

The Planning Survey 17

The world's largest survey of planning software users

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

Jedox



A CXP GROUP COMPANY



Peer group
Development-oriented planning solutions

1. Top-ranked in

- Business benefits
- Project length
- Business value
- Price-to-value
- Product satisfaction
- Planning functionality
- Reporting/analysis functionality
- Ease of use
- User experience
- Competitive win rate

.....

2. Leader in

- Project success
- Vendor support
- Flexibility
- Competitiveness

Peer group
DACH-focused vendors

1. Top-ranked in

- Project length

.....

2. Leader in

- Business benefits
- Business value
- Price-to-value
- Reporting/analysis functionality
- Competitive win rate
- Competitiveness

Peer group
Performance management specialists

2. Leader in

- Project length
- Business value
- Reporting/analysis functionality
- Competitive win rate
- Competitiveness



Summary

Jedox achieves great results in this year's Planning Survey. Excellent ratings in numerous important KPIs help to consolidate its position as a leading planning and BI vendor. Companies can benefit from using Jedox in terms of improved integration of planning with reporting/analysis, increased transparency of planning, more precise/detailed planning, and reduced resource requirements for planning, which combine to lead to a better quality of planning results. An impressive 95 percent of respondents are somewhat or very satisfied with Jedox, and 97 percent say they would probably or definitely recommend Jedox to other companies. With its flexible suite approach, Jedox offers considerable flexibility to users wanting to address various planning and BI use cases on one integrated platform.

The Planning Survey 17 Jedox top ranks



The Planning Survey 17 is based on findings from the world's largest and most comprehensive survey of planning software users, conducted from November 2016 to February 2017. In total, 1,687 people responded to the survey with 1,299 answering a series of detailed questions about their usage of a named product. Altogether, 18 products are analyzed in detail.

The Planning Survey 17 examines the process of selecting software products for planning, budgeting and forecasting. It also includes analysis of user feedback to rank products in categories (KPIs) including business benefits, project success, recommendation, planning functionality, flexibility, customer satisfaction and ease of use. There are 22 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.

For more information on the survey visit the [Planning Survey homepage](#).

Jedox overview

Established in 2002, Jedox has grown into a team of more than 150 employees. The vendor serves clients worldwide through its headquarters in Freiburg, Germany, its seven international offices, and a partner network.

The company's flagship product is Jedox Suite, a flexible BI and performance management product with planning, reporting and analysis capabilities. The suite runs on the company's own multidimensional in-memory database. 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 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 fun-

ctions. According to the company, more than 1,900 clients use the Jedox product today.

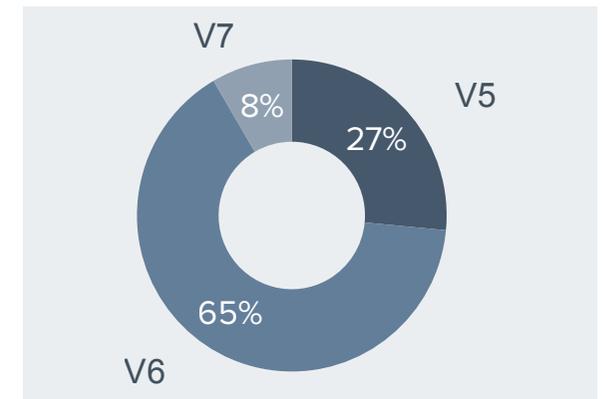
The product is aimed at business power users who create individual planning, reporting and analysis applications with the flexible multidimensional in-memory database in a familiar spreadsheet environment. However, tasks such as integrating data into Jedox OLAP Server may require IT support. Trained business users can later take on responsibility for the administration and further development of Jedox applications. These applications can be published to large groups of users through Jedox Web and Jedox Mobile. Centralized top-down and decentralized bottom-up planning scenarios can be implemented with Jedox. Classified as a development environment, in its latest version Jedox now provides predefined planning models for P&L, cost center, sales and HR via its own marketplace integrated in Jedox Suite.

Jedox customer responses

This year we had 99 responses from Jedox users. 65 percent have version 6, 27 percent run version 5 and the remaining 8 percent use version 7.

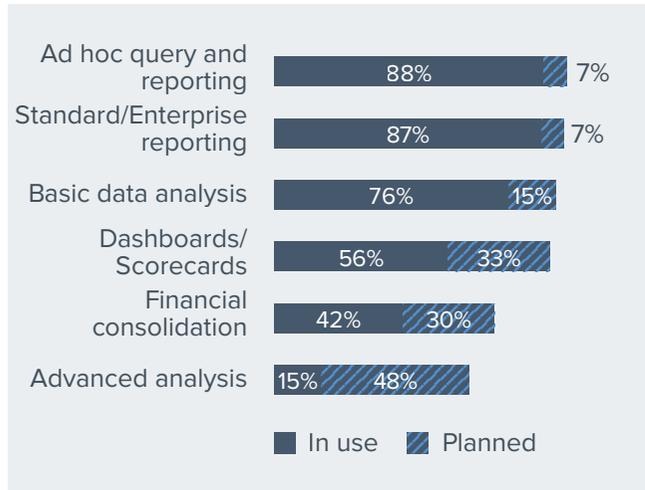
Versions used

n=83



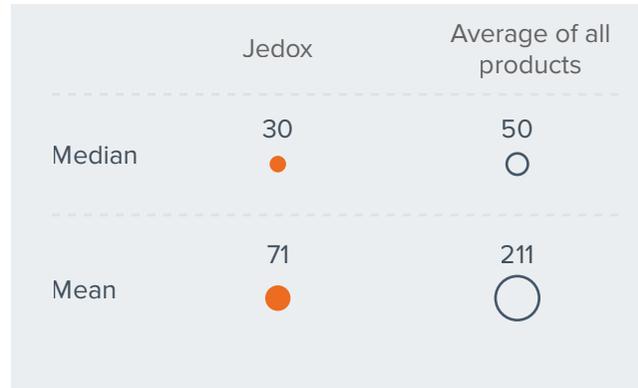
Current vs. planned use (besides planning)

n=97



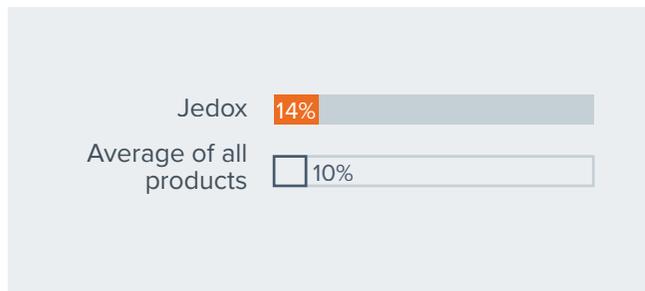
Total number of users per company

n=99



Percentage of employees using Jedox

n=99



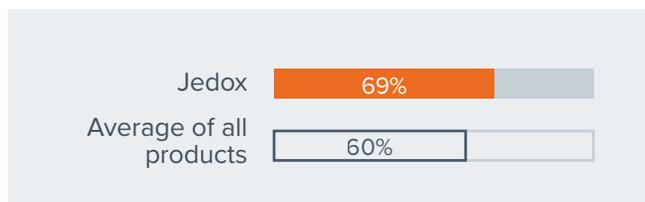
Planning users per company

n=98



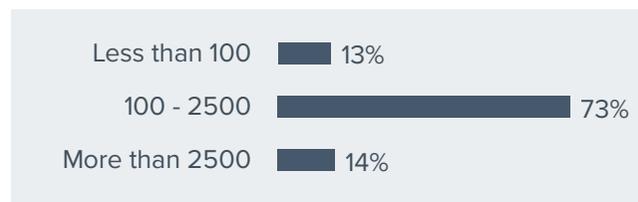
Planning users (as a percentage of all users)

n=98



Company size (employees)

n=99



User & use case demographics



BARC Comment



Comment

Jedox Suite is a flexible BI and performance management product. Besides planning, Jedox is typically used for ad hoc query, standard/enterprise reporting, data analysis and dashboarding. Many customers also intend to use Jedox for advanced analysis in the future. As the company size figures show, Jedox is mainly used in mid-sized companies (100-2,500 employees) with a median number of 30 users in a common environment (with 15 of them using planning functionality). However, the mean of 71 users per company (39 users for planning) tells us that the product can also be used in larger environments. 69 percent of Jedox users are planning users – compared to the survey average of 60 percent – reflecting the fact that Jedox is a planning tool that also offers comprehensive functionality for BI.

The KPIs

The Planning Survey 17 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 in the analysis.
- 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, product scores.

For more details on the KPIs, see our 'Sample, products, methodology and KPIs' document.

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

Peer Group Classification

The Planning Survey 17 features a range of different types of planning, budgeting and forecasting products 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 pre-defined 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? does it have a presence in 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 allow customers to implement totally individual planning requirements.

Flexible planning solutions

These are flexible solutions but also provide pre-defined 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

DACH-focused vendors have a presence in the DACH region (Germany, Austria and Switzerland). They may also focus on other geographies, but they are not considered to be global vendors.

Global vendors

Global vendors have a truly global sales and marketing reach. They are present worldwide, and their products are used all around the world.



Business Benefits

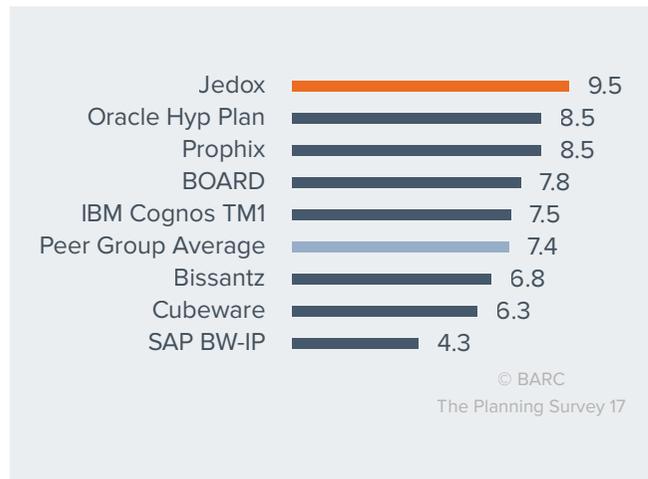
Based on the achievement level of a variety of business benefits.



Top-ranked - Business Benefits



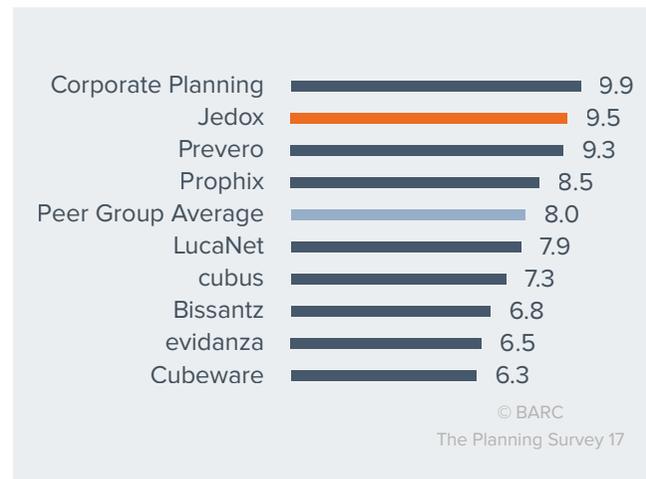
Peer Group: development-oriented planning solutions



Leader - Business Benefits

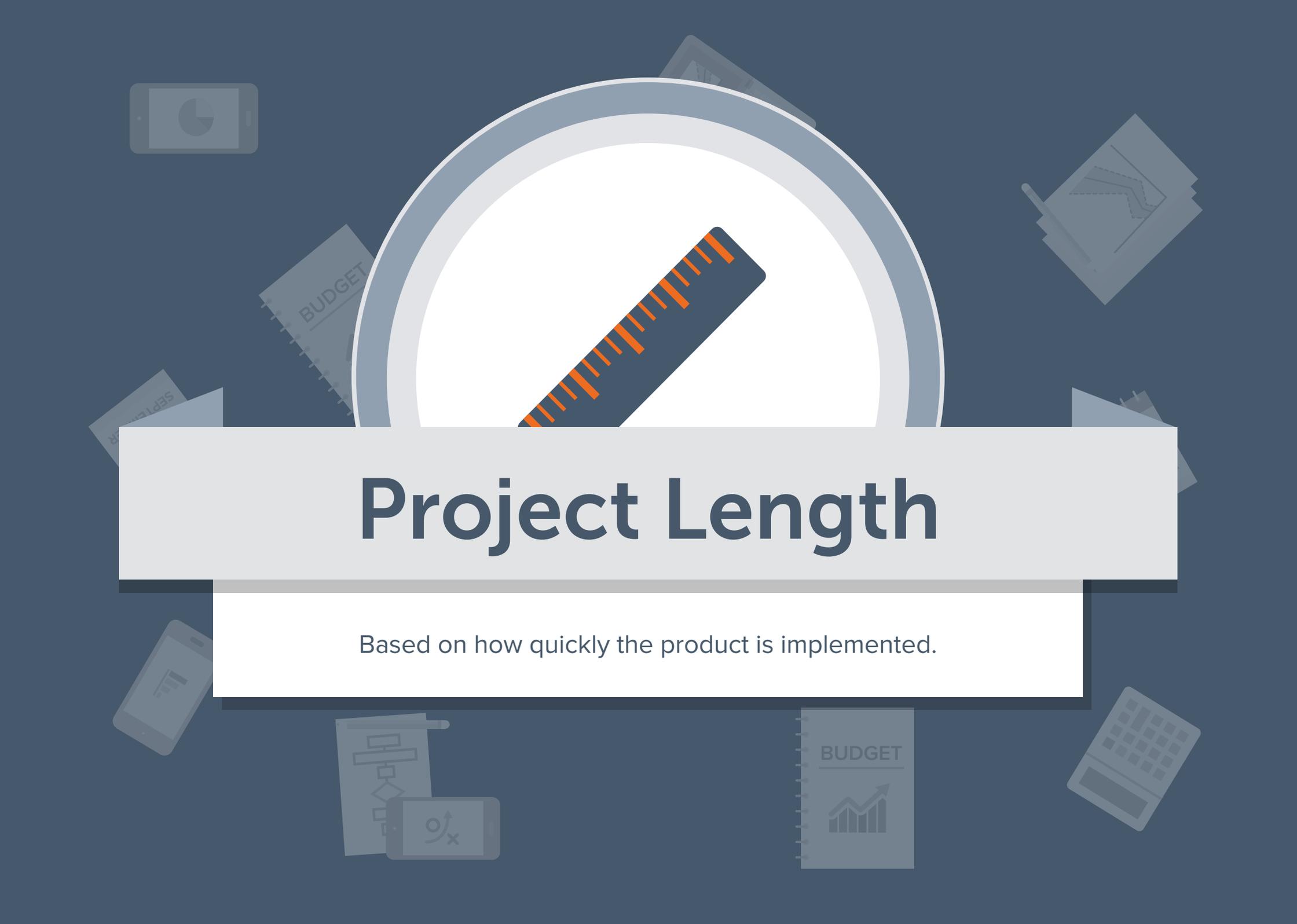


Peer Group: DACH-focused vendors



Viewpoint

The results in this year's Planning Survey show that customers can clearly benefit from Jedox's integrated planning and BI product. In the 'Development-oriented Planning Solutions' peer group, Jedox is top-ranked for the business benefits companies achieved with the tool. Business benefits such as improved integration of planning with reporting/analysis, increased transparency of planning, better quality of planning results, more precise/detailed planning and reduced resource requirements for planning are regularly achieved with Jedox. With its Jedox Suite approach, customers can create various planning models on different aggregation levels (strategic as well as operational planning) for an integrated enterprise planning approach (including financial planning). These options combined into one common product lead to a better quality of planning results overall.



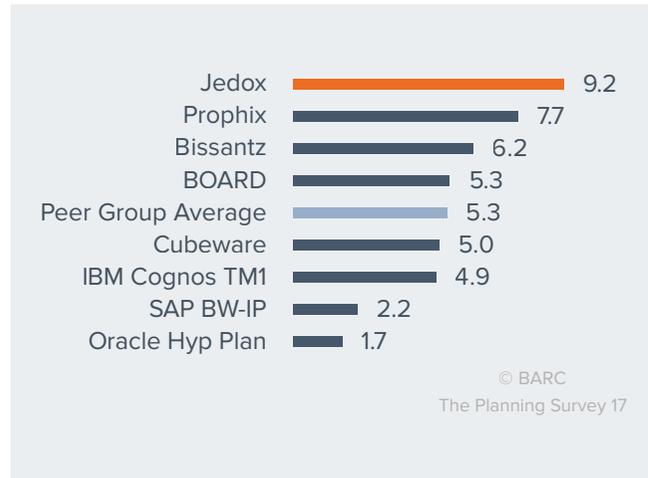
Project Length

Based on how quickly the product is implemented.

Top-ranked - Project Length



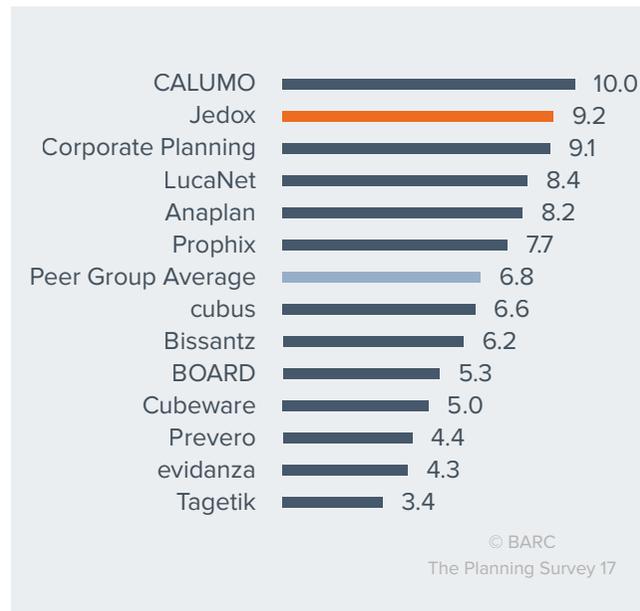
Peer Group: development-oriented planning solutions



Leader - Project Length



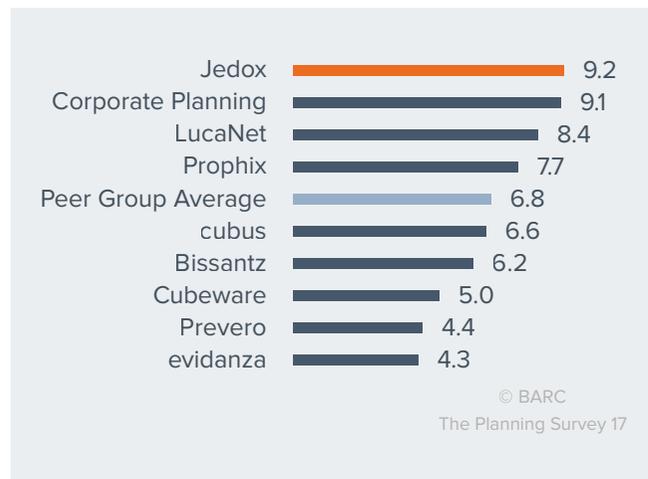
Peer Group: performance management specialists



Top-ranked - Project Length



Peer Group: DACH-focused vendors



Project Length



Viewpoint

The business requirements of Jedox's typically mid-size customers are often straightforward with relatively small data volumes and numbers of users involved, which is why projects with Jedox software are usually quite short. Many projects seem to be completed on time and on budget, leading to a top ranking in the 'Project length' KPI in two peer groups. Classified as a development environment, Jedox now provides predefined planning models for P&L, cost center, sales and HR via its own marketplace integrated in Jedox Suite. These predefined planning models may also help customers to speed up projects, especially in the early stages.



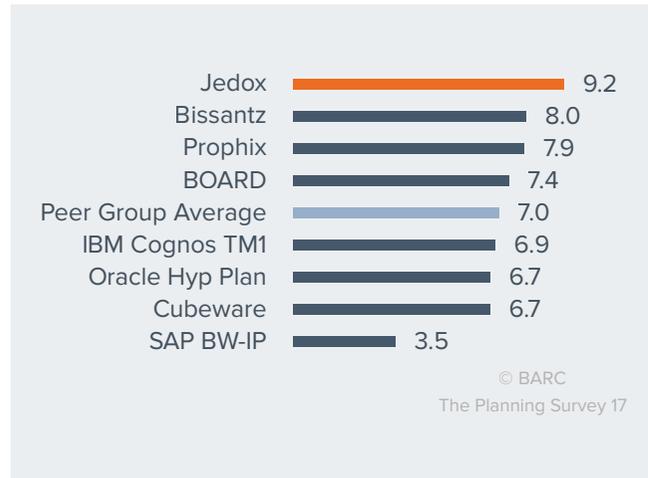
Business Value

Combines the 'Business benefits', 'Project success' and 'Project length' KPIs.

Top-ranked - Business Value



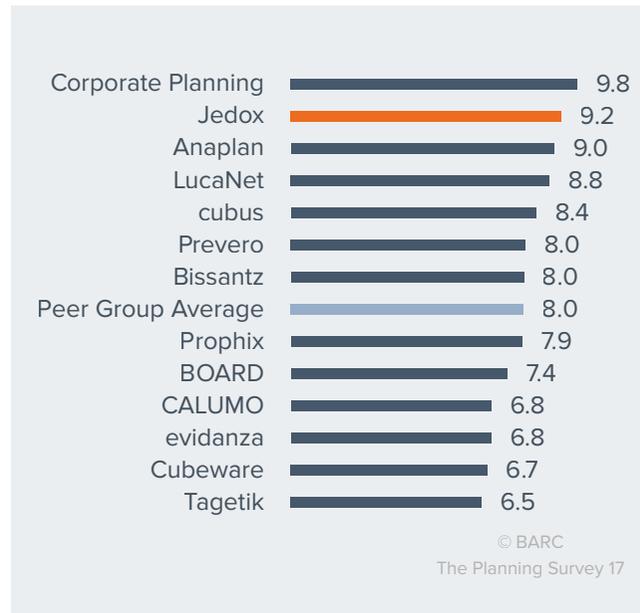
Peer Group: development-oriented planning solutions



Leader - Business Value



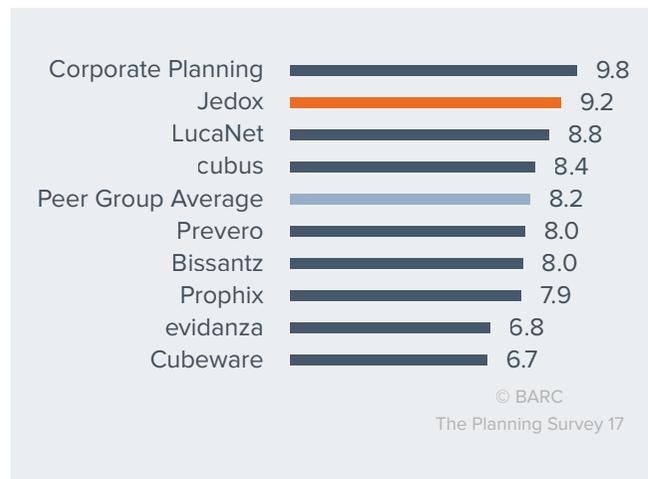
Peer Group: performance management specialists



Leader - Business Value



Peer Group: DACH-focused vendors



Business Value



Viewpoint

‘Business value’ combines the ‘Business benefits’, ‘Project success’ and ‘Project length’ KPIs. With strong results in all of these KPIs, Jedox achieves a top ranking in the ‘Development-oriented Planning Solutions’ peer group for ‘Business value’, proving that Jedox creates real business value for customers. Business benefits like improved integration of planning with reporting/analysis, increased transparency of planning, better quality of planning results, more precise/detailed planning and reduced resource requirements for planning are regularly achieved with Jedox.



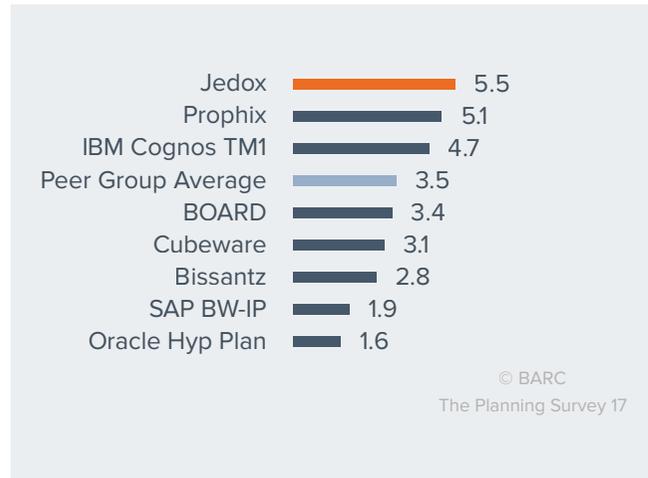
Competitive Win Rate

Based on the percentage of wins in competitive evaluations.

Top-ranked - Competitive Win Rate



Peer Group: development-oriented planning solutions



Leader - Competitive Win Rate



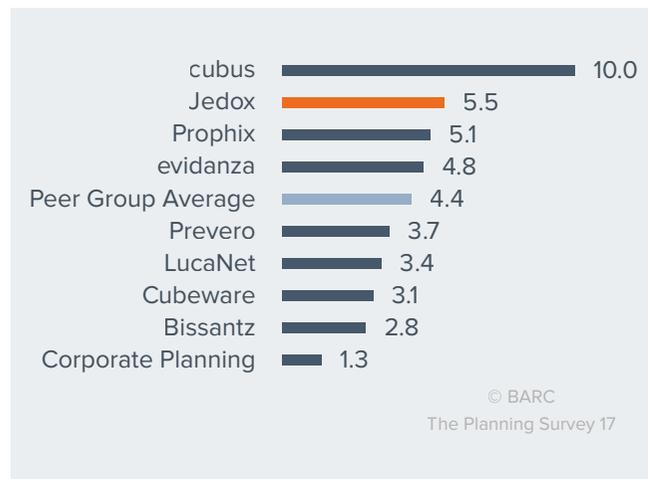
Peer Group: performance management specialists



Leader - Competitive Win Rate



Peer Group: DACH-focused vendors



Competitive Win Rate



Viewpoint

Jedox's competitive win rate – based on the percentage of deals won in competitive evaluations against other vendors – is impressive. The vendor performs well in all of its peer groups, proving that it does a great job in competitive evaluations to win customers. The vendor's consulting team clearly plays a part in this success, but Jedox Suite is also a very flexible product that can meet a variety of challenges in the planning and BI space. Jedox often participates in competitive evaluations itself, particularly in the DACH region, and does implementation projects using its own team of professional and experienced presales consultants. With that, Jedox is not only considered for purchase by many companies but also chosen as their planning and BI product.



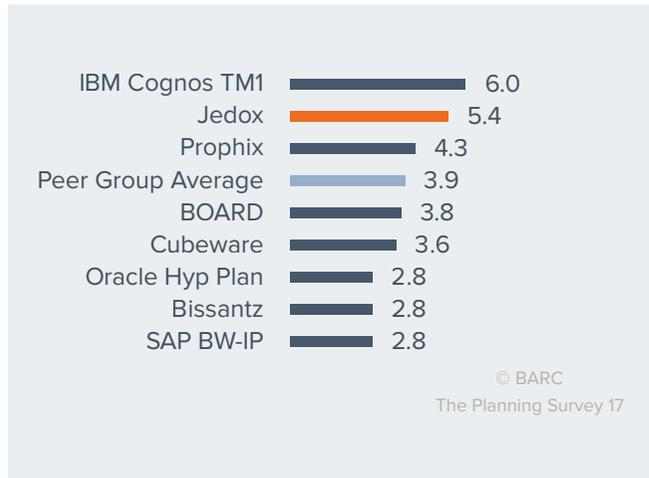
Competitiveness

Combines the 'Considered for purchase' and 'Competitive win rate' KPIs.

Leader - Competitiveness



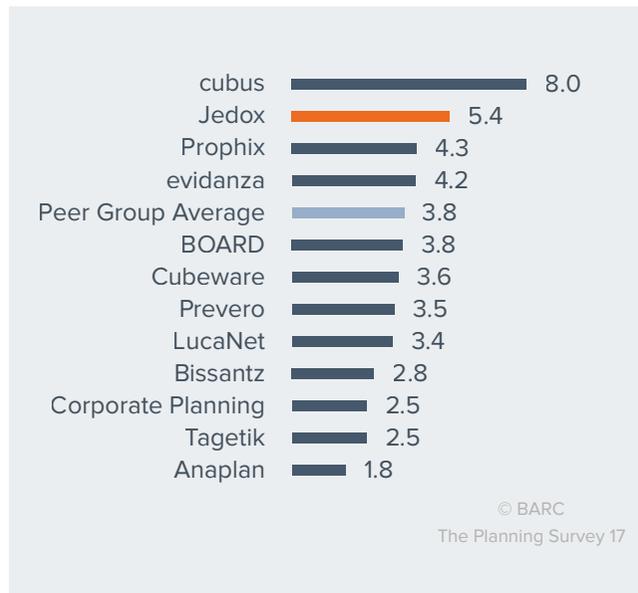
Peer Group: development-oriented planning solutions



Leader - Competitiveness



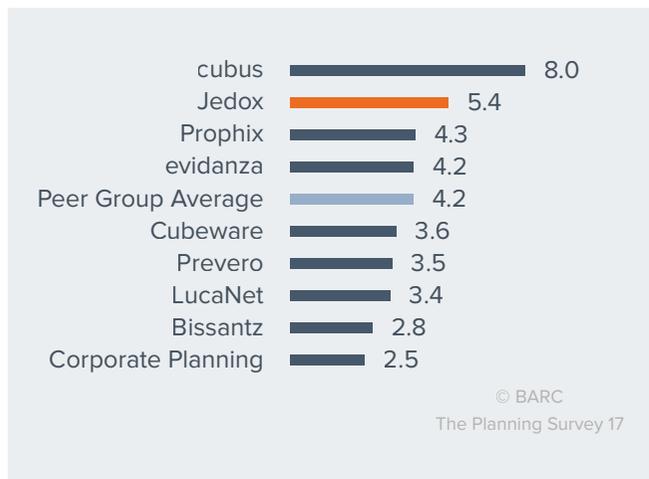
Peer Group: performance management specialists



Leader - Competitiveness



Peer Group: DACH-focused vendors



Competitiveness



Viewpoint

'Competitiveness' combines the 'Considered for purchase' and 'Competitive win rate' KPIs. Thanks largely to a strong showing in the 'Competitive win rate' KPI, Jedox achieves a leading rank for 'Competitiveness' in all of its peer groups, outpacing many of its well-known competitors. Jedox's professional and experienced consulting team seems to do a great job to convince customers, especially in presales situations

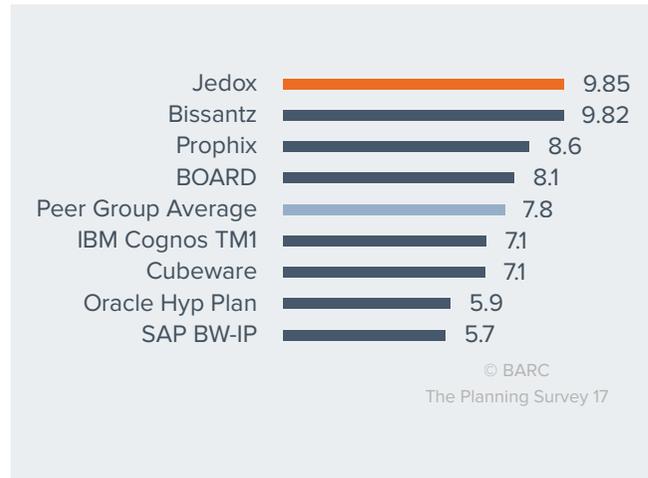


Reporting/Analysis Functionality

Measures user satisfaction with the reporting/analysis functionality of the product.

Top-ranked - Reporting/Analysis Functionality

Peer Group: development-oriented planning solutions



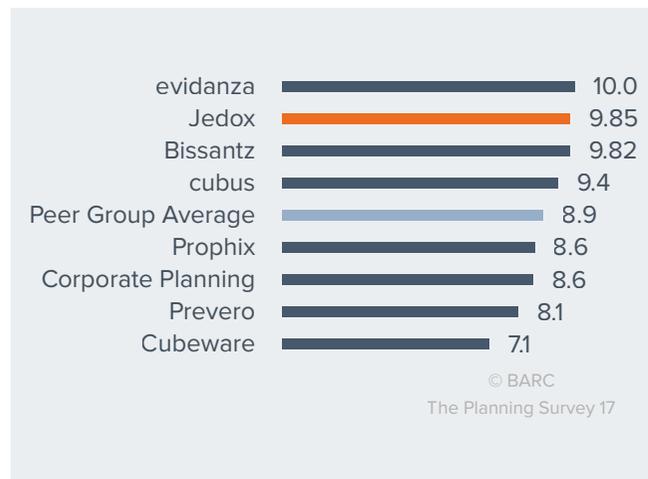
Leader - Reporting/Analysis Functionality

Peer Group: performance management specialists



Leader - Reporting/Analysis Functionality

Peer Group: DACH-focused vendors



Reporting/Analysis Functionality



Viewpoint

This result proves that Jedox Suite is more than a pure planning product. It also offers comprehensive functionality for reporting and analysis in Excel, and in its Web and mobile clients. The underlying philosophy of Jedox Suite is to extend the familiar Excel environment with BI functionality. The product is aimed at business power users who create individual planning, reporting and analysis applications with the flexible multidimensional in-memory database in a familiar spreadsheet environment. This approach clearly seems to satisfy customers leading to great results in all of its peer groups. Having planning and BI functionality in one single product can be of great benefit to customers, particularly those wanting to improve the integration of planning with their reporting and analysis.



Price-to-value

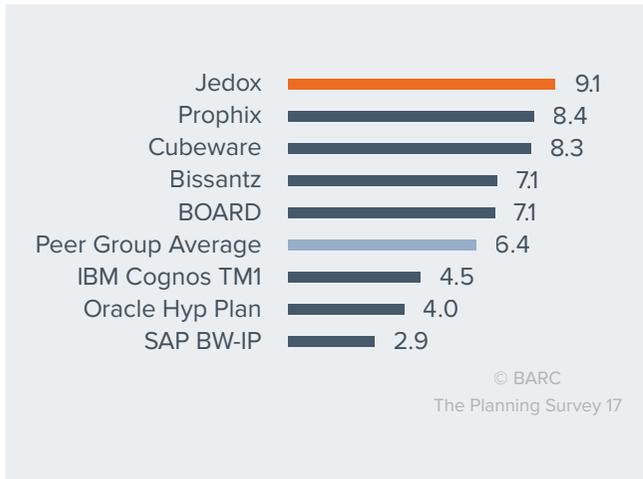
Based on how users rate their planning tool in terms of price-to-value.



Top-ranked - Price-to-value



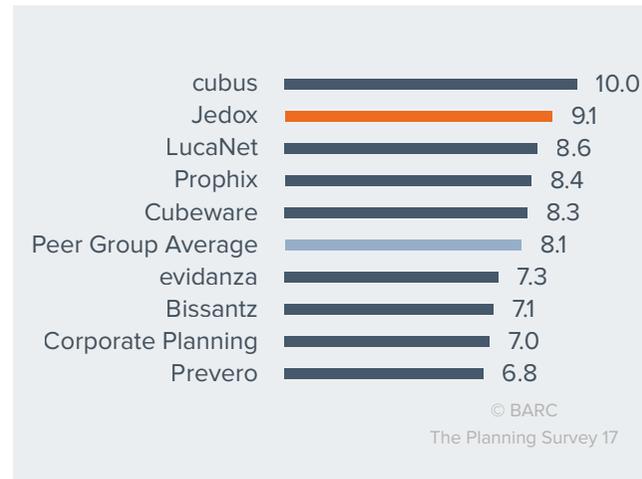
Peer Group: development-oriented planning solutions



Leader - Price-to-value



Peer Group: DACH-focused vendors



Viewpoint

Once again this year, The Planning Survey underlines the fact that Jedox is a very competitively priced product, offering comprehensive functionality for various planning and BI use cases as well as good value for money. In fact, 'price-performance ratio' is the number one reason why customers buy Jedox Suite. Unsurprisingly the vendor comes out top-ranked for 'Price-to-value' in the 'Development-oriented Planning Solutions' peer group, and as a leader in the 'DACH-focused Vendors' peer group. Jedox is licensed using an on-premises and cloud hybrid concept. Customers license the product based on required user roles (Power User, Planner, Viewer). The fee for support and maintenance is set at 20 percent of the license list price per year.



Planning Functionality & Project Success

The 'Planning functionality' KPI measures user satisfaction with the planning functionality of the product.

The 'Project success' KPI is based on the implementation satisfaction level and the frequency of projects completed on time and on budget.

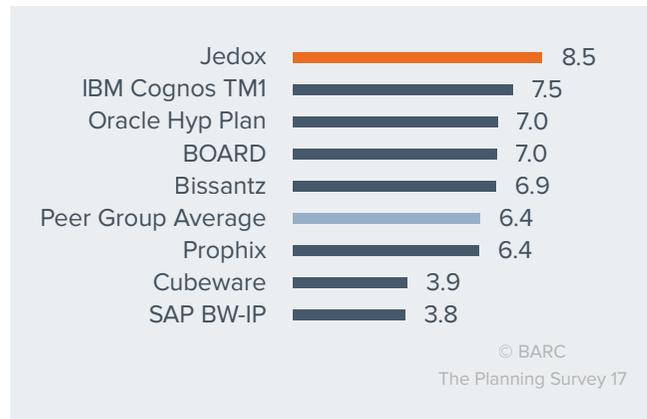


Planning Functionality

Top-ranked - Planning Functionality



Peer Group: development-oriented planning solutions



Viewpoint

Jedox is ranked first for its planning functionality in the ‘Development-oriented Planning Solutions’ peer group. The product offers comprehensive planning functionality for various planning use cases and the majority of Jedox customers are obviously very satisfied. Customers can create random planning models on different aggregation levels (strategic as well as operational planning) for an integrated enterprise planning approach (including financial planning). Both centralized top-down and decentralized bottom-up planning scenarios can be implemented with Jedox. Classified as a development environment, in its latest version Jedox now also provides pre-defined planning models for P&L, cost center, sales and HR via its own marketplace integrated in Jedox Suite.

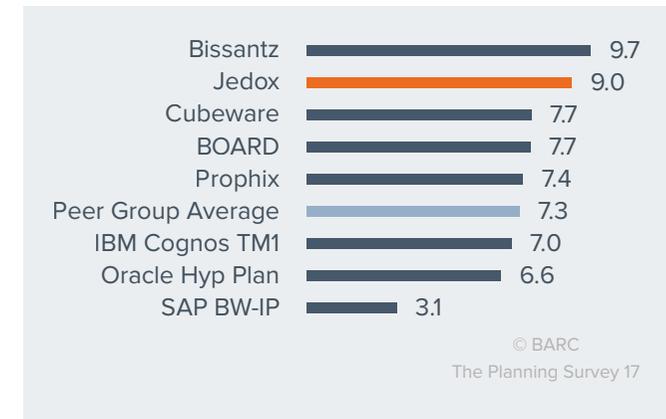
Project Success



Leader - Project Success



Peer Group: development-oriented planning solutions



Viewpoint

Jedox is considered a leader for project success in the ‘Development-oriented Planning Solutions’ peer group. Customers are satisfied with their planning projects, many of which seem to be accomplished on time and on budget while project goals defined at the outset are often reached. There are various reasons for this: Jedox’s single-product offering provides functionality for many different use cases such as planning, reporting, analysis and dashboarding. This gives customers a degree of flexibility in addressing various needs. Jedox’s experienced consulting team should also take some credit for this excellent result as the level of support they provide is highly rated by customers.



Ease of Use & Flexibility

The 'Ease of use' KPI is based on how users rate their planning tool in terms of ease of use for planners and developers of planning applications.

The 'Flexibility' KPI is based on the implementation satisfaction level and the frequency of projects completed on time and on budget.



Ease of Use

Top-ranked - Ease of Use



Peer Group: development-oriented planning solutions



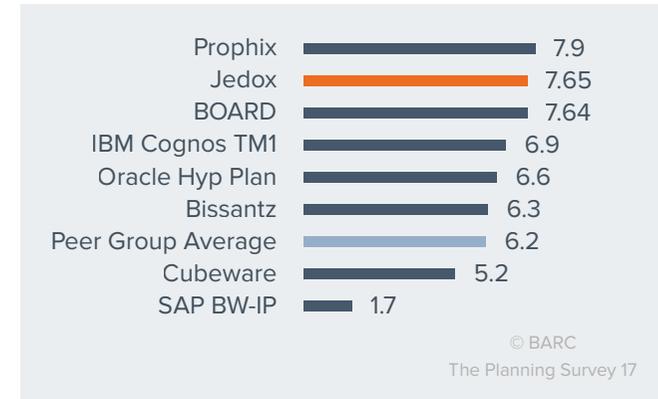
Flexibility



Leader - Flexibility



Peer Group: development-oriented planning solutions



Viewpoint

‘Ease of use for planners’ and ‘Ease of use for developers of planning applications’ are often cited as reasons why companies buy Jedox. The vendor’s Excel add-in and browser-based spreadsheet interface, as well as the underlying philosophy to extend the familiar Excel environment with BI functionality, clearly seem to convince and satisfy customers. Jedox’s user friendliness and the flexibility it gives to implement various planning and BI use cases on one common platform are key ingredients in the vendor’s success. 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. Jedox is top-ranked for its ease of use in the ‘Development-oriented Planning Solutions’ peer group.



Viewpoint

Jedox Suite is a flexible BI and performance management product with integrated capabilities for planning, reporting and analysis. The product’s flexibility is one of the reasons why Jedox features in the ‘Development-oriented Planning Solutions’ peer group and is the number two reason why companies buy Jedox. The product offers comprehensive planning functionality for various planning use cases and the majority of Jedox customers are obviously satisfied with it. Complaints about inflexibility are almost non-existent. The product is aimed at business power users who create individual planning, reporting and analysis applications with the flexible multidimensional in-memory database in a familiar spreadsheet environment.



User Experience & Product Satisfaction

The 'User experience' KPI combines the 'Performance satisfaction', 'Planning functionality', 'Reporting/analysis functionality', 'Predefined data connections', 'Ease of use', 'Flexibility', 'Self-service' and 'Integrated planning' KPIs. The 'Product satisfaction' KPI measures user satisfaction with the planning product.

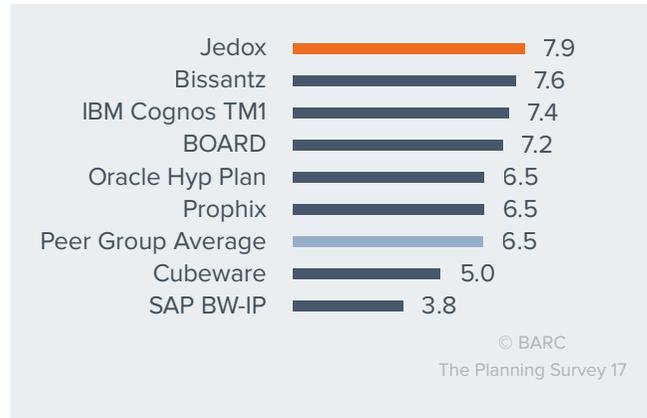


User Experience

Top-ranked - User Experience



Peer Group: development-oriented planning solutions



Viewpoint

'User experience' combines the 'Planning functionality', 'Integrated planning', 'Reporting/analysis functionality', 'Flexibility', 'Ease of use', 'Self-service', 'Predefined data connections' and 'Performance satisfaction' KPIs. Good results in many of these KPIs place Jedox clear of its rivals for 'User experience' in the 'Development-oriented Planning Solutions' peer group. The results in this year's Planning Survey confirm that Jedox customers are satisfied with the product. Being a flexible planning and BI product, Jedox can be used to address several use cases in a variety of industries. Coupled with easy-to-use functionality, Jedox Suite clearly convinces its customers.

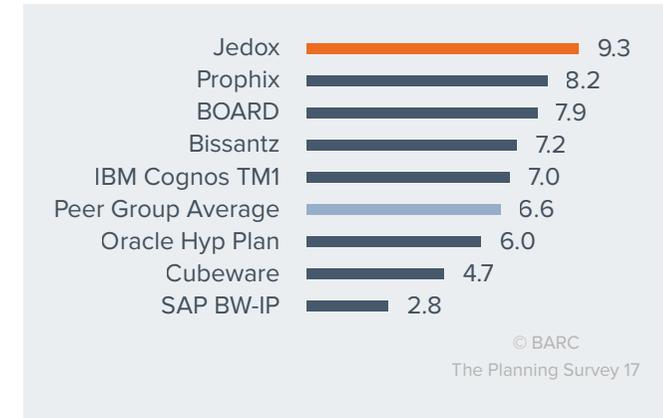
Product Satisfaction



Top-ranked - Product Satisfaction



Peer Group: development-oriented planning solutions



Viewpoint

Customers are satisfied with Jedox Suite and the planning functionality the product offers. It is aimed at business power users who create individual planning, reporting and analysis applications with the flexible multidimensional in-memory database in a familiar spreadsheet environment. Business departments, as the main users of planning products, need little IT support when it comes to running the system so they can concentrate on the business aspects of their planning activities. The results in this year's survey show Jedox Suite to be a reliable product with a top ranking for 'Product satisfaction' in the 'Development-oriented Planning Solutions' peer group. Problems encountered with the product are now quite rare. Indeed 58 percent of respondents state they experience no significant problems at all when using Jedox Suite.



Vendor Support

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



Vendor Support

Leader - Vendor Support



Peer Group: *development-oriented planning solutions*



Viewpoint

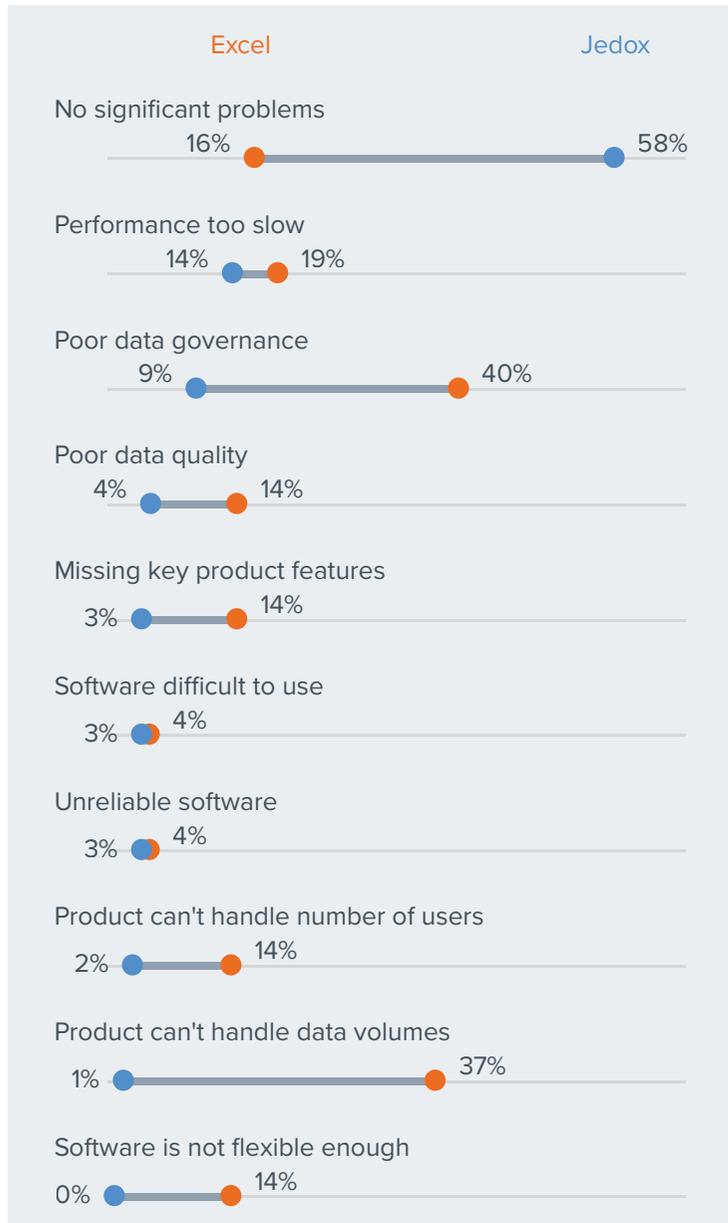
According to customers, the vendor offers a very high level of support. As a German mid-sized planning and BI vendor, Jedox seems to build good relationships with its typically medium-sized customers and they like the service they receive. The vendor provides telephone and Web support as well as remote 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 Jedox Academy training service. In recent years, Jedox has also expanded its international presence with subsidiaries in France, the United States, Australia and Singapore.



Jedox vs. Excel

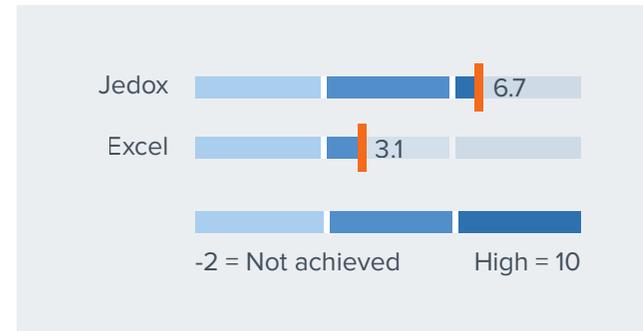
Problems encountered by Jedox and Excel users

n=95/148



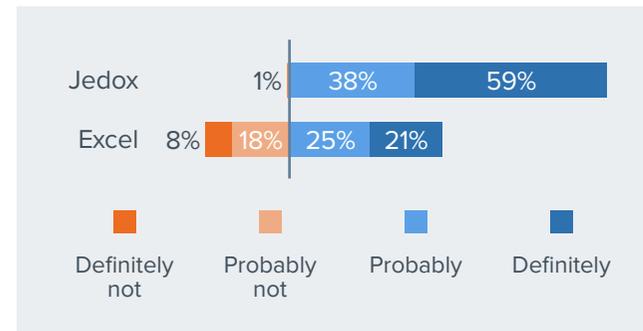
Business Benefits Index*

n=99/154



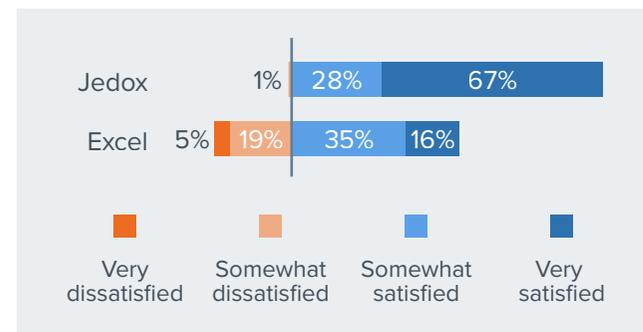
Recommendation**

n=99/149



Satisfaction level**

n=98/150



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. Common issues in planning and BI projects such as missing features (e.g. for planning), inflexibility and handling of large numbers of users or data volumes do not seem to be a problem for Jedox users. 58 percent of customers even report having no significant problems with the product. Business benefits like improved integration of planning with reporting/analysis, increased transparency of planning, better quality of planning results, more precise/detailed planning, and reduced resource requirements for planning are regularly achieved with Jedox, leading to the achievement of a higher level of business benefits than with Excel. 59 percent of Jedox users say they would definitely recommend their planning product to other organizations. An impressive 95 percent of respondents are 'somewhat satisfied' or 'very satisfied' with Jedox.

* For 12 potential benefits, respondents are asked to indicate the level of achievement, if any, with five levels. We use a weighted scoring system, from -2 to 10, to derive a composite score – the Business Benefits Index (BBI).

** Neutral category not shown



BARC Company Profile

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, US, 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.

For further information see: www.cxpgroup.com

Other Surveys

BARC research reports bring transparency to the market



The BARC **BI Trend Monitor 2017** 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.



'BI and Data Management in the Cloud': A BARC and Eckerson Group study on current attitudes, issues and trends relating to the use of BI and DM technologies in the cloud. [Download here.](#)



The BI Survey 16 is the world's largest annual survey of BI users. Based on a sample of over 3,000 survey responses, The BI Survey 16 offers an unsurpassed level of user feedback on 37 leading BI solutions.

Find out more at <http://bi-survey.com>

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