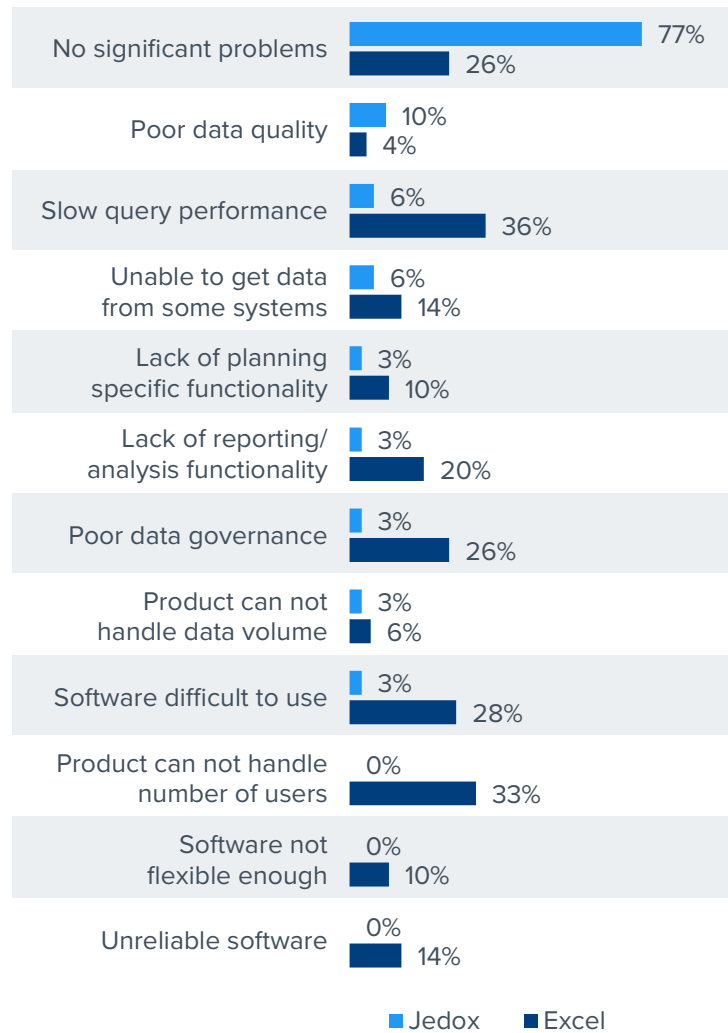
* Based on how many users say they would recommend the product to others.



Jedox vs. Excel

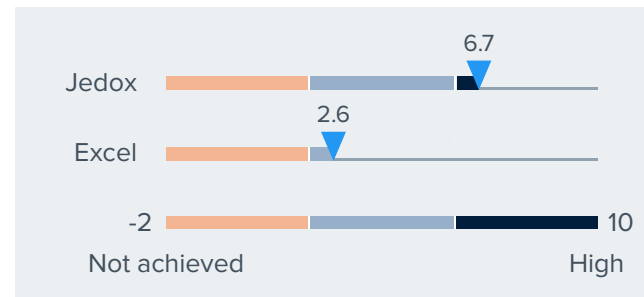
Problems encountered by Jedox and Excel users

n=31/269



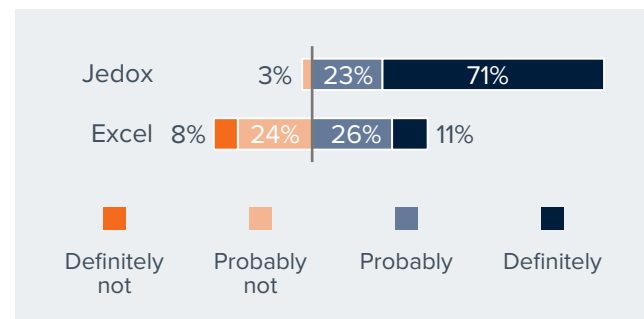
Business Benefits Index*

n=32/275



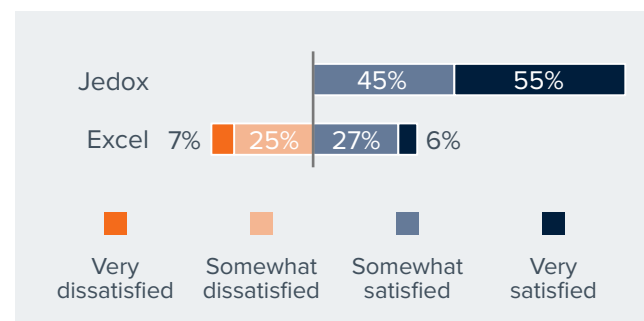
Recommendation**

n=31/273



Degree of satisfaction**

n=31/264



Jedox vs. Excel



Comment

Excel remains the most widely used BI and planning product in the world. However, many users and companies are dissatisfied with it. Jedox's users have far fewer complaints than Excel users, with 77 percent even reporting they experience no significant problems at all. Common issues in planning and BI projects such as slow query performance, handling large numbers of users and ease of use problems do not seem to be an issue for Jedox users. Jedox's philosophy to extend the familiar environment of Excel with specific BI functionality and solve the typical problems of Excel seems to work, leading to the achievement of a higher level of business benefits than with Excel. An overwhelming 100 percent of Jedox customers answering our survey say they are somewhat or very satisfied with Jedox, while 94 percent say they would probably or definitely recommend their planning product to other organizations.

* For 12 potential benefits, respondents are asked to indicate the level of achievement, if any, with five levels.

** Not showing the neutral category

THE Planning Survey 16 Jedox top ranks



THE Planning Survey 16 Jedox top ranks



BARC is a leading enterprise software industry analyst and consulting firm delivering information to more than 1,000 customers each year. Major companies, government agencies and financial institutions rely on BARC's expertise in software selection, consulting and IT strategy projects.

For over twenty years, BARC has specialized in core research areas including Data Management (DM), Business Intelligence (BI), Customer Relationship Management (CRM) and Enterprise Content Management (ECM).

BARC's expertise is underpinned by a continuous program of market research, analysis and a series of product comparison studies to maintain a detailed and up-to-date understanding of the most important software vendors and products, as well as the latest market trends and developments.

BARC research focuses on helping companies find the right software solutions to align with their business goals. It includes evaluations of the leading vendors and products using methodologies that enable our clients to easily draw comparisons and reach a software selection decision with confidence. BARC also publishes insights into market trends and developments, and dispenses proven best practice advice.

BARC consulting can help you find the most reliable and cost effective products to meet your specific requirements, guaranteeing a fast return on your investment. Neutrality and competency are the two cornerstones of BARC's approach to consulting. BARC also offers technical architecture reviews and coaching and advice on developing a software strategy for your organization, as well as helping software vendors with their product and market strategy.

BARC organizes regular conferences and seminars on Business Intelligence, Enterprise Content Management and Customer Relationship Management software. Vendors and IT decision-makers meet to discuss the latest product updates and market trends, and take advantage of valuable networking opportunities.

Along with CXP and Pierre Audoin Consultants (PAC), BARC forms part of the CXP Group – the leading European IT research and consulting firm with 140 staff in eight countries including the UK, France, Germany, Austria and Switzerland. CXP and PAC complement BARC's expertise in software markets with their extensive knowledge of technology for IT Service Management, HR and ERP.

Other Surveys

BARC research reports bring transparency to the market



The BI Survey 15 is the world's largest annual survey of BI users. Based on a sample of over 3,000 survey responses, it offers an unsurpassed level of user feedback on 35 leading BI products.



The BARC **Big Data Use Cases** Survey explores the usage of big data in companies worldwide. 559 business and IT decision-makers completed the survey in the first quarter of 2015.



The new **BI Trend Monitor 2016** from BARC reflects on the trends currently driving the BI and data management market from a users' perspective. We asked close to 2,800 users, consultants and vendors for their views on the most important BI trends.

Business Application Research Center – BARC GmbH



A CXP GROUP COMPANY

Germany

BARC GmbH
Berliner Platz 7
D-97080 Würzburg
+49 (0) 931 880651-0
www.barc.de

Austria

BARC GmbH
Goldschlagstraße 172 / Stiege 4 / 2.OG
A-1140 Wien
+43 (1) 8901203-451
www.barc.de

Switzerland

BARC Schweiz GmbH
Buchhaldenstrasse 7
CH-5442 Fislisbach
+41 (0) 763403516
www.barc.de

Rest of the World

+44 1536 772 451
www.barc-research.com

