

# The Planning Survey 22

The voice of the planning software user community

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

**Jedox**





## KPI results

**18** top rankings  
and  
**84** leading  
positions  
in 6 different  
peer groups.

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## Recommendation

**92%**  
of surveyed users say  
they would **recommend**\*  
Jedox.

\* Based on the aggregate of  
"Definitely" and "Probably".

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## Data Integration

**96%**  
of surveyed users rate  
Jedox's  
**data integration** as  
**very good** or **good**.\*

\* Compared to 77% for the average  
planning tool.

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## Business Value

**5 top ranks**  
in the last five years  
for **Business Value**  
in the **BI & Analytics-  
Focused Products**  
peer group.

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## Satisfaction

**94%**  
of surveyed users  
are **satisfied**  
with Jedox.\*

\* Based on the aggregate of  
"Very satisfied" and "Somewhat satisfied".

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## Price to Value

**84%**  
of surveyed users rate  
Jedox's  
**price to value** as  
**excellent** or **good**.\*

\* Compared to 74% for the average  
planning tool.

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## Peer Groups and KPIs

### The KPIs

The Planning Survey 22 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 15 - 30 (depending on the KPI) for each of the questions that feed 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 chart titles. 'Top-ranked' indicates first position. 'Leader' usually denotes a position in the top 22-33% or (in peer groups of five vendors) the top 2 products listed in the chart.

### Peer Group Classification

The Planning Survey 22 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 the following key factors:

1. Focus – Is the product focused on and typically used for operational planning (e.g., sales & operations planning, HR planning, production planning, etc.), financial planning and consolidation or business intelligence and analytics?
2. Specialization – Is the vendor a performance management/planning specialist or a business software generalist, offering a broader portfolio of enterprise software for a variety of business requirements?
3. Usage scenario – Is the product typically used in midsize/departmental implementations or large/enterprise-wide implementations?
4. Global presence – Does the vendor have a global reach and offer its products worldwide?

Jedox features in the following peer groups:

- Operational Planning-Focused Products
- Financial Planning & Consolidation-Focused Products
- BI & Analytics-Focused Products
- Performance Management Specialists
- Midsize/Departmental Implementation
- Global Vendors

### Peer Groups Overview

**Operational Planning-Focused Products:** Operational planning-focused products flexibly support a wide range of individual sub-plans, such as sales and operations planning, HR planning, production planning and many more. Often, these products offer predefined planning solutions designed for particular applications.

**Financial Planning & Consolidation-Focused Products:** Financial planning & consolidation-focused products are often standardized applications that support use cases such as financial planning (P&L, balance sheet, cash flow) and financial consolidation. Typically, these products offer built-in financial intelligence with predefined business rules for financial management.

**BI & Analytics-Focused Products:** Besides planning and performance management, BI and analytics-focused products also target use cases such as reporting, dashboarding, (ad hoc) analysis and advanced analytics.

**Business Software Generalists:** Business software generalists have a broad product portfolio including most (or all) types of enterprise software for a variety of business requirements (e.g., ERP).

**Performance Management Specialists:** Performance management specialists are software vendors who focus solely on performance management and/or planning. Often, they have just one product in their portfolio.

**Midsize/Departmental Implementations:** Products in this peer group are typically (but not exclusively) used in small and midsize scenarios and/or departmental implementations with a moderate number of users.

**Large/Enterprise-Wide Implementations:** Products in this peer group are typically (but not exclusively) used in large scenarios and/or enterprise-wide implementations with a large number of users.

**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.



## Peer Group BI & Analytics-Focused Products

**1.** Top-ranked in  
Business Value  
Recommendation  
Data Integration  
Planning Content  
Forecasting  
Simulation

**Leader in**  
Business Benefits  
Project Success  
Price to Value  
Implementer Support  
Product Satisfaction  
Customer Satisfaction  
Financial Consolidation  
Functionality  
Ease of Use  
Customer Experience  
Driver-Based Planning

## Peer Group Midsize/Departmental Implementations

**1.** Top-ranked in  
Business Benefits  
Recommendation  
Predictive Planning  
Considered for Purchase

**Leader in**  
Business Value  
Product Satisfaction  
Customer Satisfaction  
Data Integration  
Simulation  
Ease of Use  
Driver-Based Planning  
Competitiveness

## Peer Group Performance Management Specialists

**1.** Top-ranked in  
Predictive Planning  
Considered for Purchase

**Leader in**  
Business Benefits  
Business Value  
Price to Value  
Recommendation  
Customer Satisfaction  
Data Integration  
Simulation  
Ease of Use  
Driver-Based Planning  
Competitiveness


## BARC Summary

With 18 top ranks and 84 leading positions across six different peer groups, Jedox once again achieves an outstanding set of results in this year's Planning Survey. Convincing ratings in numerous important KPIs help to consolidate its position as a market-leading planning and CPM platform. Companies can benefit from using Jedox in terms of increased transparency of planning, improved integration of planning with reporting/analysis and more precise/detailed planning. Overall, these benefits lead to a better quality of planning results for many customers. 93 percent of Jedox users say they would "definitely" or "probably" recommend their planning product to other organizations – a great indicator of customer satisfaction.



Peer Group  
Global Vendors

 **1.** Top-ranked in  
Business Value  
Price to Value  
Simulation

 **Leader in**  
Business Benefits  
Project Success  
Project Length  
Recommendation  
Vendor Support  
Implementer Support  
Product Satisfaction  
Customer Satisfaction  
Data Integration  
Planning Content  
Workflow  
Forecasting  
Financial Consolidation  
Functionality  
Self-Service  
Ease of Use  
Performance Satisfaction  
Sales Experience  
Customer Experience  
Predictive Planning  
Considered for Purchase  
Competitiveness

# The Planning Survey 22: Jedox Highlights




Peer Group  
Operational Planning-  
Focused Products

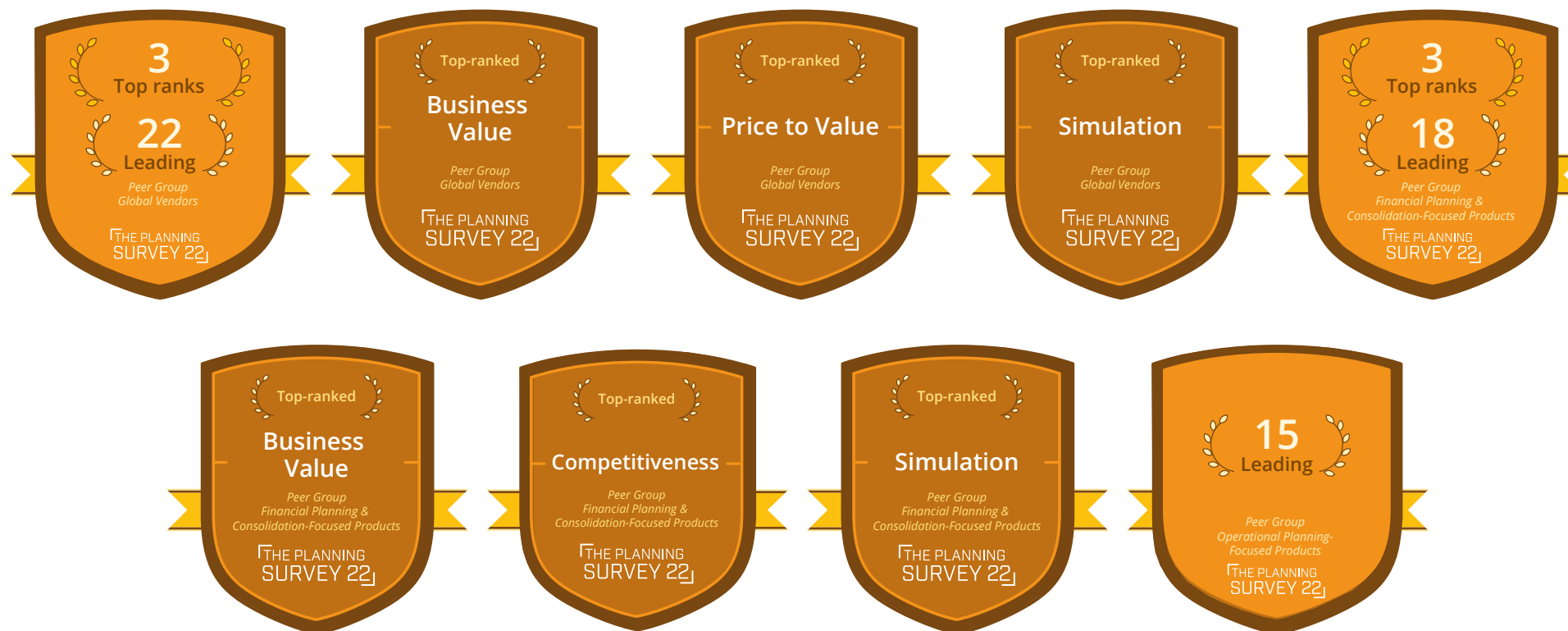
 **Leader in**  
Business Benefits  
Business Value  
Price to Value  
Recommendation  
Product Satisfaction  
Customer Satisfaction  
Data Integration  
Planning Content  
Workflow  
Forecasting  
Simulation  
Functionality  
Ease of Use  
Predictive Planning  
Considered for Purchase

Peer Group  
Financial Planning  
& Consolidation-  
Focused Products

 **1.** Top-ranked in  
Business Value  
Simulation  
Competitiveness

 **Leader in**  
Business Benefits  
Project Length  
Price to Value  
Recommendation  
Implementer Support  
Product Satisfaction  
Customer Satisfaction  
Data Integration  
Planning Functionality  
Forecasting  
Self-Service  
Ease of Use  
Performance Satisfaction  
Sales Experience  
Customer Experience  
Driver-Based Planning  
Predictive Planning  
Considered for Purchase





## Customer Quotes

Jedox is a great product and easy to implement because of the easy to use platform and the great integration capabilities. The support from sales to consulting to technical support is outstanding. Flexibility and agility is great and the replication between our different systems is seamless.

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CIO/Head of IT, utilities, > 2500 employees

Overall excellent software and quick success with the introduction.\*

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Person responsible/Project manager for BI from IT department, IT, 101 - 2500 employees

We are completely satisfied with the Jedox software and can recommend it without reservation. Especially for medium-sized companies with a limited number of specialists in IT and controlling, planning processes and reporting can be professionalized very simply with Jedox.\*

THE PLANNING  
SURVEY 22

Person responsible/Project manager for departmental BI, manufacturing, 101 - 2500 employees

We believe that Jedox has an enormous amount of potential for any business that decides to bring them on. The ROI for the implementation was seen almost immediately by reducing our planning process exponentially. Not to mention daily dashboards that now give our department heads a daily, high level view, to make better decisions and be proactive rather than reactive. It's a great product and we are very happy.

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SURVEY 22

Person responsible/Project manager for departmental BI, retail/wholesale, 101 - 2500 employees

A highly customer-centric company with the best intentions of solving the problems of their users.

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Head of business department, telecommunications, > 2500 employees

\*Translated by BARC



## What Customers Like Most

“ We like the flexibility and proximity to Excel\*

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” Person responsible/Project manager for departmental BI, 101 - 2500 employees

“ The flexibility to form the product to fit the needs of our company.

THE PLANNING SURVEY 22

” Head of business department, telecommunications, > 2500 employees

“ We love that Jedox is what you make of it. The implementation team is extremely knowledgeable with years of experience across so many different industries. They offer new perspectives, general best practices, and are surprisingly readily available when you need them. Once your initial builds are created/implemented it creates a skeleton that can be copied and manipulated across so many different pieces of the business. It handles a large amount of data quickly.

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” Person responsible/Project manager for departmental BI, retail/wholesale, 101 - 2500 employees

“ Very free modeling of planning processes according to customer requirements possible.\*

THE PLANNING SURVEY 22

” Person responsible/Project manager for BI from IT department, retail/wholesale, > 2500 employees

“ Flexibility and agility of the platform. What you can imagine you can build. Operational planning capabilities

THE PLANNING SURVEY 22

” CIO/Head of IT, utilities, > 2500 employees

\*Translated by BARC



## Jedox Overview

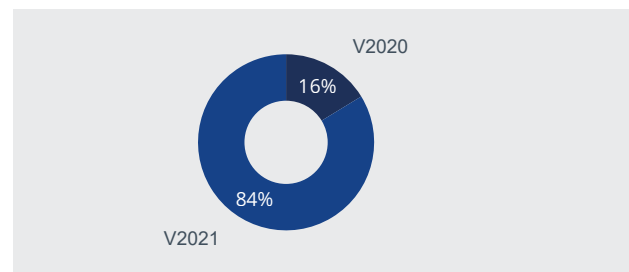
Established in 2002, Jedox has grown into a team of 340 employees. The vendor serves 2,500 clients worldwide through its headquarters in Freiburg, Germany, its international offices, and a network of more than 250 partners and global alliances. Besides implementers, the vendor has a technology partner network including Salesforce and Tableau, Microsoft (Azure, Office, Power BI, Dynamics, etc.) and Qlik.

The company's eponymous flagship product is a flexible CPM and analytics platform with planning, budgeting and forecasting, reporting, analysis and financial consolidation capabilities. The solution offers both an Excel client and web interface as front ends. 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. The software is available in the cloud (leveraging Microsoft Azure or other cloud infrastructure providers), in private cloud environments and also on-premises.

Jedox is aimed at business power users who

### Versions used

n=43



create individual CPM and analytics applications. With a proprietary in-memory database, users can enjoy a flexible multidimensional experience while staying in their familiar spreadsheet environment. Jedox Integrator, a web-based ETL tool, enables customers to integrate data into Jedox OLAP Server. Additional connectors and integration solutions are available to access live Jedox data and reports from third-party systems via an OData interface (e.g., Salesforce CRM, Microsoft Power BI, Qlik). Both centralized top-down and decentralized bottom-up planning scenarios can be implemented with Jedox. Furthermore, prebuilt content for various topics and industries is available from Jedox itself or from partners. This content is built on best practices and can be found in Jedox's own integrated marketplace.

Besides CPM functionality, Jedox offers reporting and analysis capabilities for business users. Reporting generally takes place in Excel using native Excel functionality, or in Jedox Web, which offers additional options for responsive content compilation in dashboards, dynamic reporting, data visualization and content distribution. Since Jedox is an open CPM platform, it also integrates with existing BI and analytics infrastructures and ecosystems (e.g., Microsoft Power BI, Qlik and Tableau) and can extend these with its planning, budgeting and forecasting capabilities.

### Jedox customer responses

This year we had 51 responses from Jedox users. At the time of the survey, 84 percent of them were using version V2021 and 16 percent were using version V2020.

## Introduction



### THE PLANNING SURVEY 22

The Planning Survey 22 is based on findings from the world's largest and most comprehensive survey of planning software users, conducted from November 2021 to February 2022. In total, 1,325 people responded to the survey with 1,104 answering a series of detailed questions about their use of a named product. Altogether, 19 products (or groups of products) are analyzed in detail.

The Planning Survey 22 examines user feedback on planning product selection and usage across 33 criteria (KPIs) including *Business Benefits*, *Project Success*, *Business Value*, *Recommendation*, *Customer Satisfaction*, *Customer Experience*, *Planning Functionality* and *Competitiveness*.

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 BI Survey website](#).



## User and Use Case Demographics

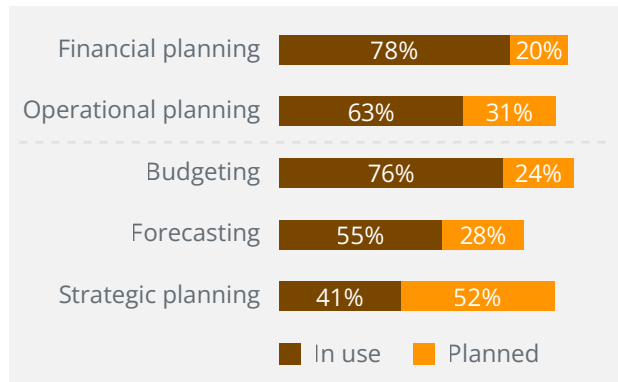
### BARC Comment

57 percent of Jedox users are planning users – slightly below the survey average of 64 percent – reflecting the fact that Jedox is essentially an integrated tool with strong planning but also BI and analytics functionality. This is also reflected in its typical use cases. Customers leverage Jedox mainly for financial planning (78 percent) but also operational planning (63 percent). Here, planning takes place at different aggregation levels. Jedox is particularly used for budgeting (76 percent) and forecasting (55 percent). Besides planning, customers mainly use Jedox for standard/enterprise reporting (71 percent), ad hoc query (71 percent), data analysis (69 percent) and dashboards/scorecards (56 percent). Many respondents plan to use it for strategic planning (52 percent) and financial consolidation (36 percent) in the future.

Jedox targets companies of all sizes across all industries. 63 percent of our sample of Jedox customers come from mid-sized companies (100-2,500 employees) with a median of 50 users (including 20 using planning functionality), but the mean of 79 users (42 for planning) indicates there are also several larger implementations.

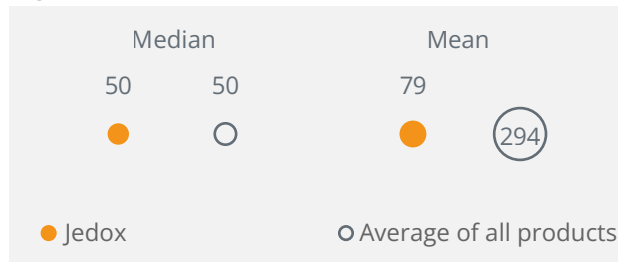
### Current vs. planned use (planning use cases)

n=51



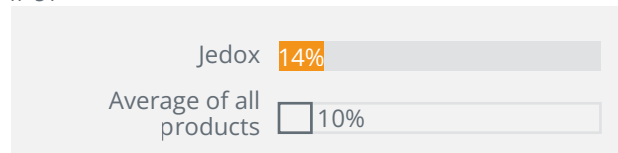
### Total number of users per company

n=51



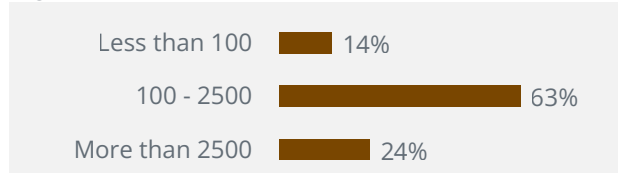
### Percentage of employees using Jedox

n=51



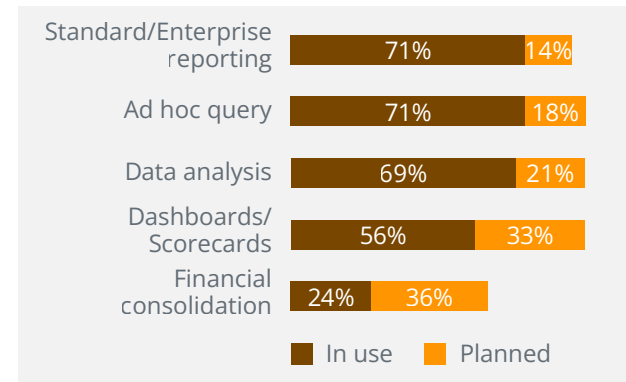
### Company size (employees)

n=51



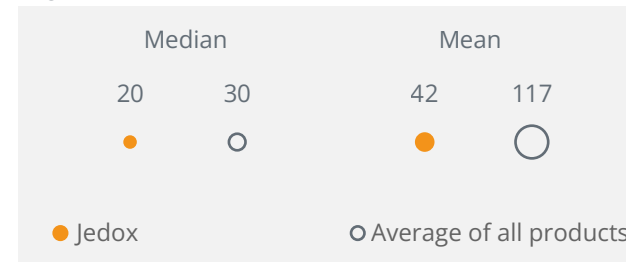
### Current vs. planned use (other use cases)

n=51



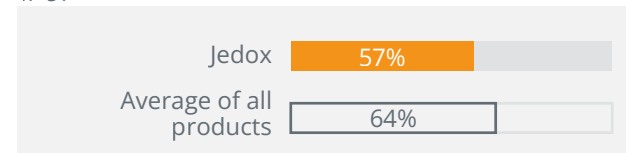
### Planning users per company

n=51



### Planning users (as a percentage of all users)

n=51



# Business Benefits



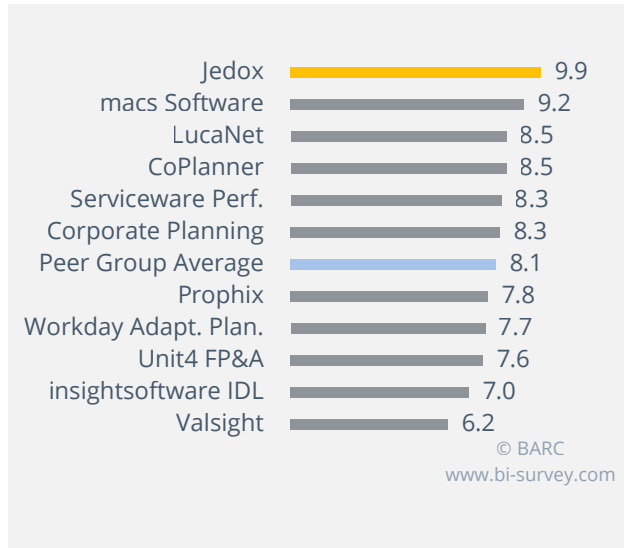
This KPI is based on the achievement level of a variety of business benefits.



## Business Benefits – Top-ranked



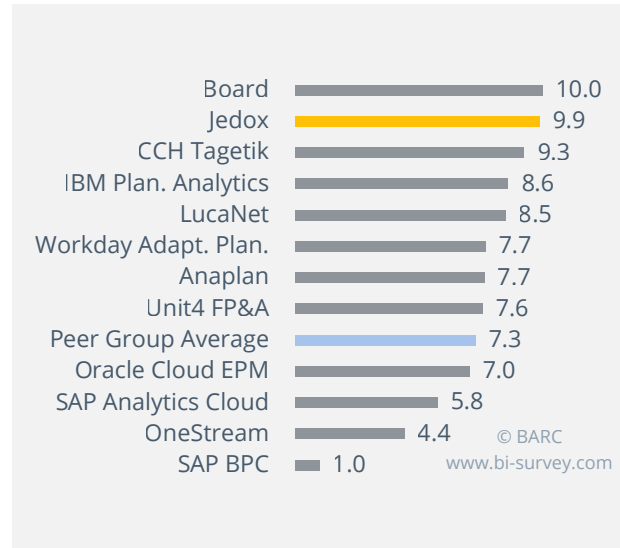
Peer group: Midsize/Departmental Implementations



## Business Benefits – Leader



Peer group: Global Vendors



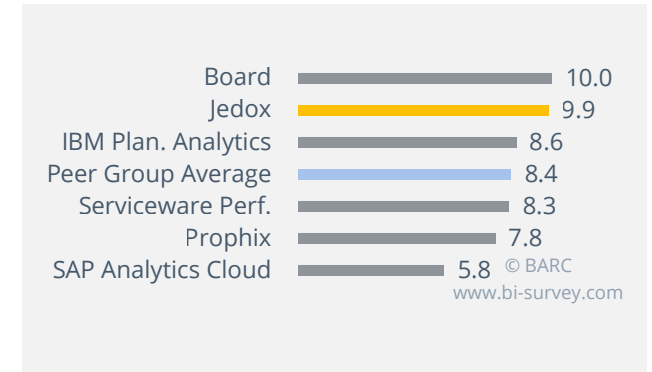
## Business Benefits



## Business Benefits – Leader



Peer group: BI & Analytics-Focused Products

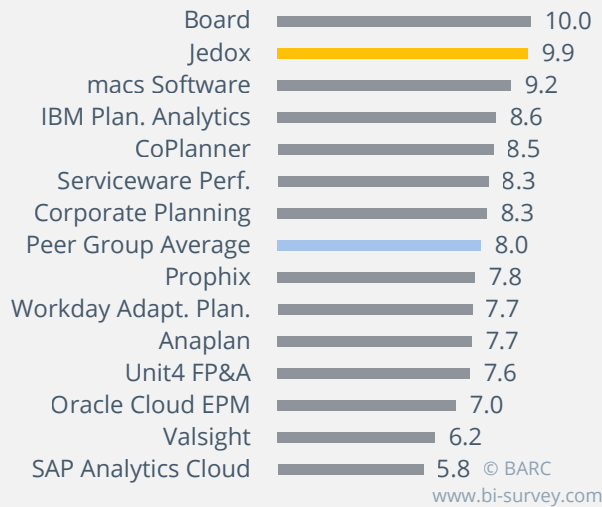


Customers claim to achieve a wide variety of business benefits from using Jedox's flexible CPM and analytics platform. Consequently, it achieves high *Business Benefits* rankings in all of its peer groups. Benefits such as increased transparency of planning, improved integration of planning with reporting/analysis, more precise/detailed planning and improved integration of financial with operational planning are achieved by an above-average proportion of Jedox users compared to other planning products. Overall, these benefits lead to a better quality of planning results and improved employee satisfaction for many customers.

## Business Benefits – Leader



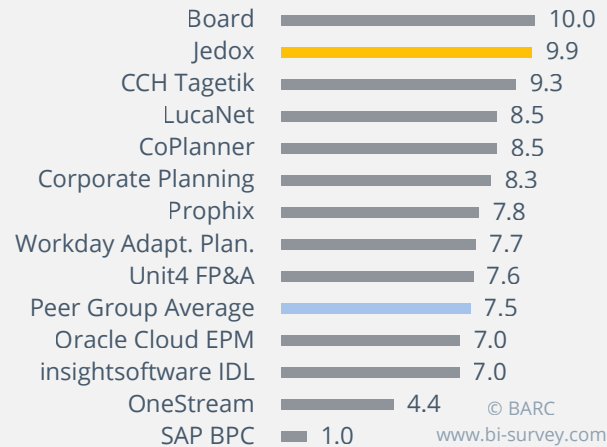
Peer group: Operational Planning-Focused Products



## Business Benefits – Leader



Peer group: Fin. Plan. & Consolidation-Focused Products



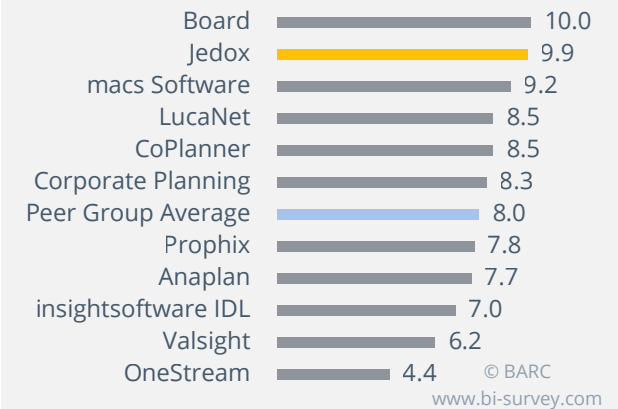
## Business Benefits



## Business Benefits – Leader



Peer group: Performance Management Specialists



# Project Success

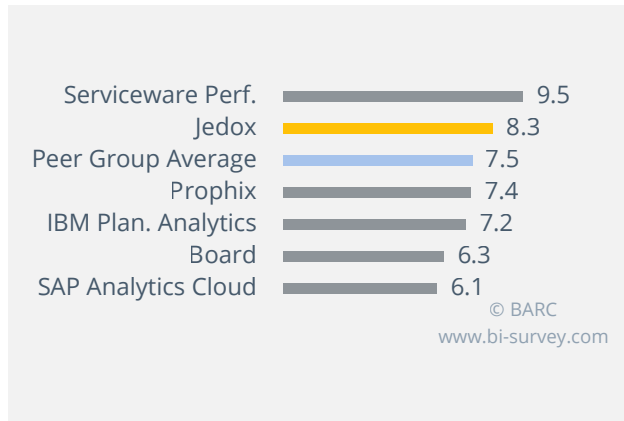


This KPI is based on the level of satisfaction with implementations and the frequency of projects completed on time and on budget.

## Project Success – Leader



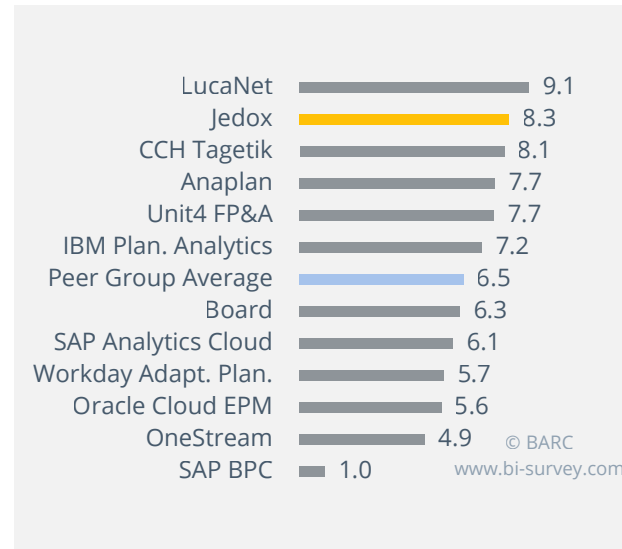
Peer group: BI & Analytics-Focused Products



## Project Success – Leader



Peer group: Global Vendors



## Project Success



Successful projects that deliver strong value lead to satisfied customers. Customer feedback in this year's Planning Survey shows that projects with Jedox are often successful. Consequently, Jedox achieves leading results for *Project Success* in two of its peer groups. Survey results confirm that a high proportion of Jedox projects are completed on time and on budget and the level of implementation satisfaction is high. Project goals defined at the outset are often reached. Many customers – particularly business users in finance and controlling departments – benefit from using the flexible CPM and analytics platform with capabilities for planning, budgeting and forecasting, reporting, analysis and financial consolidation.

# Project Length

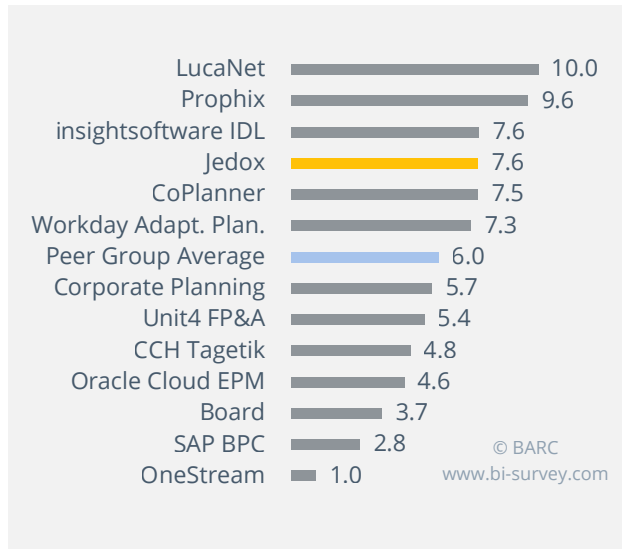


This KPI is based on how quickly the product is implemented.

## Project Length – Leader



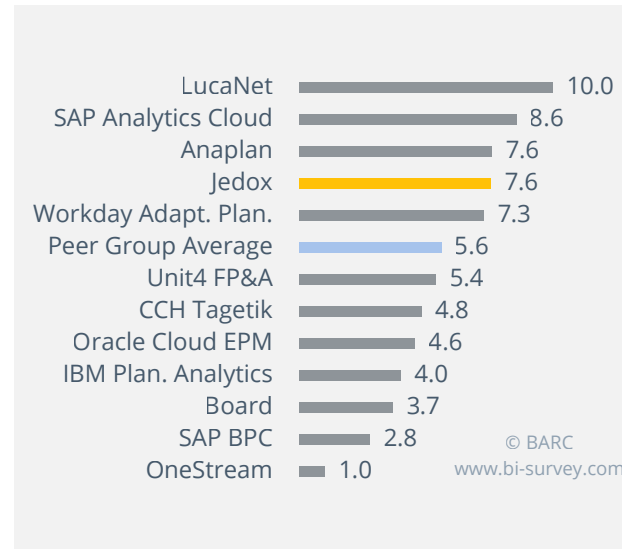
Peer group: Fin. Plan. & Consolidation-Focused Products



## Project Length – Leader



Peer group: Global Vendors

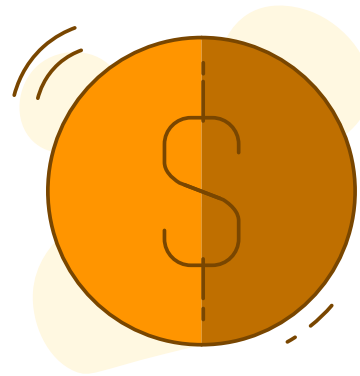


## Project Length



Projects with Jedox are usually quite quick, which is vital for fast time to value. Customers seem happy with the duration of their implementation projects, particularly when compared to competitors in the *Financial Planning & Consolidation-Focused Products* and *Global Vendors* peer groups. The fact that the software is available in the cloud (leveraging Microsoft Azure or other cloud infrastructure providers) enables customers to get straight into implementing their business needs without lengthy hardware procurement processes. Prebuilt content for various topics and industries from Jedox's own integrated marketplace also helps to accelerate customer projects. The survey data indicates that Jedox is typically used in smaller, mid-sized and departmental scenarios where business requirements are often straightforward with relatively small data volumes and user numbers. This may be another reason why projects with Jedox are usually quite short.

# Business Value

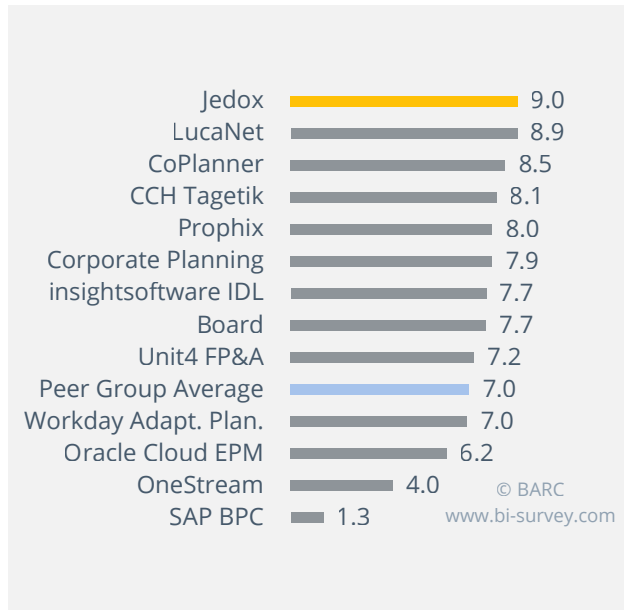


This KPI combines the *Business Benefits*, *Project Success* and *Project Length* KPIs.

## Business Value – Top-ranked



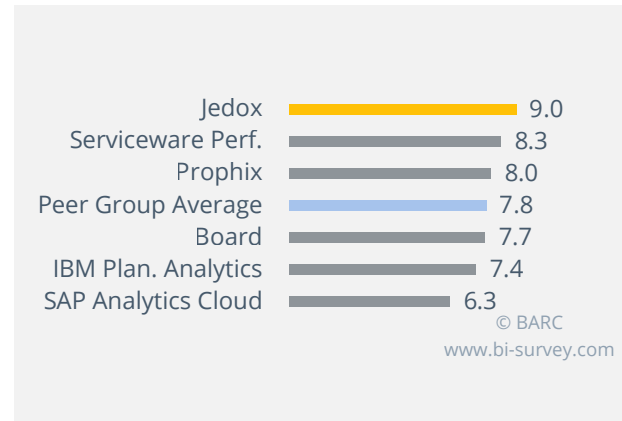
Peer group: Fin. Plan. & Consolidation-Focused Products



## Business Value – Top-ranked



Peer group: BI & Analytics-Focused Products

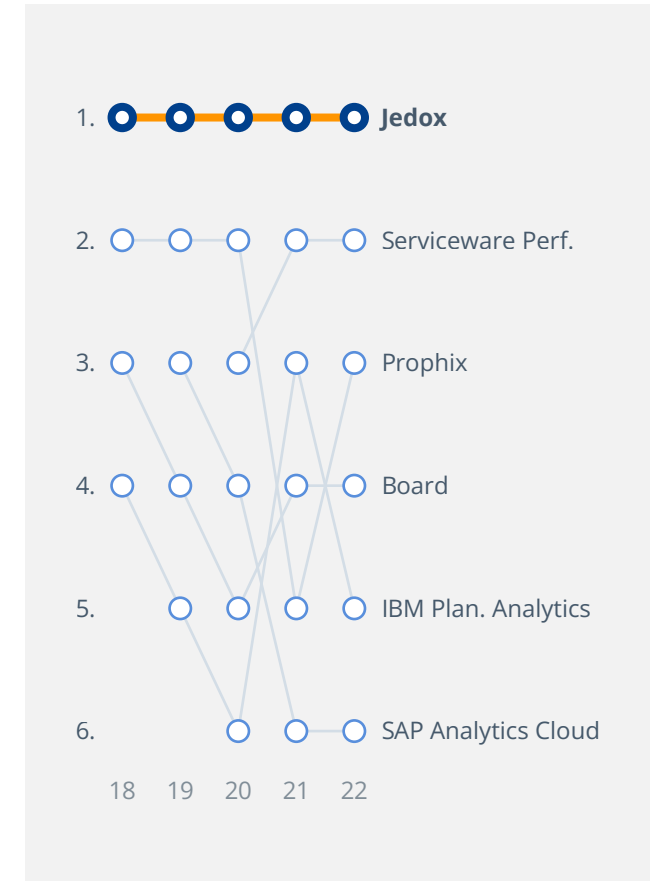


## Business Value



### Consistently top-ranked in Business Value

Peer group: BI & Analytics-Focused Products



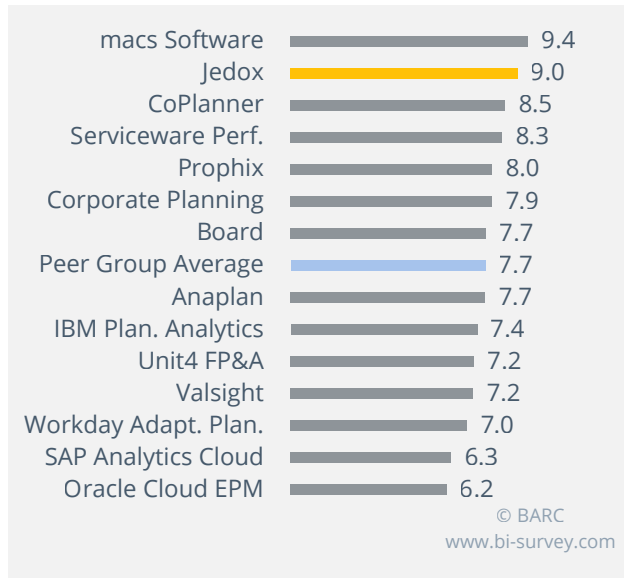
*Business Value* aggregates the *Business Benefits*, *Project Success* and *Project Length* KPIs. Once again this year, Jedox received strong ratings for *Business Value* in all its peer groups. Customers achieve a wide variety of business benefits. Most notably, increased transparency of planning, improved integration of planning with reporting/analysis and more precise/detailed planning are claimed by an above-average proportion of Jedox users compared to other planning products. In turn, these benefits lead to a better quality of planning results for many customers. Projects with Jedox are often completed on time and on budget and project goals defined at the outset are regularly reached.



## Business Value – Leader



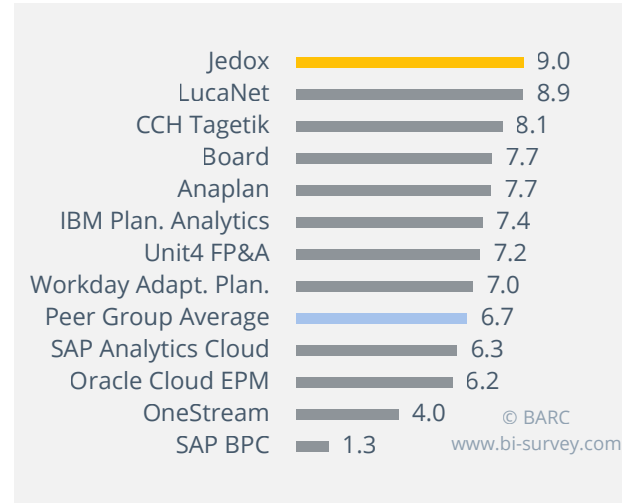
Peer group: Operational Planning-Focused Products



## Business Value – Top-ranked



Peer group: Global Vendors

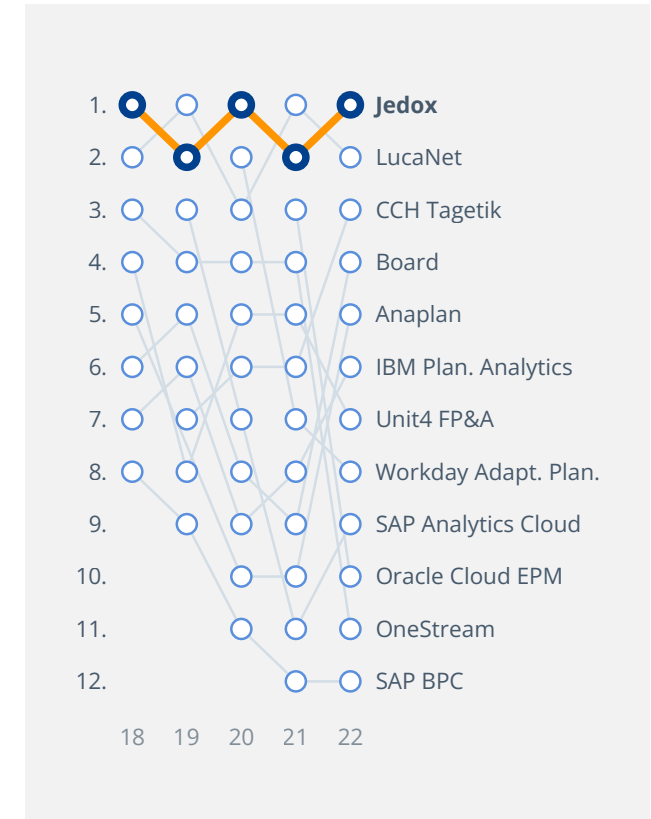


## Business Value



### Consistently outstanding in Business Value

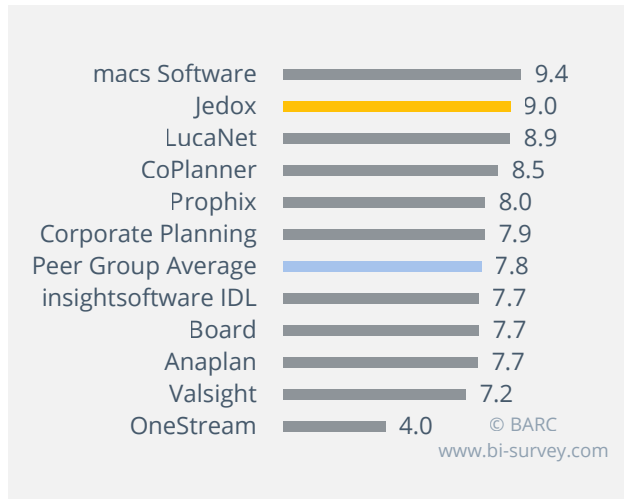
Peer group: Global Vendors



## Business Value – Leader



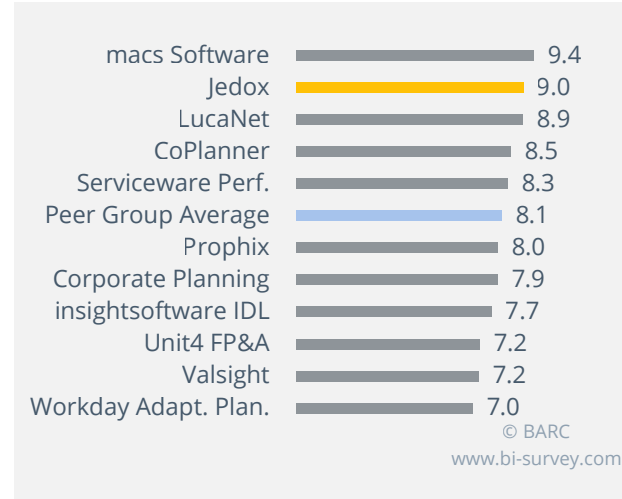
Peer group: Performance Management Specialists



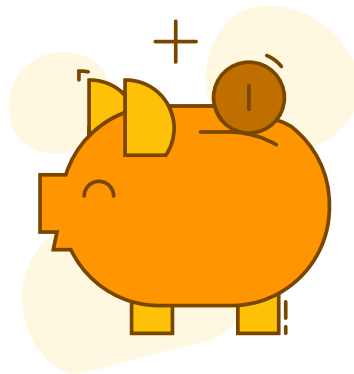
## Business Value – Leader



Peer group: Midsize/Departmental Implementations



# Price to Value

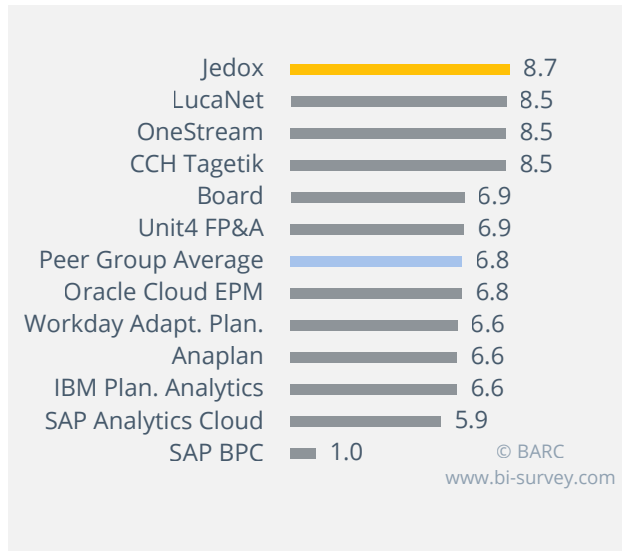


This KPI is based on how users rate their BI tool in terms of price to value.

## Price to Value – Top-ranked



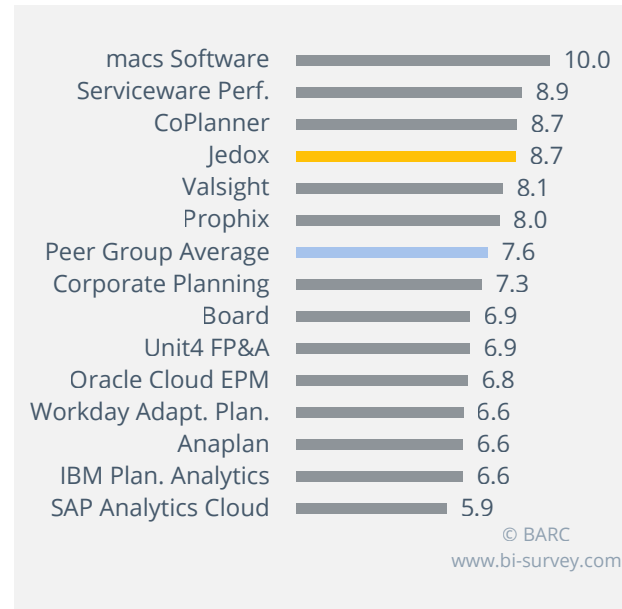
Peer group: Global Vendors



## Price to Value – Leader



Peer group: Operational Planning-Focused Products



## Price to Value

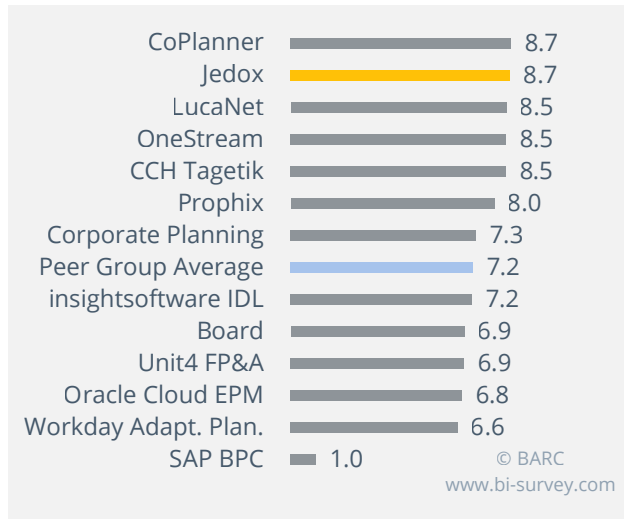


Price-performance ratio is the number one reason why companies choose to buy Jedox (51 percent). Many consider the product to be attractively priced, offering good value and comprehensive functionality to address a variety of CPM and analytics use cases. Licensing is flexible: Jedox offers new customers two licensing or subscription models: as a subscription (BYOI – bring your own infrastructure) or as a Jedox Cloud subscription including the infrastructure (software-as-a-service). Both options are based on named users. However, concurrent user licensing is also provided. Several survey respondents highlighted the pricing and contract flexibility offered by Jedox during the sales process. This year, Jedox tops the *Global Vendors* peer group for *Price to Value* and is among the leaders in four of its other peer groups.

## Price to Value – Leader



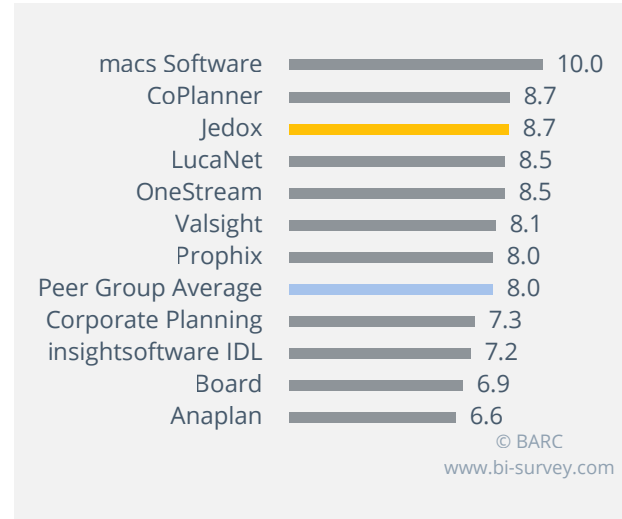
Peer group: Fin. Plan. & Consolidation-Focused Products



## Price to Value – Leader



Peer group: Performance Management Specialists



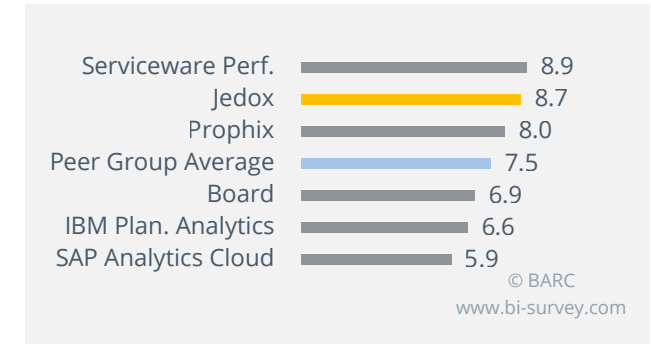
## Price to Value



## Price to Value – Leader



Peer group: BI & Analytics-Focused Products



# Recommendation

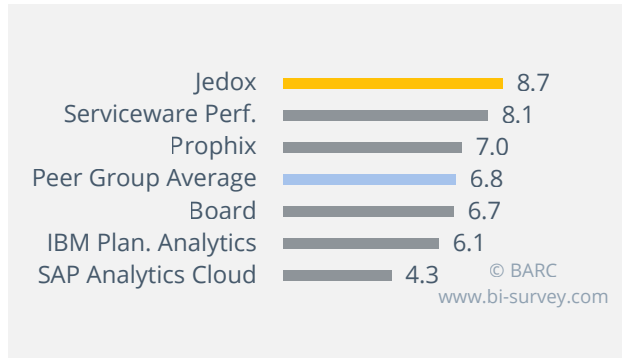


This KPI is based on the proportion of users that say they would recommend the product to others.

## Recommendation – Top-ranked



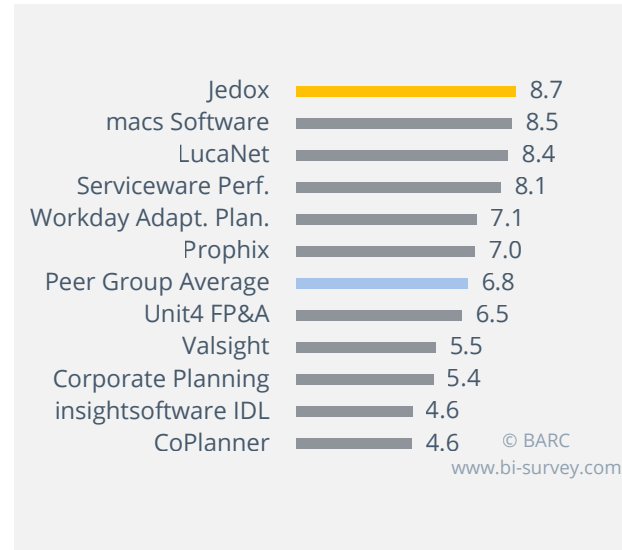
Peer group: BI & Analytics-Focused Products



## Recommendation – Top-ranked



Peer group: Midsize/Departmental Implementations



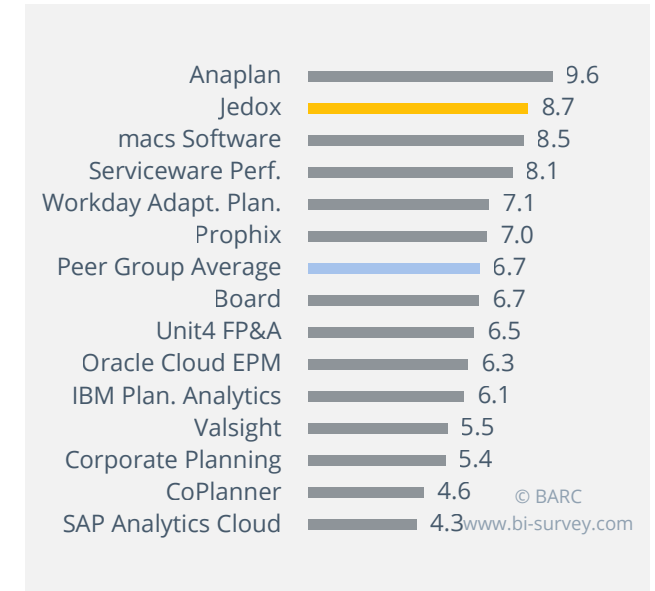
## Recommendation



## Recommendation – Leader



Peer group: Operational Planning-Focused Products

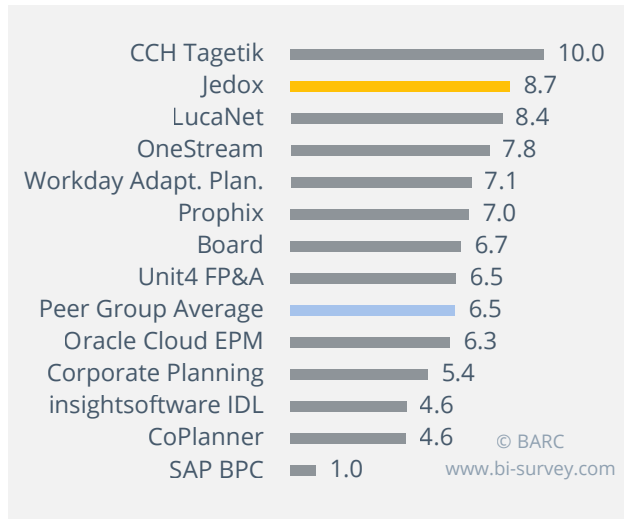


An impressive 93 percent of customers say they would “definitely” or “probably” recommend Jedox to other organizations. This finding is confirmed by the product’s excellent net promoter score (NPS) of 61. The NPS illustrates the high level of customer satisfaction among Jedox users and shows their loyalty to the solution. Deservedly, the product achieves high rankings for *Recommendation* in all its peer groups. Year after year, The Planning Survey confirms that Jedox has a very satisfied and loyal customer base. Thanks to the integrated CPM and analytics platform’s flexibility, customers are able to leverage Jedox for various corporate and financial performance management use cases.

## Recommendation – Leader



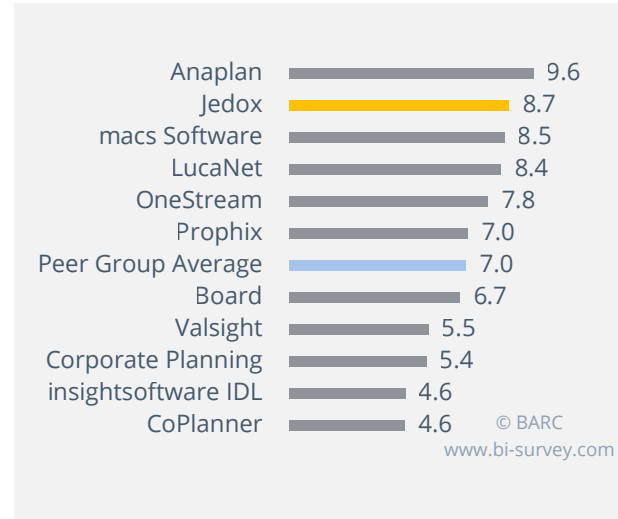
Peer group: Fin. Plan. & Consolidation-Focused Products



## Recommendation – Leader



Peer group: Performance Management Specialists



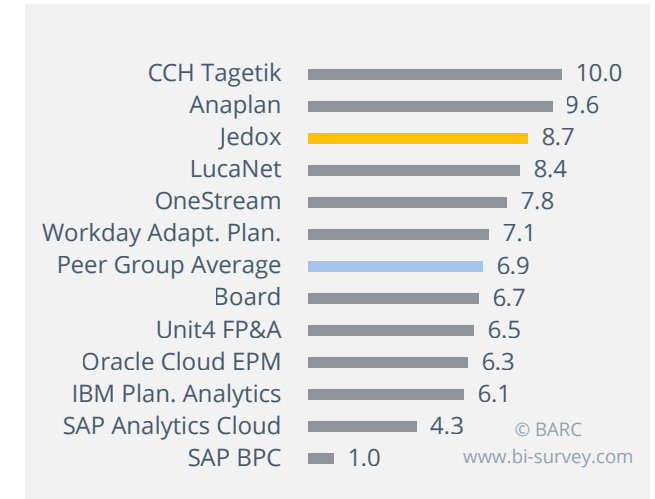
## Recommendation



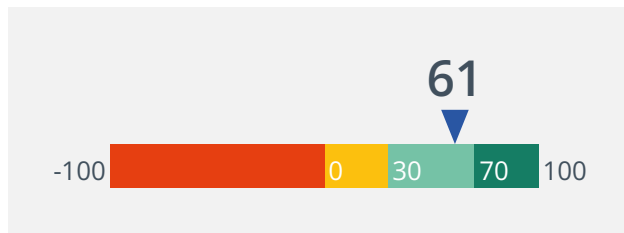
## Recommendation – Leader



Peer group: Global Vendors



## Net Promoter Score (NPS)



# Implementer Support



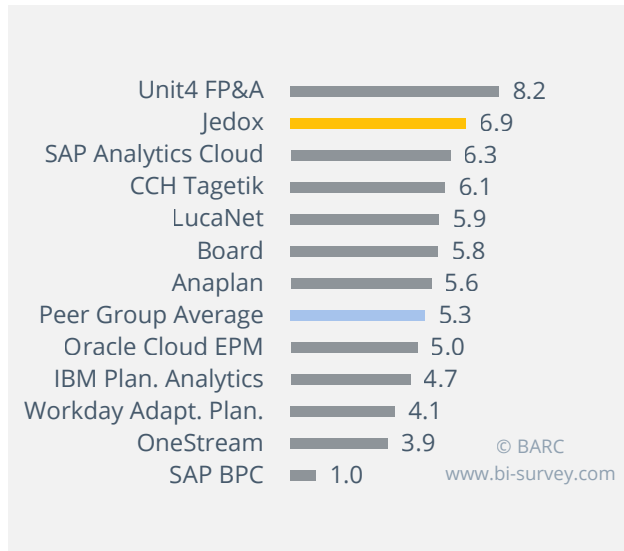
This KPI measures user satisfaction with the level of the implementer's support for the product.



## Implementer Support – Leader



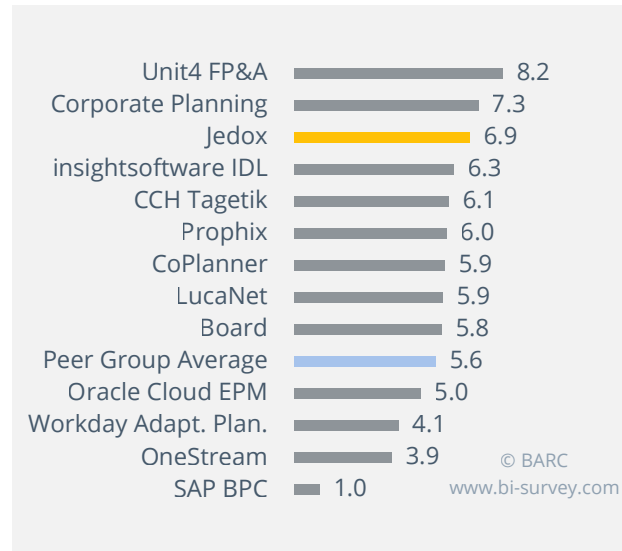
Peer group: Global Vendors



## Implementer Support – Leader



Peer group: Fin. Plan. & Consolidation-Focused Products



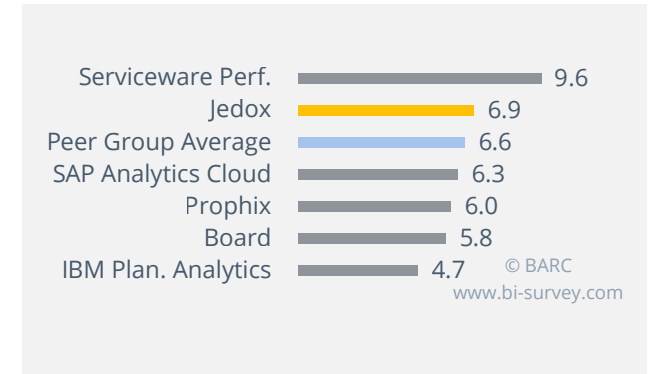
## Implementer Support



## Implementer Support – Leader

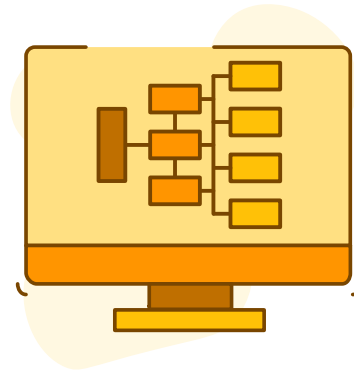


Peer group: BI & Analytics-Focused Products



Jedox is either implemented by the vendor's own consulting team or through its experienced partner network. The vendor has a worldwide partner network of approximately 250 value-added resellers and global alliances with large consulting firms (e.g., Ernst & Young). Implementer support plays a crucial role in successful software implementations. Jedox's strong results for *Implementer Support* in three of its peer groups this year confirm that a high proportion of projects are successfully implemented and the majority of customers are satisfied. The level of implementation satisfaction and the frequency of projects completed on time and on budget are both high.

# Vendor Support & Planning Functionality



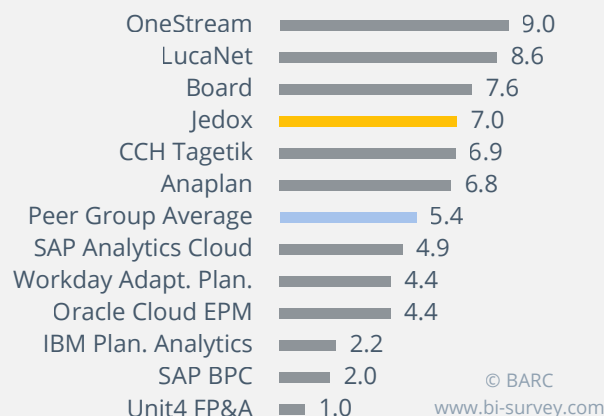
The *Vendor Support* KPI measures user satisfaction with the level of vendor support provided for the product.

The *Planning Functionality* KPI measures user ratings of the product's coverage of planning-specific requirements.

## Vendor Support – Leader



Peer group: Global Vendors



BARC

Viewpoint

Vendor Support



A convincing result for *Vendor Support* in the *Global Vendors* peer group shows that Jedox sincerely cares for its customers and offers a good standard of support. The vendor offers various support models: standard support (during normal business hours), 24/7 support, 24/7 application support, premium support (which guarantees, for example, an agreed response time and troubleshooting) and a cloud onboarding service. Support can either be remote or on-site. All maintenance and support contracts include all new releases and software patches (four software releases per year). Jedox listens very carefully to customers' needs and requirements, constantly improving its software with this information.



## Planning Functionality



BARC

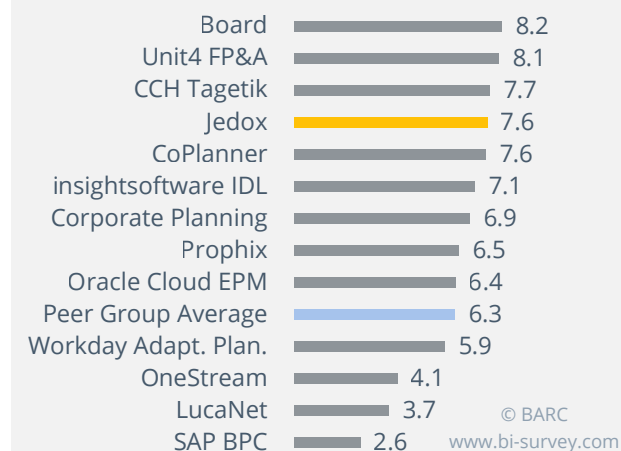
Viewpoint

A good proportion of customers are satisfied with Jedox's planning functionality, ranking it among the leaders in the *Financial Planning & Consolidation-Focused Products* peer group. 45 percent of customers responding to The Planning Survey chose to buy the product because of its good coverage of planning-specific requirements. At its core, the product is a flexible development environment for all kinds of planning approaches (top-down, bottom-up or combinations of both). Customers can address various planning topics on one common platform with different aggregation levels (e.g., strategic as well as operational planning) for an integrated enterprise planning approach (including financial planning). This is supplemented by functionality for BI, analytics and financial consolidation as well as prebuilt content for various topics and industries.

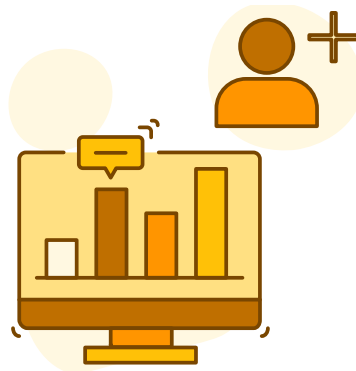
## Planning Functionality – Leader



Peer group: Fin. Plan. & Consolidation-Focused Products



# Product Satisfaction

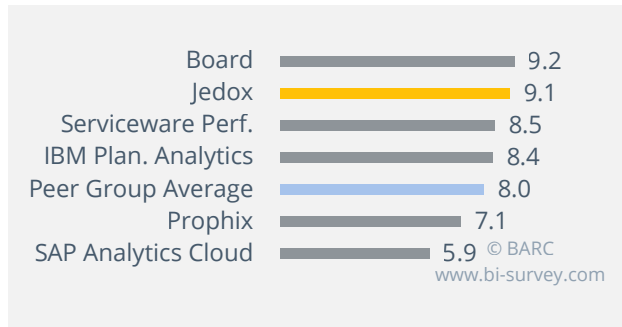


This KPI is based on the level of satisfaction with the product.

## Product Satisfaction – Leader



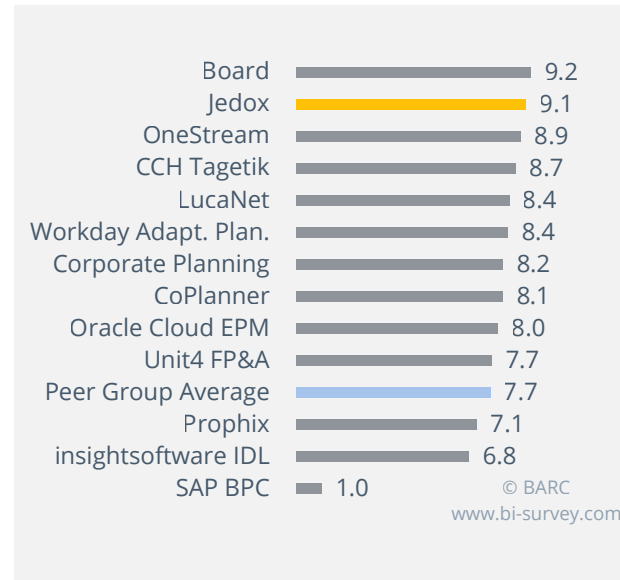
Peer group: BI & Analytics-Focused Products



## Product Satisfaction – Leader



Peer group: Fin. Plan. & Consolidation-Focused Products



## Product Satisfaction

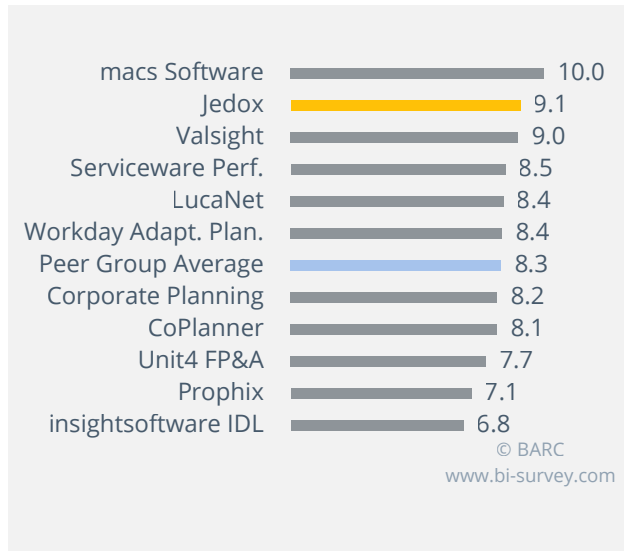


Jedox's leading ranks for *Product Satisfaction* in five of its peer groups confirm that customers are satisfied with the product. They are free to address various corporate and financial performance management topics such as planning, budgeting and forecasting, reporting, analysis and financial consolidation on one common platform. The fact that 51 percent of respondents state they have no significant problems at all with the product speaks volumes. Jedox is a business-user-friendly platform that offers both an Excel client and web interface as front ends. It is aimed at business power users who create individual CPM and analytics applications. The product's core capabilities are enhanced by prebuilt content for various topics and industries available in Jedox's own integrated marketplace.

## Product Satisfaction – Leader



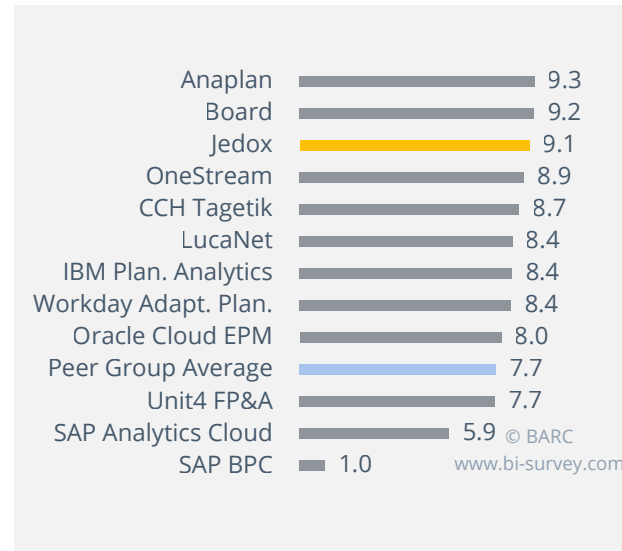
Peer group: Midsize/Departmental Implementations



## Product Satisfaction – Leader



Peer group: Global Vendors



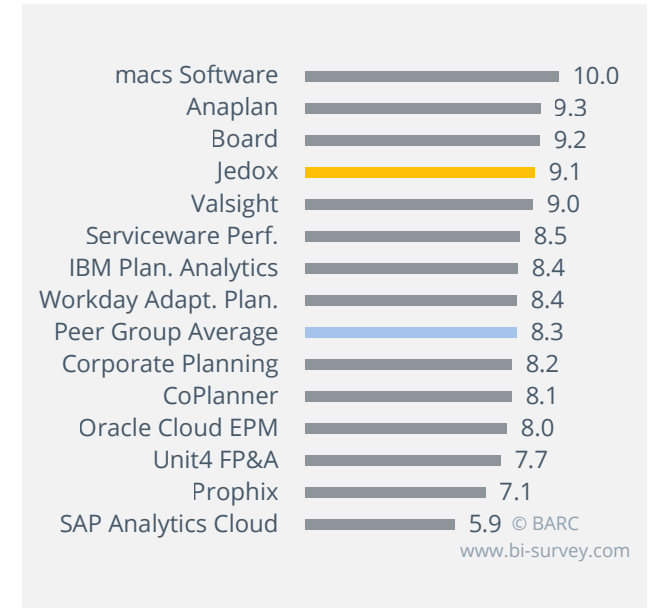
## Product Satisfaction



## Product Satisfaction – Leader



Peer group: Operational Planning-Focused Products



# Customer Satisfaction

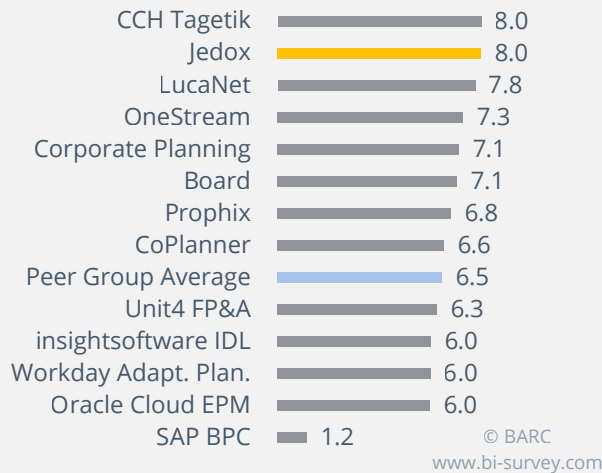


This KPI combines the *Price to Value*, *Recommendation*, *Vendor Support*, *Implementer Support* and *Product Satisfaction* KPIs.

## Customer Satisfaction – Leader



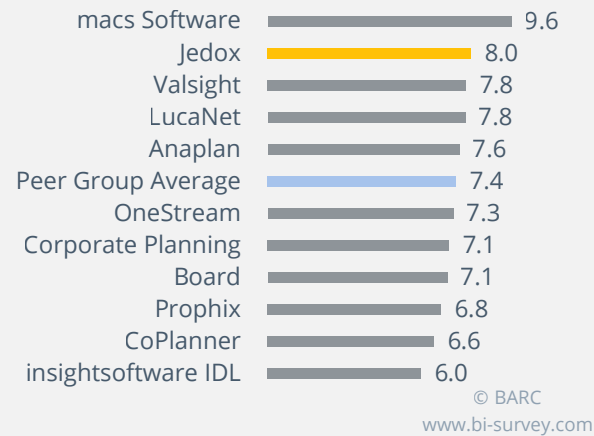
Peer group: Fin. Plan. & Consolidation-Focused Products



## Customer Satisfaction – Leader



Peer group: Performance Management Specialists



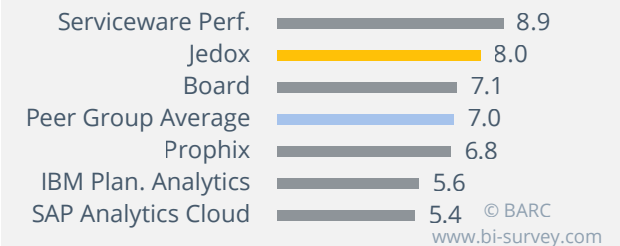
## Customer Satisfaction



## Customer Satisfaction – Leader



Peer group: BI & Analytics-Focused Products



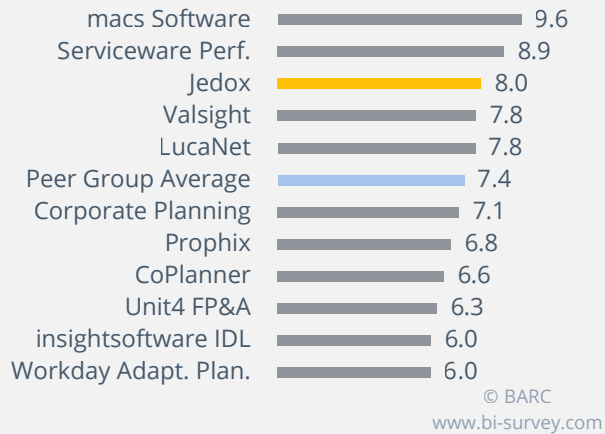
*Customer Satisfaction* aggregates the *Price-to-Value*, *Recommendation*, *Vendor Support*, *Implementer Support* and *Product Satisfaction* KPIs. Once again this year, Jedox achieves an outstanding set of results in all of these KPIs, leading to excellent rankings for *Customer Satisfaction* in all of its peer groups. The Planning Survey confirms that Jedox's business-user-friendly and integrated CPM and analytics platform comes at an attractive price point. Customers are clearly satisfied with the product, the vendor and its partners' support services (e.g., for implementation). The fact that 93 percent of Jedox users say they would "definitely" or "probably" recommend their planning product to other organizations also points to strong customer satisfaction.



## Customer Satisfaction – Leader



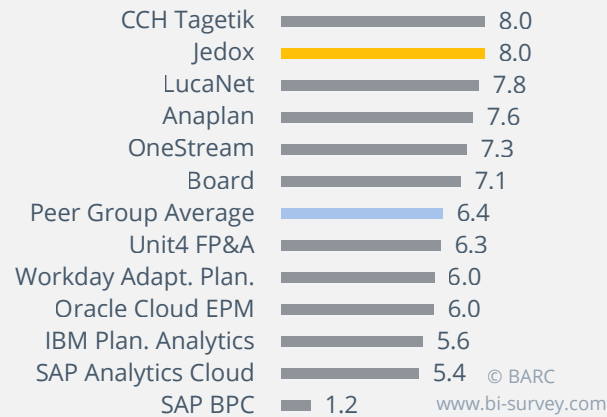
Peer group: Midsize/Departmental Implementations



## Customer Satisfaction – Leader



Peer group: Global Vendors



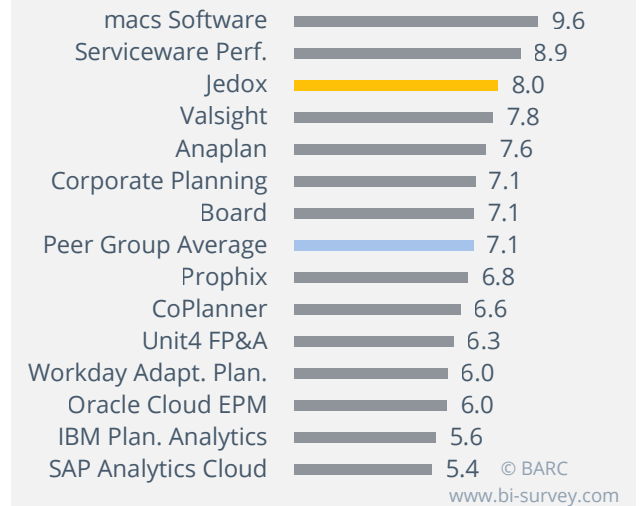
## Customer Satisfaction



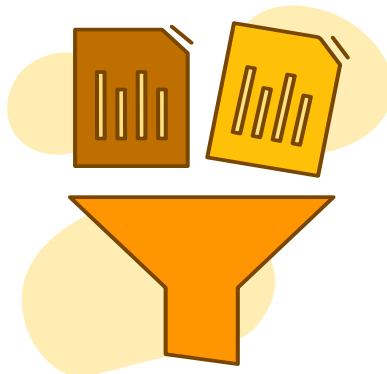
## Customer Satisfaction – Leader



Peer group: Operational Planning-Focused Products



# Data Integration

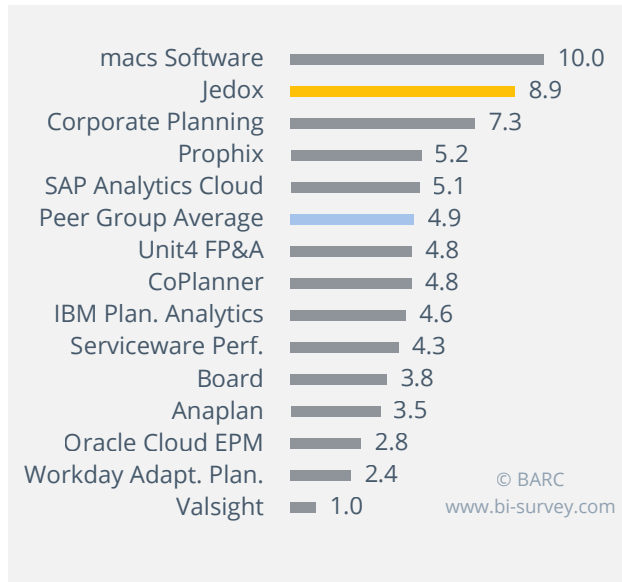


This KPI measures user ratings of the product's data integration functionality.

## Data Integration – Leader



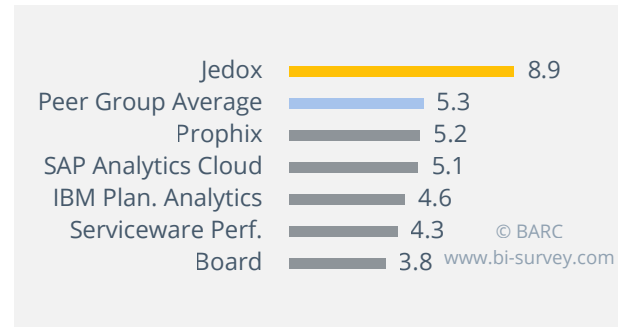
Peer group: Operational Planning-Focused Products



## Data Integration – Top-ranked



Peer group: BI & Analytics-Focused Products

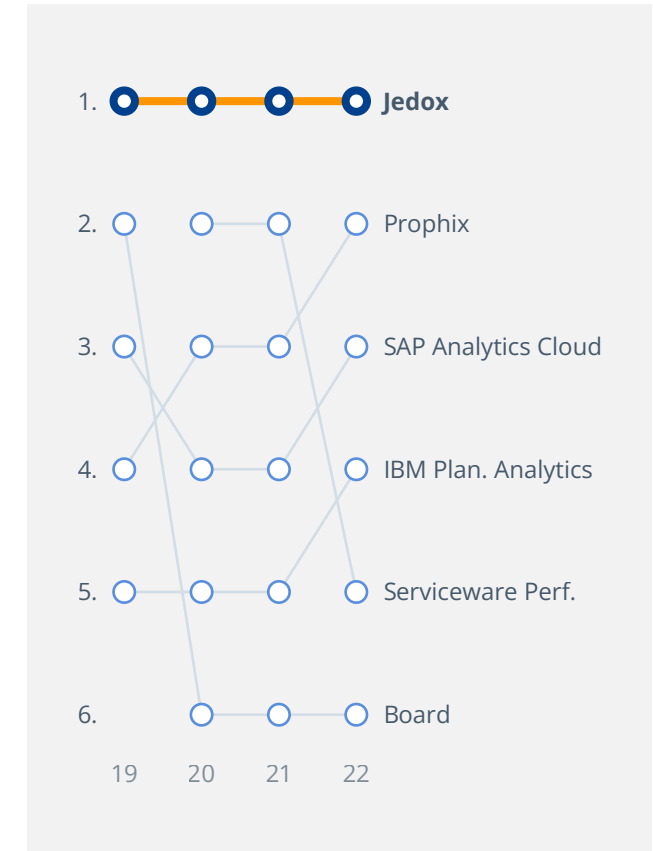


## Data Integration



### Consistently top-ranked in Data Integration

Peer group: BI & Analytics-Focused Products

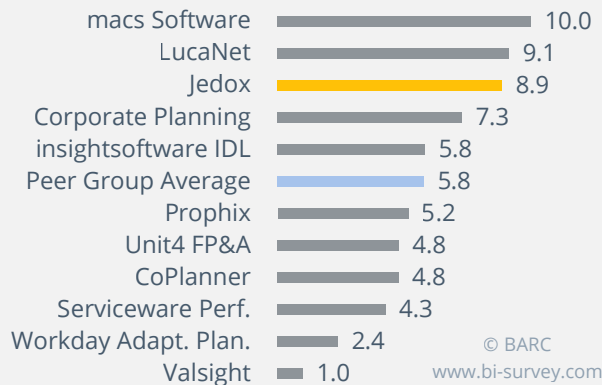


Integrating data from various source systems is a challenge in every business intelligence and planning project. Jedox has its own web-based ETL tool (Jedox Integrator) to access data in source systems and transfer it to the product's multidimensional data model in Jedox OLAP Server. Jedox Integrator works with all common cloud and on-premises data sources and provides out-of-the-box connectors (e.g., SAP, Salesforce and other popular third-party business intelligence and analytics tools) as well as full ETL capabilities. Due to the close linking of Jedox Integrator and the web client, ETL jobs can be started by users from reports or planning masks. For visualization of and navigation in ETL processes, Jedox has a flow graph (tree graphic). Jedox ranks highly for *Data Integration* in all of its peer groups this year.

## Data Integration – Leader



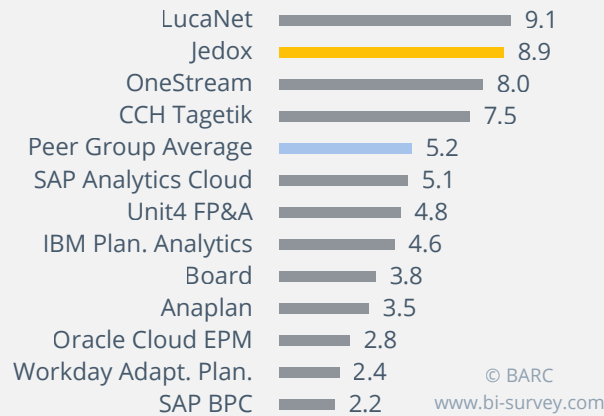
Peer group: Midsize/Departmental Implementations



## Data Integration – Leader



Peer group: Global Vendors



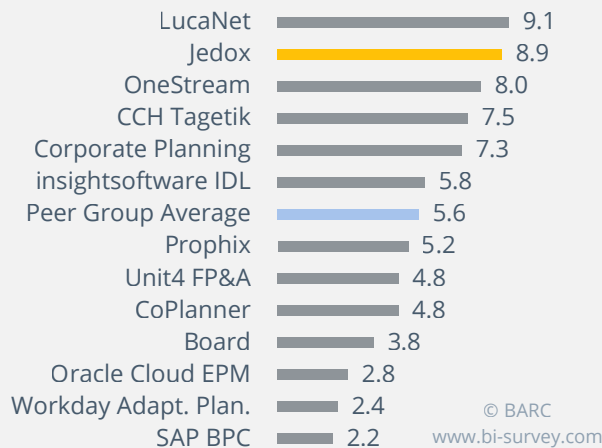
## Data Integration



## Data Integration – Leader



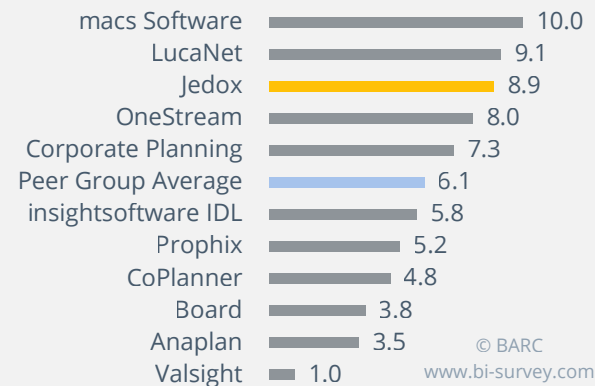
Peer group: Fin. Plan. & Consolidation-Focused Products



## Data Integration – Leader



Peer group: Performance Management Specialists



# Planning Content

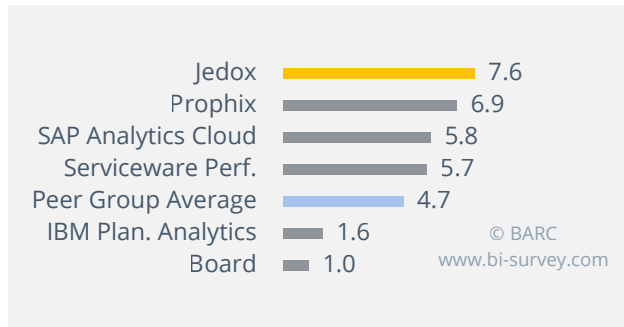


This KPI measures user ratings of the predefined planning content available with the product.

## Planning Content – Top-ranked



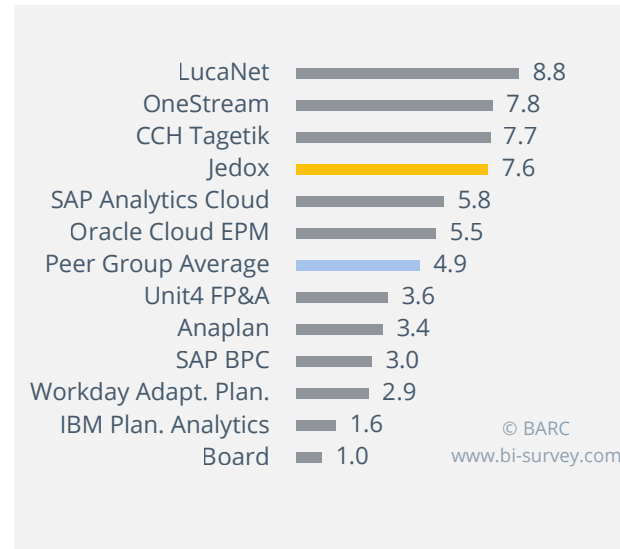
Peer group: BI & Analytics-Focused Products



## Planning Content – Leader



Peer group: Global Vendors



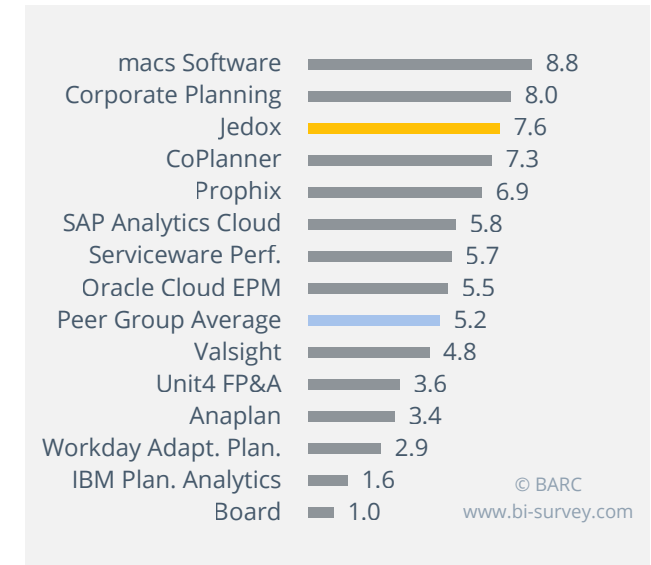
## Planning Content



## Planning Content – Leader

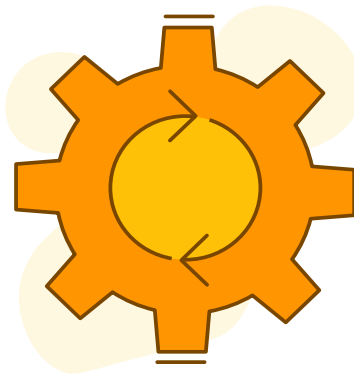


Peer group: Operational Planning-Focused Products



Jedox and its partners provide prebuilt content for a variety of topics and industries. This content is built on best practices and is available in Jedox's integrated marketplace, which includes full-featured planning applications (e.g., Jedox Models), as well as flexible building blocks such as workflows for custom solution design. Each Jedox Model comes with prebuilt reports, database, rules and integration logic. Jedox Models are currently available for Integrated Financial Planning, Financial Consolidation, Sales & Operations Planning, HR Planning and Alssisted™ Planning among others. Alssisted™ Planning is an interesting AI-powered solution for intelligent planning and forecasting that offers options for continuous, accurate and granular forecasts. Jedox achieved one top rank and two leading positions for the *Planning Content* KPI in this year's Planning Survey.

# Workflow

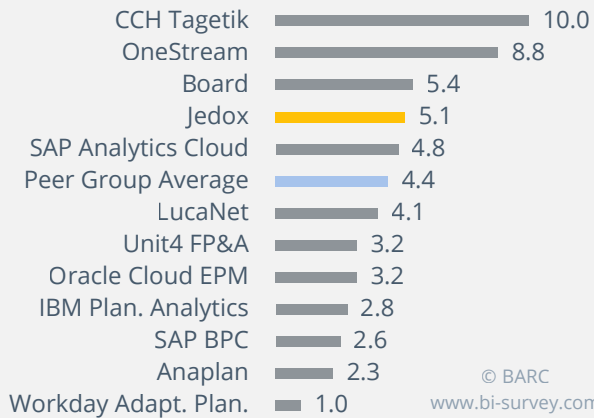


This KPI measures user ratings of the product's workflow functionality.

## Workflow – Leader



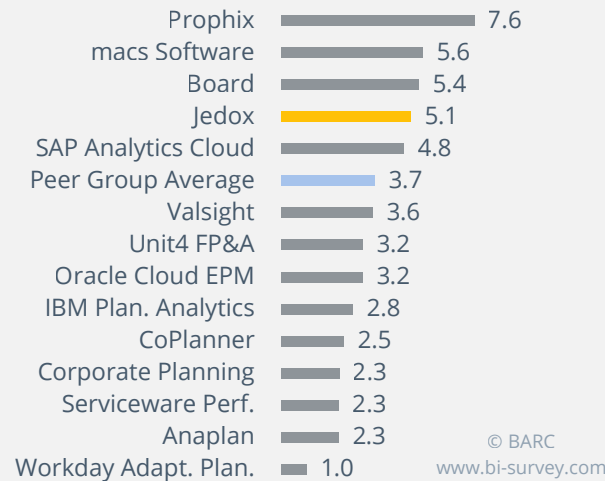
Peer group: Global Vendors



## Workflow – Leader



Peer group: Operational Planning-Focused Products



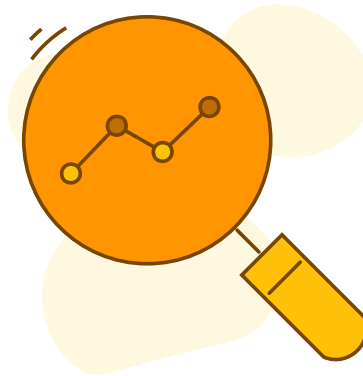
## Workflow



Jedox provides capabilities for top-down and bottom-up planning scenarios including embedded workflows and collaboration capabilities. When managing decentralized bottom-up planning and forecasting processes with lots of planners involved, workflow functionality can be helpful to coordinate the consecutive planning steps. Jedox's workflow functionality includes advanced features such as status monitoring, task assignment, time management, email notifications, locking/unlocking depending upon security levels and approval processes. A predefined Jedox Model in the vendor's marketplace is available that can be used to quickly build new workflows on individual data models. Overall, a good proportion of customers are satisfied with Jedox's workflow capabilities, ranking it among the leaders in the *Workflow* KPI in two peer groups.



# Forecasting

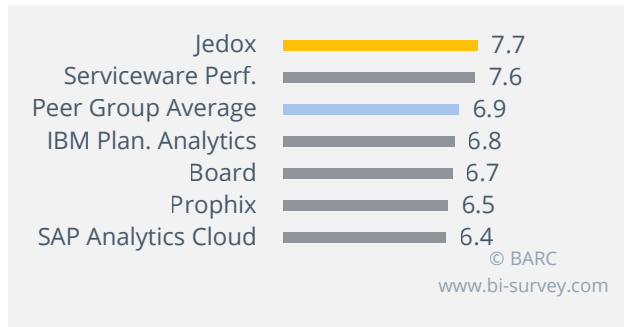


This KPI measures user ratings of the product's forecasting functionality.

## Forecasting – Top-ranked



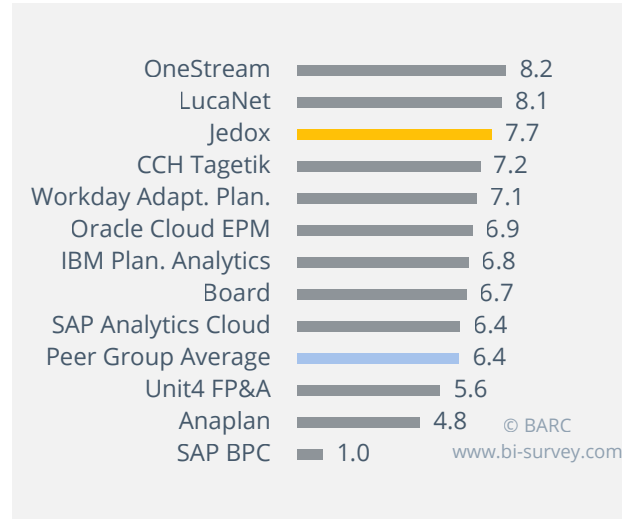
Peer group: BI & Analytics-Focused Products



## Forecasting – Leader



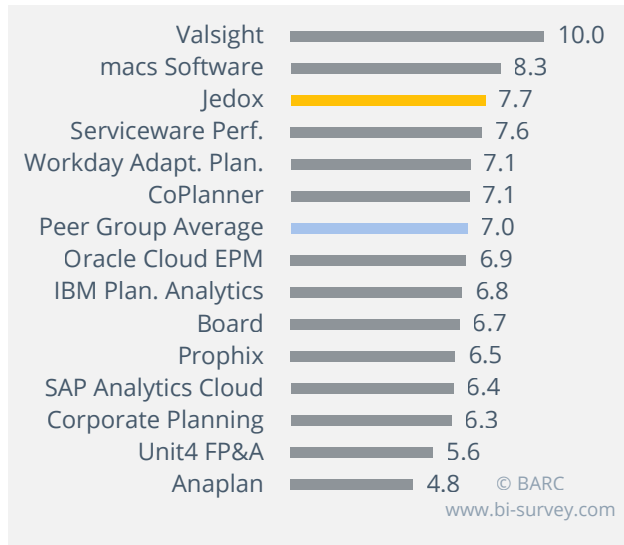
Peer group: Global Vendors



## Forecasting – Leader



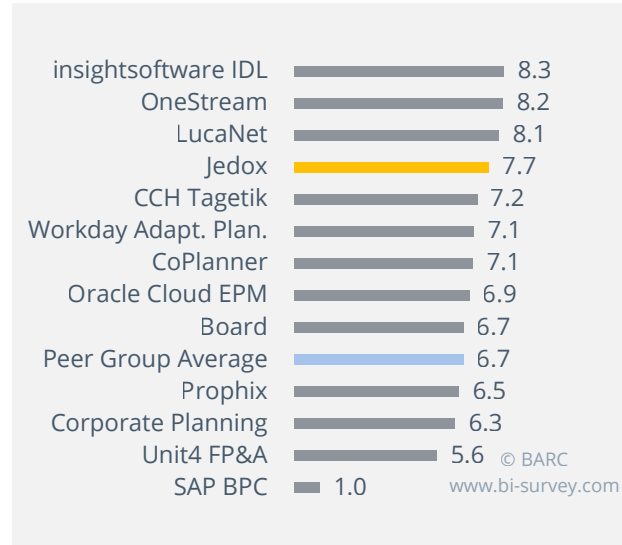
Peer group: Operational Planning-Focused Products



## Forecasting – Leader



Peer group: Fin. Plan. & Consolidation-Focused Products



## Forecasting



## Viewpoint

For many, the importance attached to up-to-date forecasts for corporate management has increased in the last 18-24 months. As a result, forecasts have to be updated more frequently. Jedox ensures the integration of different planning levels from strategic planning, operational planning and budgeting to quarterly forecasts and plan adjustments. Based on plan values already entered for certain planning periods and their comparison with realized actuals from operational source systems, Jedox supports the creation of forecasts of future corporate development. Options to support forecasting processes include the existing data allocation options, ETL scripts in Jedox Integrator and rules or formulas in Excel or Jedox Web. Forecasts can be either partially or completely automated using the Alssisted™ Planning Engine. High rankings in four of its peer groups confirm that customers are satisfied with the product's forecasting capabilities.

# Simulation

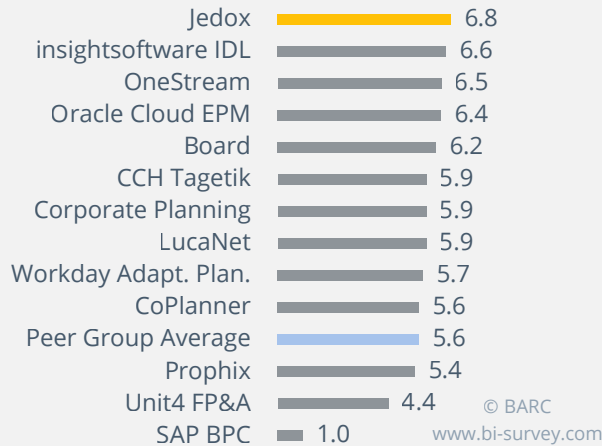


This KPI measures user ratings of the product's simulation functionality.

## Simulation – Top-ranked



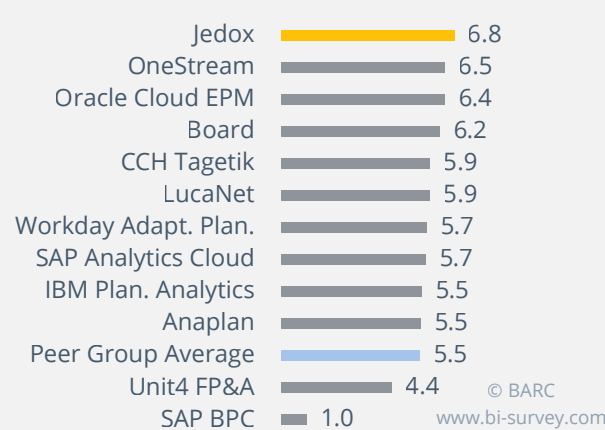
Peer group: Fin. Plan. & Consolidation-Focused Products



## Simulation – Top-ranked



Peer group: Global Vendors

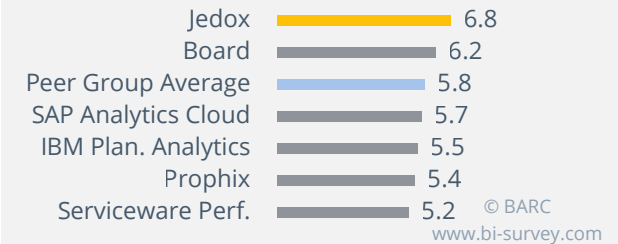


## Simulation



## Simulation – Top-ranked

Peer group: BI & Analytics-Focused Products

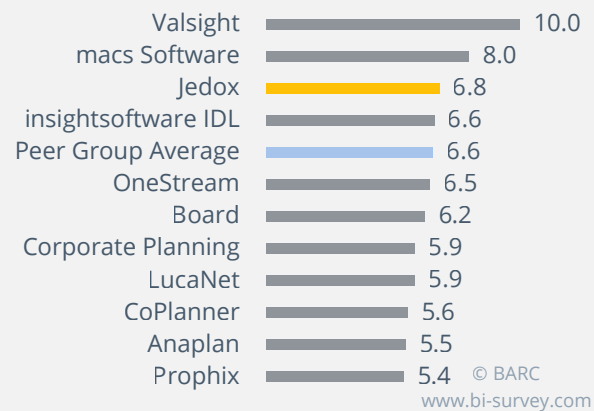


Simulations and scenario evaluations are the basis for the well-founded analysis and evaluation of alternative actions, opportunities and risks. Increasing dynamics and uncertainty massively influence the importance of simulations for corporate management. Jedox offers adequate functionality for scenario planning and simulations with no technical limitations. Scenario data can be copied based on existing planning figures (e.g., plan to forecast) and then analyzed. When leveraging Jedox's AIsisted™ Planning model, various simulations can be quickly simulated through AI. Users can create, store and retrieve any number of what-if scenarios for comparison. Customer score Jedox highly in all of its peer groups for *Simulation*.

## Simulation – Leader



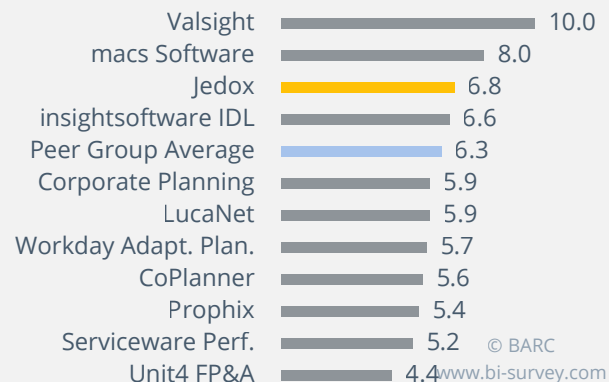
Peer group: Performance Management Specialists



## Simulation – Leader



Peer group: Midsize/Departmental Implementations



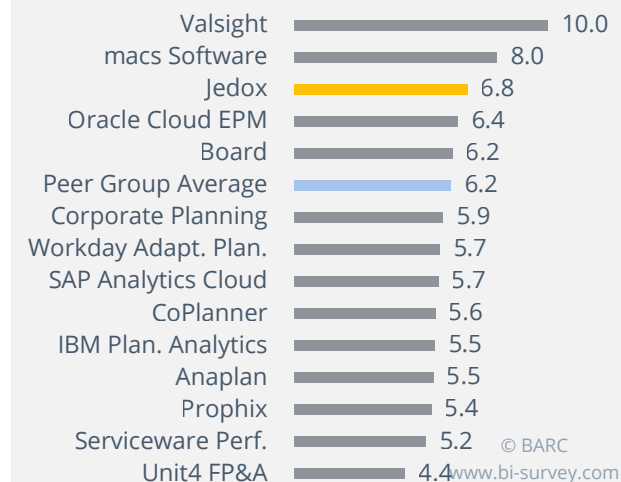
## Simulation



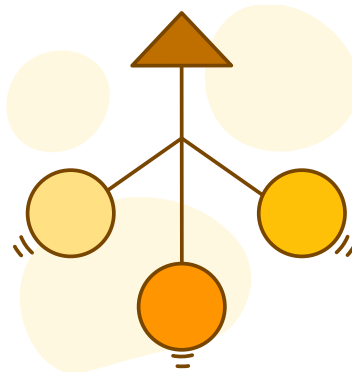
## Simulation – Leader



Peer group: Operational Planning-Focused Products



# Financial Consolidation

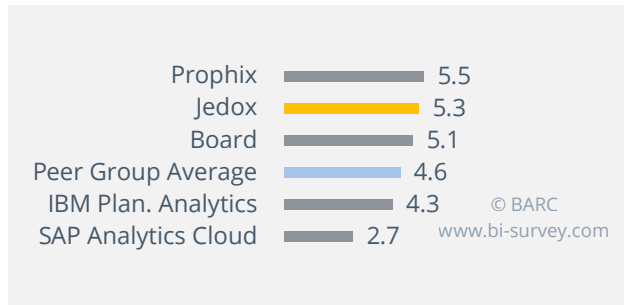


This KPI is based on how respondents rate the product's functionality to support legal consolidation (e.g., according to IFRS).

## Financial Consolidation – Leader



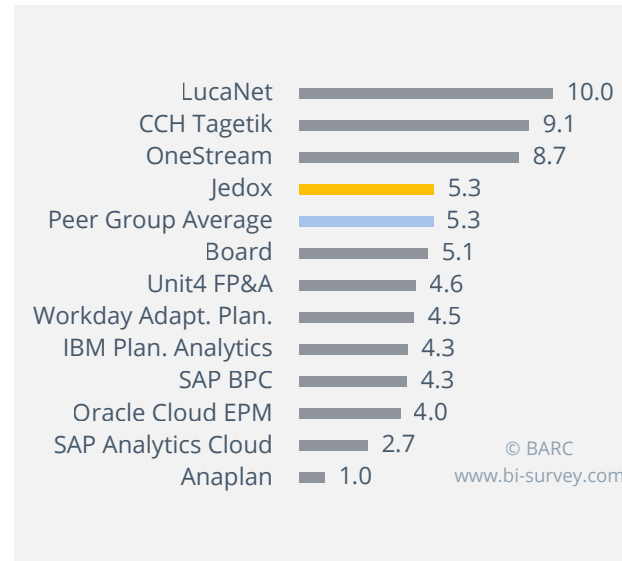
Peer group: BI & Analytics-Focused Products



## Financial Consolidation – Leader



Peer group: Global Vendors



## Financial Consolidation



Functionality for legal and management consolidation is a core capability of the Jedox Financial Consolidation module. Jedox Financial Consolidation supports the business-user-friendly consolidation of plan data as well as actuals in compliance with all the relevant accounting standards. Extensive predefined business rules for financial management and consolidations of individual subsidiaries or at group level can be defined. The module provides a predefined data model with intertwined business rules to establish a tight integration of financial consolidation and planning and create consolidated financial statements. Using the same logic, it is possible to compare planned versus actual data dynamically and at group level. Jedox is ranked among the leaders for *Financial Consolidation* in two of its peer groups this year.

# Functionality



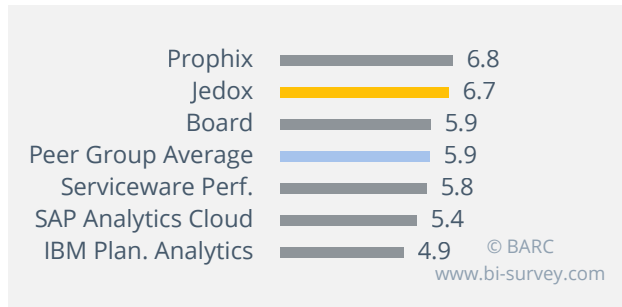
This KPI combines the *Predefined Connectors, Data Integration, Planning Content, Planning Functionality, Workflow, Forecasting, Simulation, Reporting/Analysis and Financial Consolidation* KPIs.



## Functionality – Leader



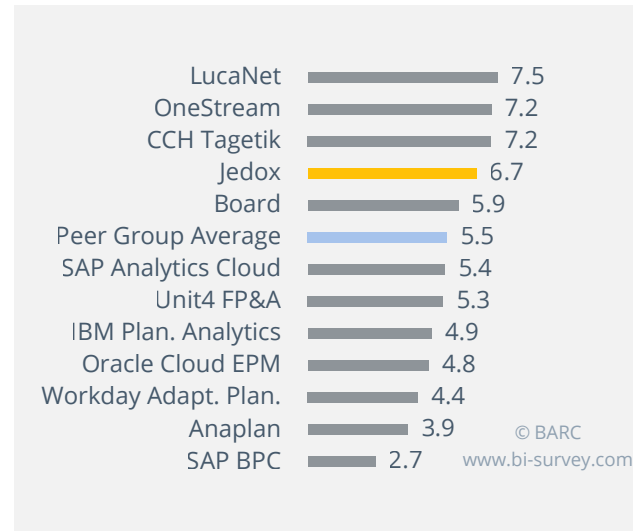
Peer group: BI & Analytics-Focused Products



## Functionality – Leader



Peer group: Global Vendors



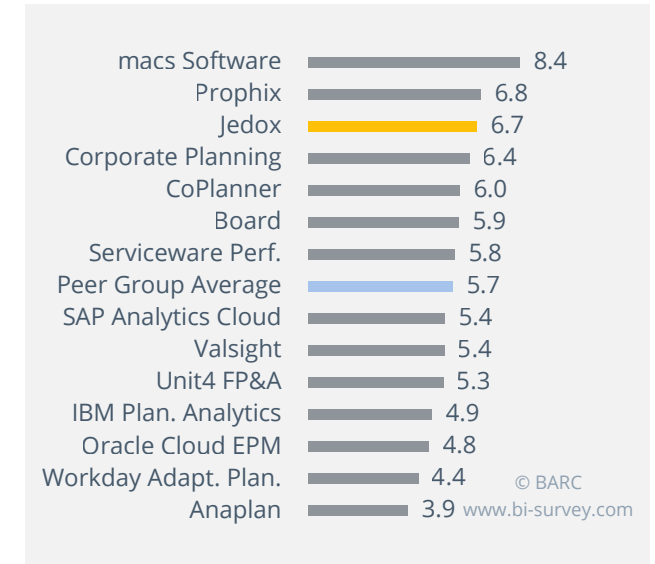
## Functionality



## Functionality – Leader



Peer group: Operational Planning-Focused Products



Customer feedback confirms that Jedox is a comprehensive, feature-rich CPM and analytics platform that can be leveraged for various corporate and financial performance management use cases. Planning, budgeting and forecasting functionality is at the heart of the product. This is supplemented by functionality for BI, analytics and financial consolidation as well as prebuilt content for various topics and industries. Customers greatly appreciate Jedox's range of detailed planning functions such as workflow, forecasting and simulation, but also its web-based ETL tool (Jedox Integrator) for accessing data in source systems and transferring it to the multidimensional data model in Jedox OLAP Server. Jedox is ranked as a leader for *Functionality* in three of its peer groups this year.

# Self-Service

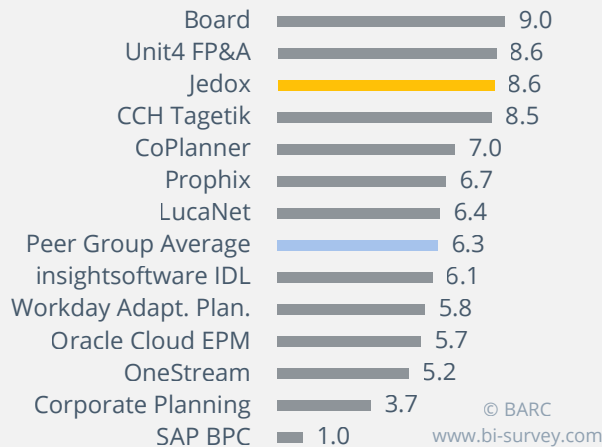


This KPI is based on the proportion of respondents' organizations currently using self-service planning features with their product.

## Self-Service – Leader



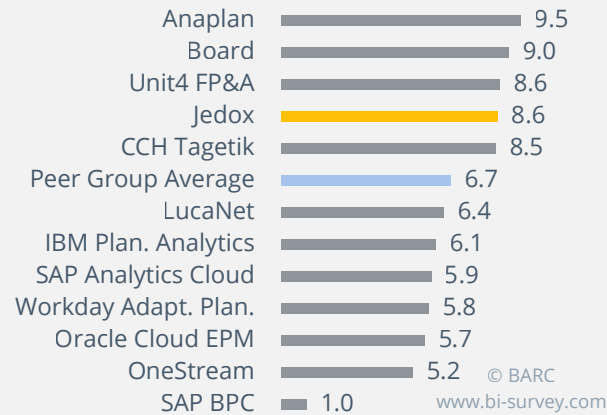
Peer group: Fin. Plan. & Consolidation-Focused Products



## Self-Service – Leader



Peer group: Global Vendors

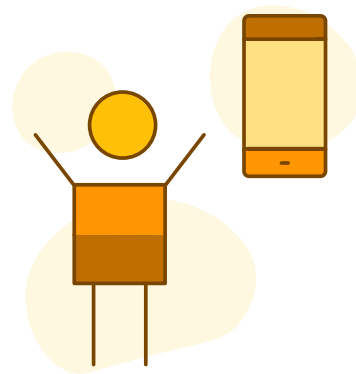


## Self-Service



Many finance and controlling departments prefer to use planning and CPM products in a self-service manner. This trend is fueled by the increasing use of software solutions in the cloud, where the provider runs and maintains the system (software-as-a-service). With its Excel client and web interface as front ends, Jedox offers broad and flexible functionality for various CPM and analytics tasks. Business users can accomplish most tasks with minimal help from IT, working in a familiar spreadsheet environment. Following initial implementation, business power users can develop applications in a self-service manner without specific programming skills. Jedox is designed for self-service use in business departments (typically the finance and controlling departments). Two leading ranks for *Self-Service* show that Jedox is commonly used in a self-service manner in business departments.

# Ease of Use

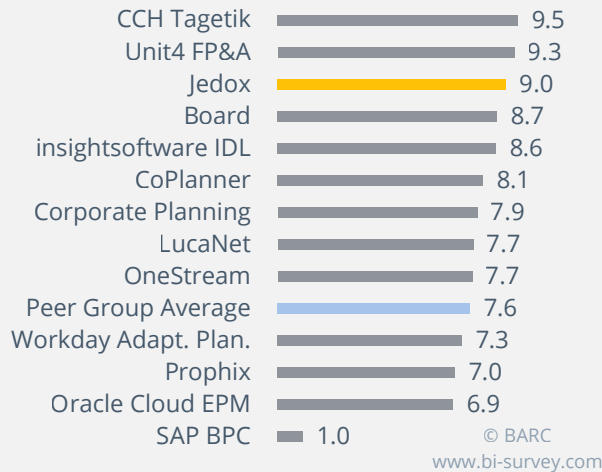


This KPI is based on how often the product was chosen for its ease of use, and on the level of complaints about ease of use post-implementation.

## Ease of Use – Leader



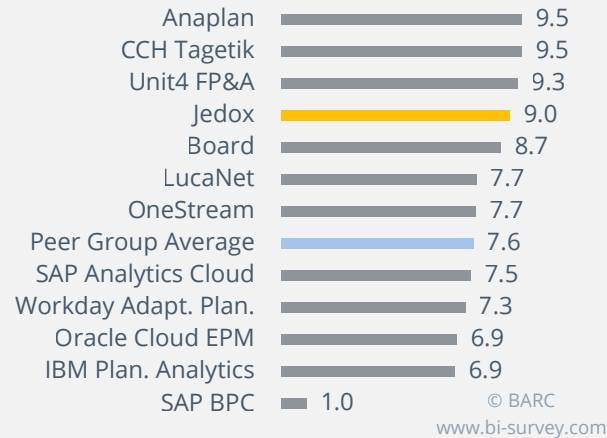
Peer group: Fin. Plan. & Consolidation-Focused Products



## Ease of Use – Leader



Peer group: Global Vendors



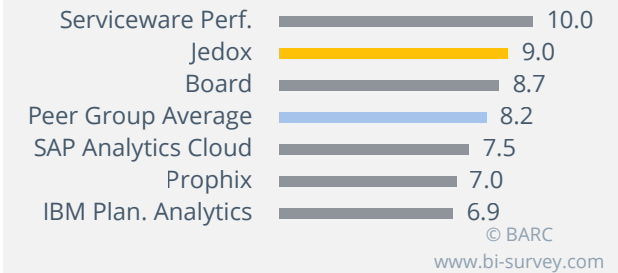
## Ease of Use



## Ease of Use – Leader



Peer group: BI & Analytics-Focused Products

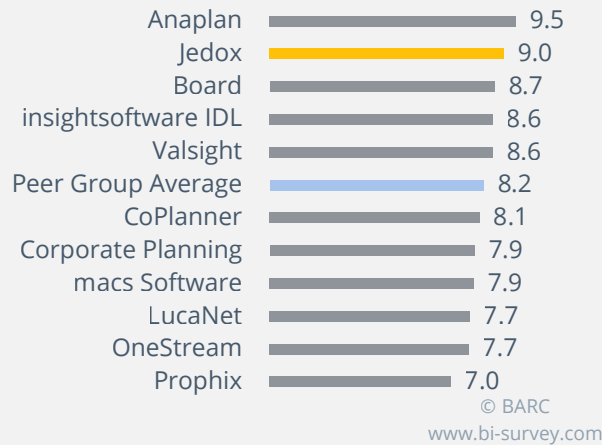


Jedox's primary target group is business power users in finance and controlling departments. A high proportion of customers confirm that the product is easy to use. Jedox's underlying philosophy is to extend the familiar Excel environment with specific CPM and analytics functionality based on a flexible multidimensional in-memory database. Since users in finance and controlling are often familiar with Excel, the initial barrier to working with Jedox is extremely low. In general, the product requires little technical knowledge to use. This is especially true when leveraging the cloud option, where Jedox looks after the running and maintenance of the system (software-as-a-service). Deservedly, Jedox is among the leaders for *Ease of Use* in all its peer groups this year.

## Ease of Use – Leader



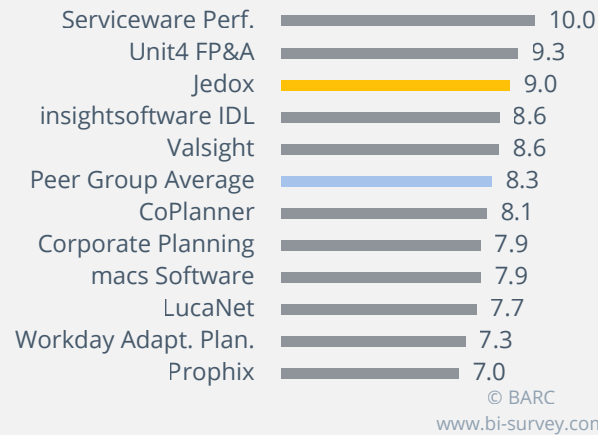
Peer group: Performance Management Specialists



## Ease of Use – Leader



Peer group: Midsize/Departmental Implementations



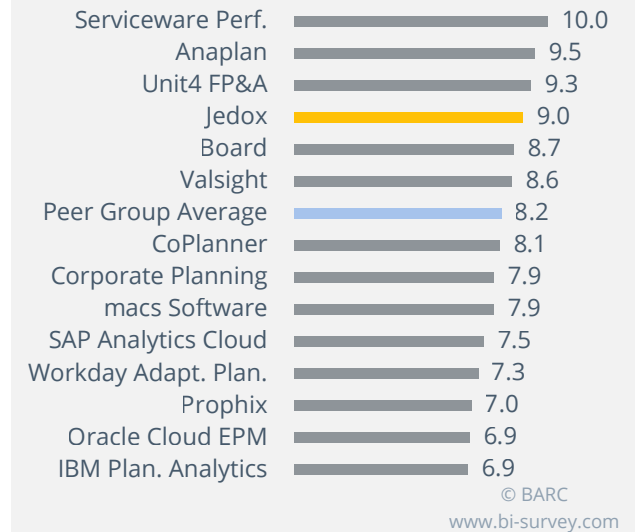
## Ease of Use



## Ease of Use – Leader



Peer group: Operational Planning-Focused Products



# Performance Satisfaction

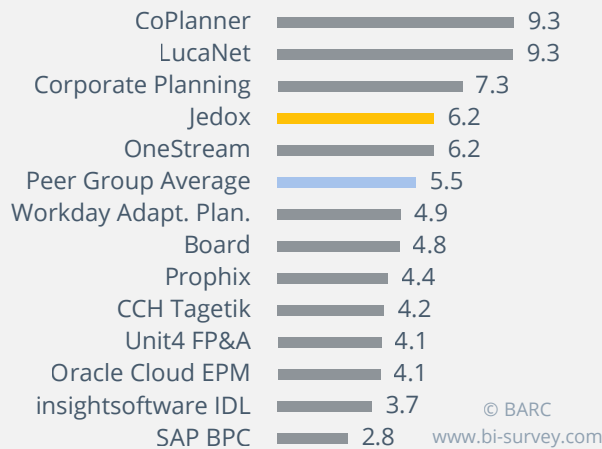


This KPI measures the frequency of complaints about the system's performance.

## Performance Satisfaction – Leader



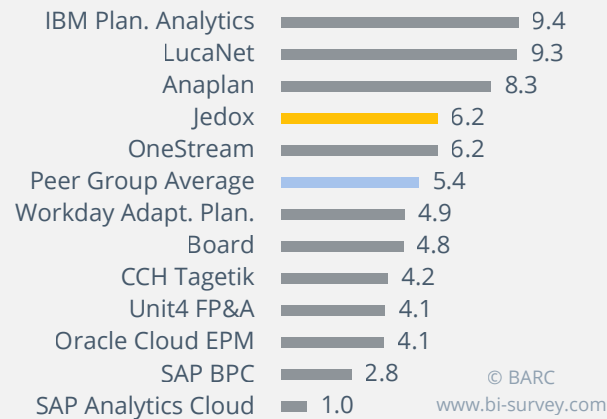
Peer group: Fin. Plan. & Consolidation-Focused Products



## Performance Satisfaction – Leader



Peer group: Global Vendors



## Performance Satisfaction



Jedox leverages its own in-memory multidimensional database for data storage. The Planning Survey results confirm that the product and its underlying database environment are clearly capable of dealing with the data volumes and user numbers its customers typically work with. For 33 percent of respondents, 'convincing performance of the software' was an important reason why they chose to buy the product, and complaints about slow performance are very rare. Jedox clearly convinces companies with superior performance in the evaluation process. Overall, Jedox emerges as a leader for *Performance Satisfaction* in two of its peer groups this year.



# Sales Experience

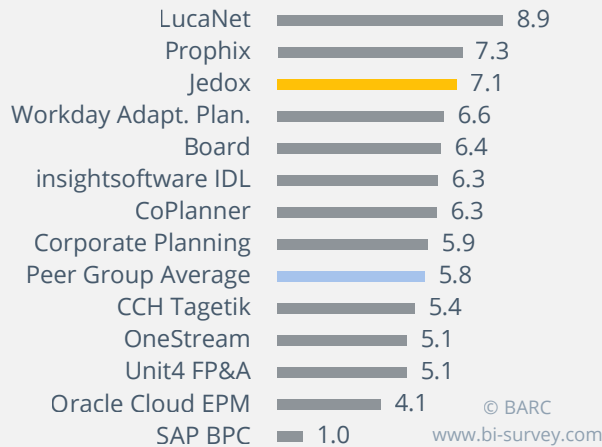


This KPI is based on how respondents rate their sales/purchasing experience with the vendor.

## Sales Experience – Leader



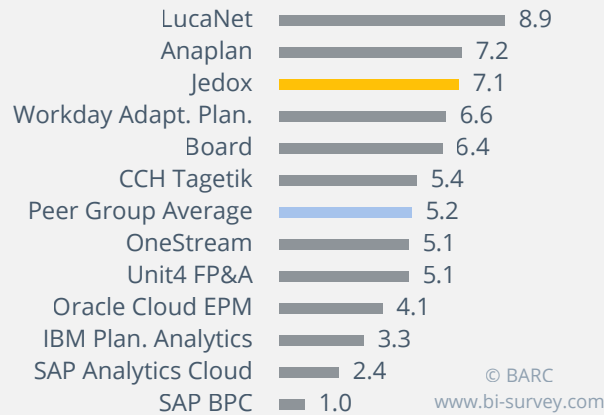
Peer group: Fin. Plan. & Consolidation-Focused Products



## Sales Experience – Leader



Peer group: Global Vendors



## Sales Experience



Most Jedox customers are happy with their sales/purchasing experience with the vendor. In addition to its general conduct during the product evaluation and contract negotiation as well as its timely and thorough response to product-related and technical questions, respondents rate Jedox's ability to understand an organization's needs as excellent. In a competitive market like the CPM and analytics software market, a highly professional sales organization is essential for survival and to continue to win new customers. The results of this year's Planning Survey indicate that Jedox sincerely cares for its prospects and customers. With good reason, Jedox is ranked as a leader for *Sales Experience* in two of its peer groups.

# Customer Experience

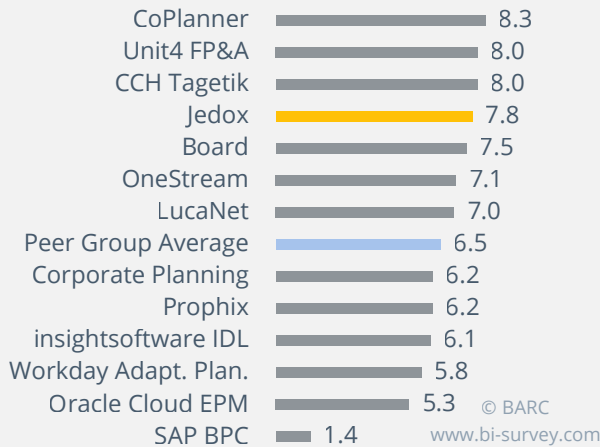


Combines the *Self-Service, Flexibility, Ease of Use, Sales Experience and Performance Satisfaction* KPIs.

## Customer Experience – Leader



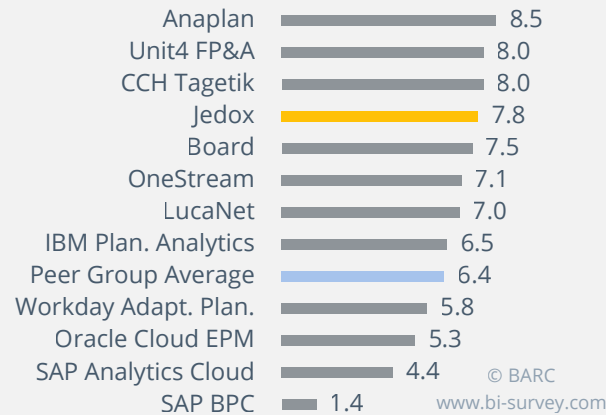
Peer group: Fin. Plan. & Consolidation-Focused Products



## Customer Experience – Leader



Peer group: Global Vendors



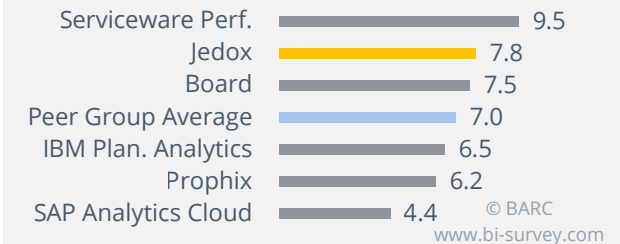
## Customer Experience



## Customer Experience – Leader

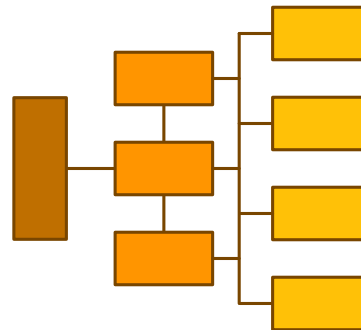


Peer group: BI & Analytics-Focused Products



*Customer Experience* is an aggregated KPI that combines the *Self-Service*, *Ease of Use*, *Flexibility*, *Performance Satisfaction* and *Sales Experience* KPIs. Strong results in most of these contribute to leading ratings for *Customer Experience* across three peer groups. Jedox is considered by many customers to be easy to use so it is regularly deployed in a self-service manner in business departments. Since users in finance and controlling are often familiar with Excel, the initial barrier to working with Jedox is extremely low. 'Convincing performance of the software' was an important reason why 33 percent of respondents chose to buy the product, so it is clear that the product and its underlying database environment are capable of dealing with the data volumes and user numbers its customers typically work with.

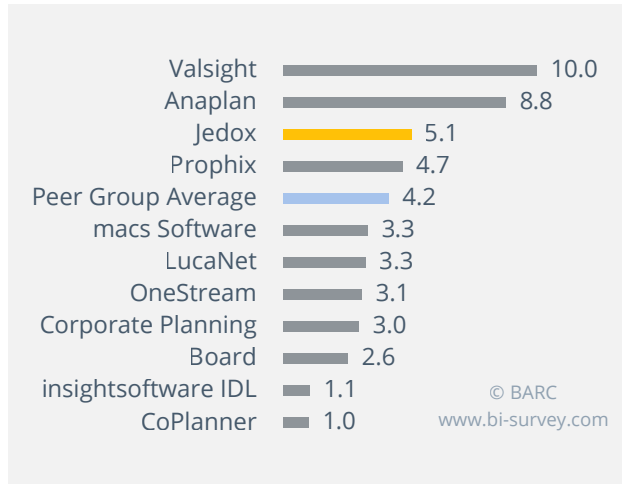
# Driver-Based Planning



This KPI is based on the proportion of survey respondents that currently use value driver-based planning.

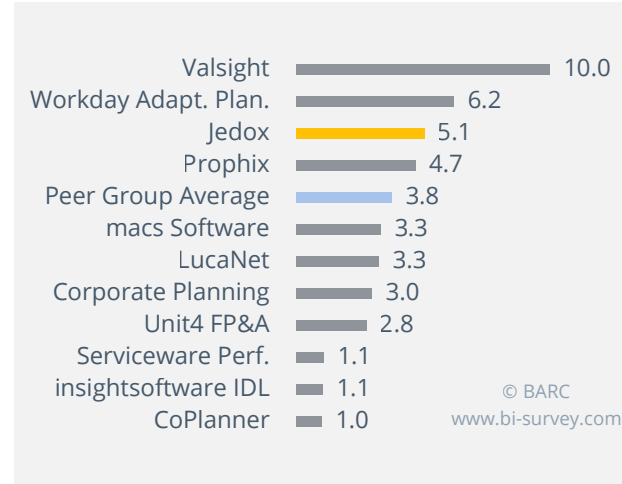
## Driver-Based Planning – Leader

Peer group: Performance Management Specialists



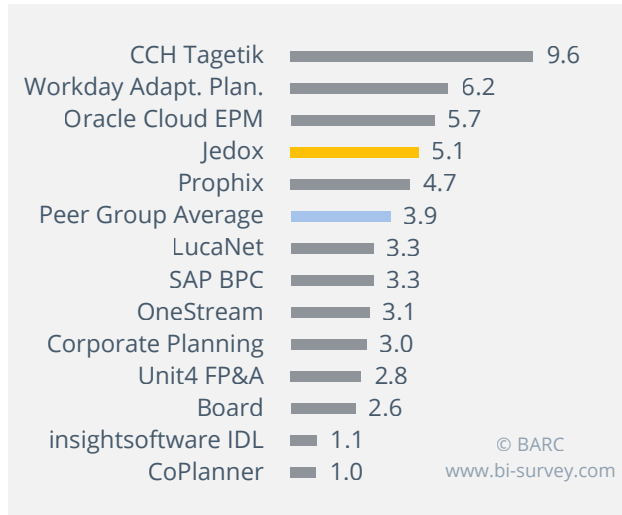
## Driver-Based Planning – Leader

Peer group: Midsize/Departmental Implementation



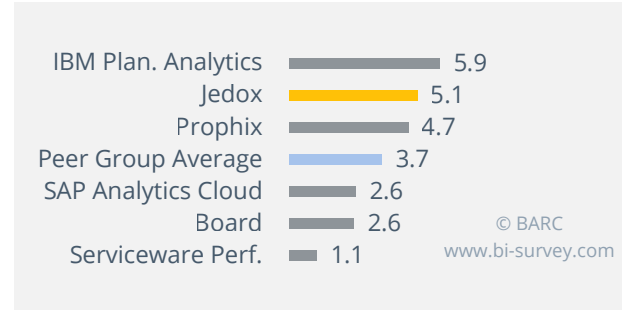
## Driver-Based Planning – Leader

Peer group: Fin. Plan. & Consolidation-Focused Products



## Driver-Based Planning – Leader

Peer group: BI & Analytics-Focused Products



## Driver-Based Planning



Viewpoint

Planning based on real value drivers with consideration of cause-and-effect relationships can help to reduce planning efforts and relieve planners. The goal behind this approach is usually to focus a company's planning activities on the main business influencing aspects without wasting resources. A high proportion of the customers responding to this survey use Jedox for driver-based planning and the vendor performs well in this KPI across four of its peer groups. Customers seem to be satisfied with the options and flexibility the product provides to implement this concept. Jedox's modeling capabilities, integrated wizards and concepts such as multidimensional rules provide broad, flexible, powerful features that enable users to implement driver-based planning.

# Predictive Planning

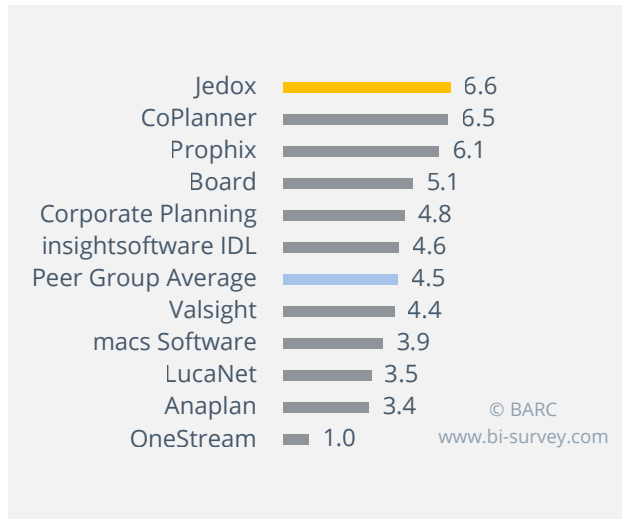


This KPI is based on the proportion of survey respondents that currently use predictive planning and forecasting.

## Predictive Planning – Top-ranked



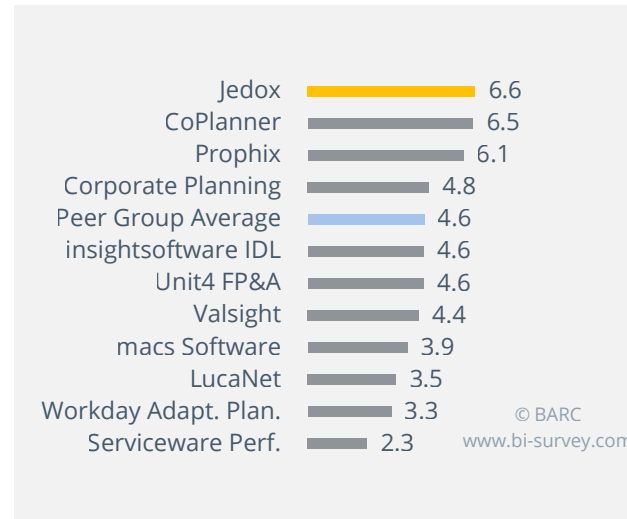
Peer group: Performance Management Specialists



## Predictive Planning – Top-ranked



Peer group: Midsize/Departmental Implementations



## Predictive Planning



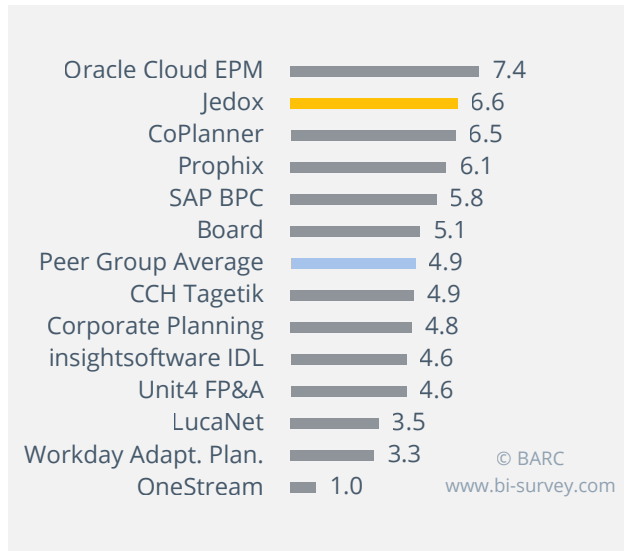
AI and predictive analytics are strategic initiatives for Jedox. The vendor is continuously introducing AI features for automating data preparation, time series and driver-based predictions and scenarios as well as smart insights. Jedox Alsissted™ Planning is a wizard-based web service that is integrated in Jedox to support users with tasks such as predictive forecasting and offer insights into business drivers, data and connections. Savvy users can directly access the AI calculation engine and use a wide variety of methods such as clustering, classification, regression, optimization, etc. Given Jedox's outstanding rankings for *Predictive Planning* in this year's Planning Survey, a high proportion of the customers responding to this survey already seem to leverage the product for predictive planning and forecasting based on statistical methods and machine learning.



## Predictive Planning – Leader



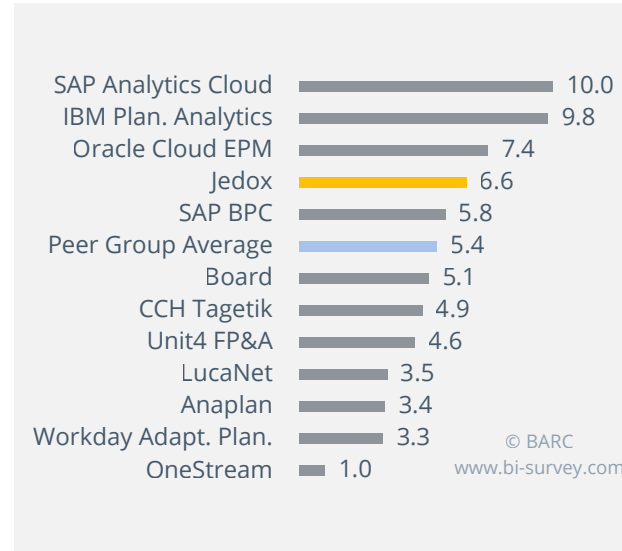
Peer group: Fin. Plan. & Consolidation-Focused Products



## Predictive Planning – Leader



Peer group: Global Vendors



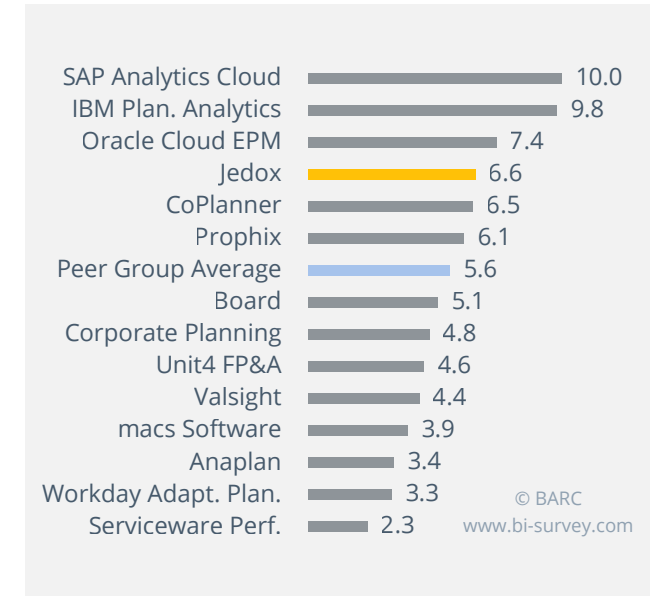
## Predictive Planning



## Predictive Planning – Leader



Peer group: Operational Planning-Focused Products



# Considered for Purchase

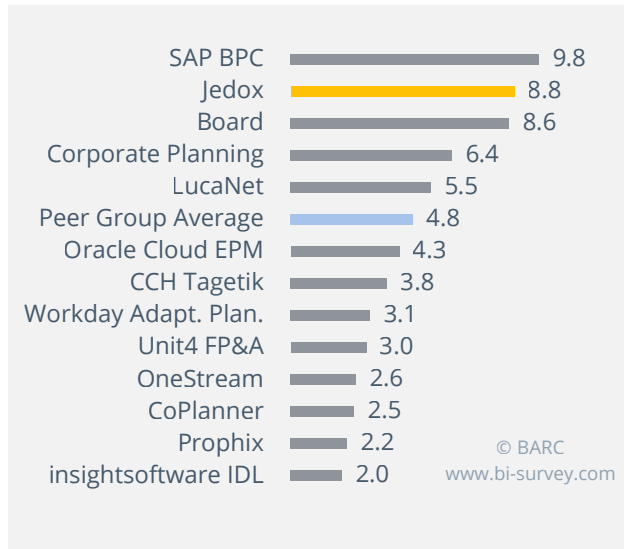


This KPI is based on whether respondents considered purchasing the product.

## Considered for Purchase – Leader



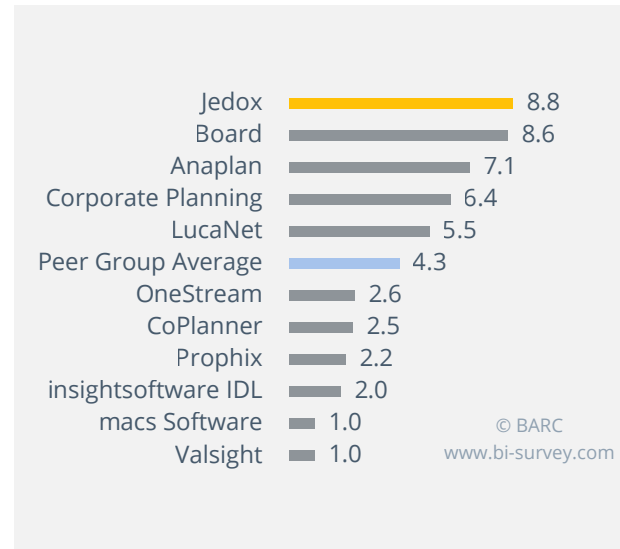
Peer group: Fin. Plan. & Consolidation-Focused Products



## Considered for Purchase – Top-ranked



Peer group: Performance Management Specialists

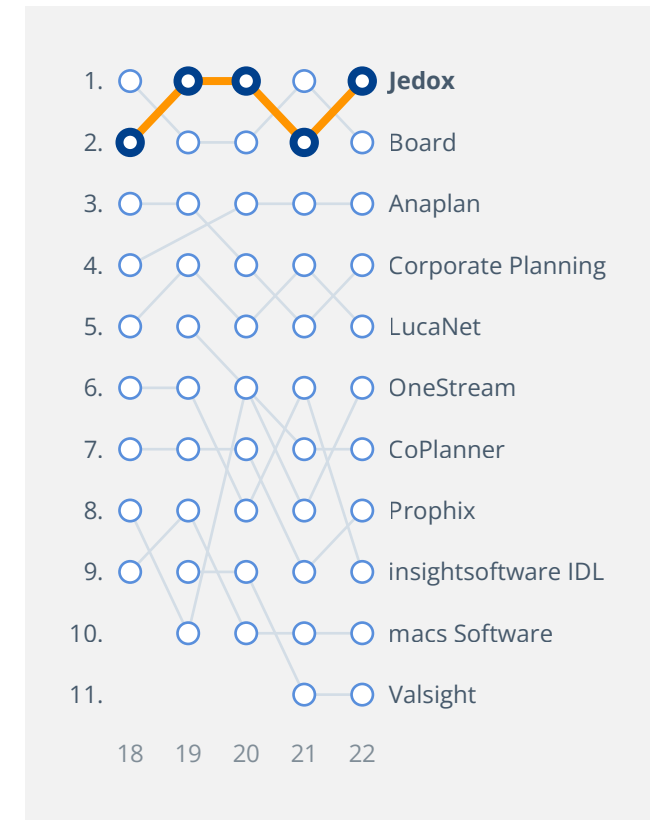


## Considered for Purchase



### Consistently outstanding in Considered for Purchase

Peer group: Performance Management Specialists

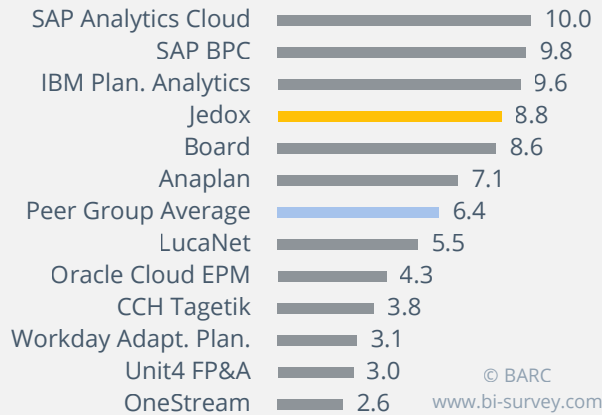


Jedox has worked hard to improve its market presence and global visibility in recent years. The vendor is very active with content marketing, social media marketing, different event formats and other marketing approaches. As a result, many companies now consider it when looking for an integrated CPM and analytics platform and it is frequently shortlisted in software evaluations. The vendor continues to expand its global presence and partner network, particularly in North America. According to Jedox, it is winning a lot of deals against other vendors in competitive evaluations. In this year's Planning Survey, Jedox achieved strong rankings in the *Considered for Purchase* KPI in five of its peer groups.

## Considered for Purchase – Leader



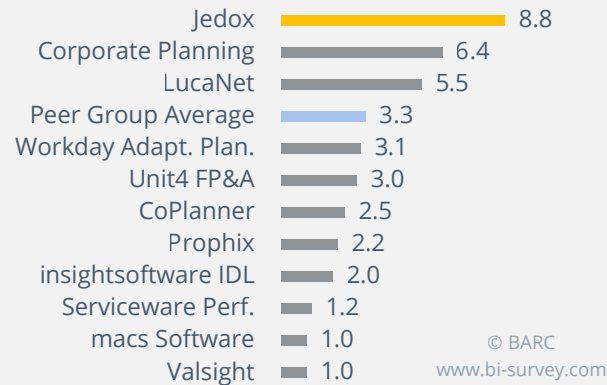
Peer group: Global Vendors



## Considered for Purchase – Top-ranked



Peer group: Midsize/Departmental Implementations



## Considered for Purchase



Consistently top-ranked in Considered for Purchase

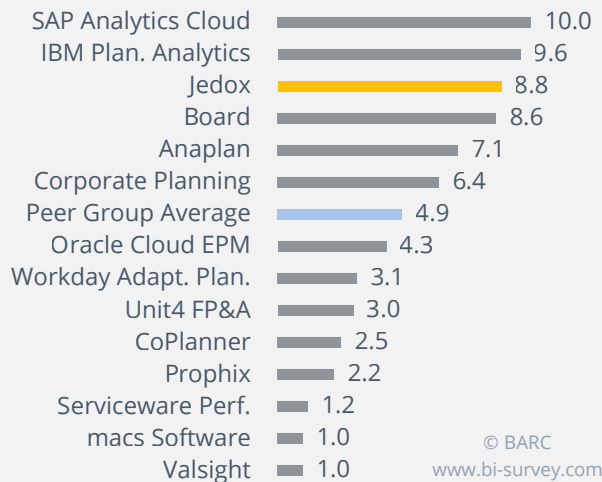
Peer group: Midsize/Departmental Implementations



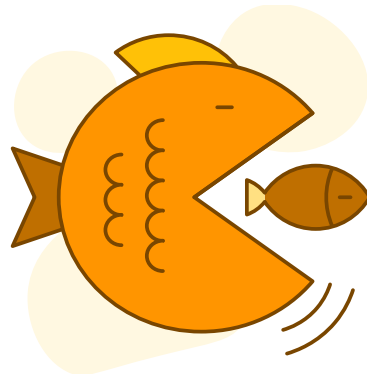
## Considered for Purchase – Leader



Peer group: Operational Planning-Focused Products



# Competitiveness

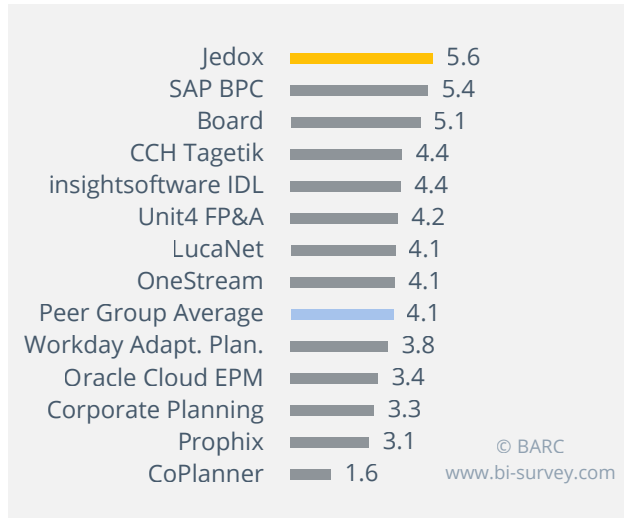


This KPI combines the *Considered for Purchase* and *Competitive Win Rate* KPIs.

## Competitiveness – Top-ranked



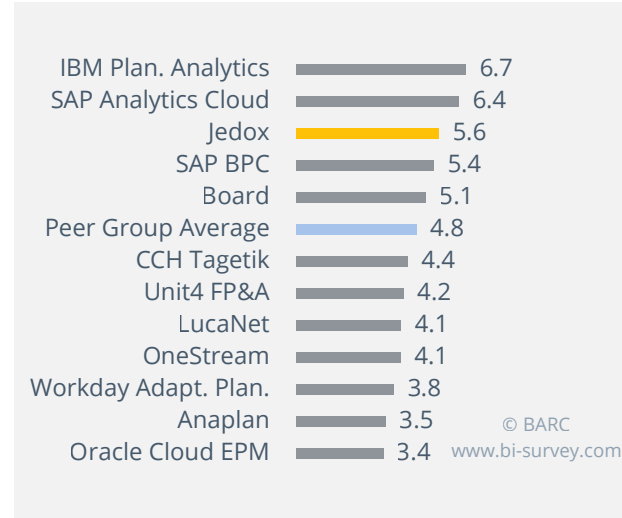
Peer group: Fin. Plan. & Consolidation-Focused Products



## Competitiveness – Leader



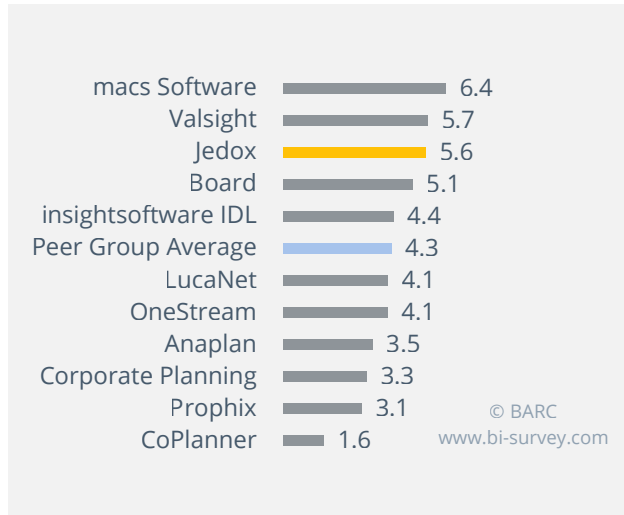
Peer group: Global Vendors



## Competitiveness – Leader



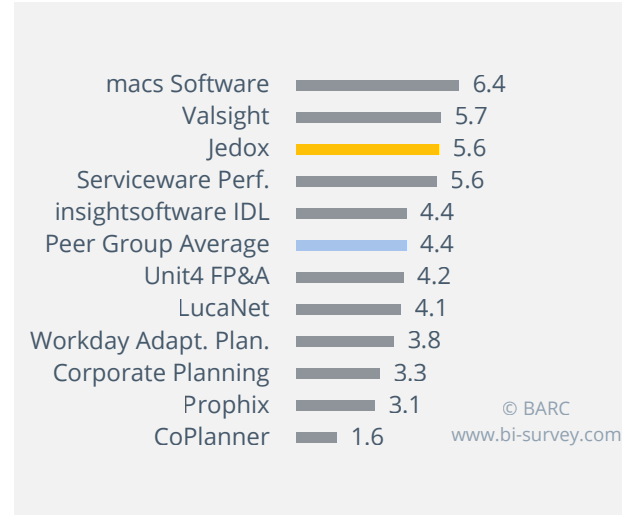
Peer group: Performance Management Specialists



## Competitiveness – Leader



Peer group: Midsize/Departmental Implementations



## Competitiveness



Viewpoint

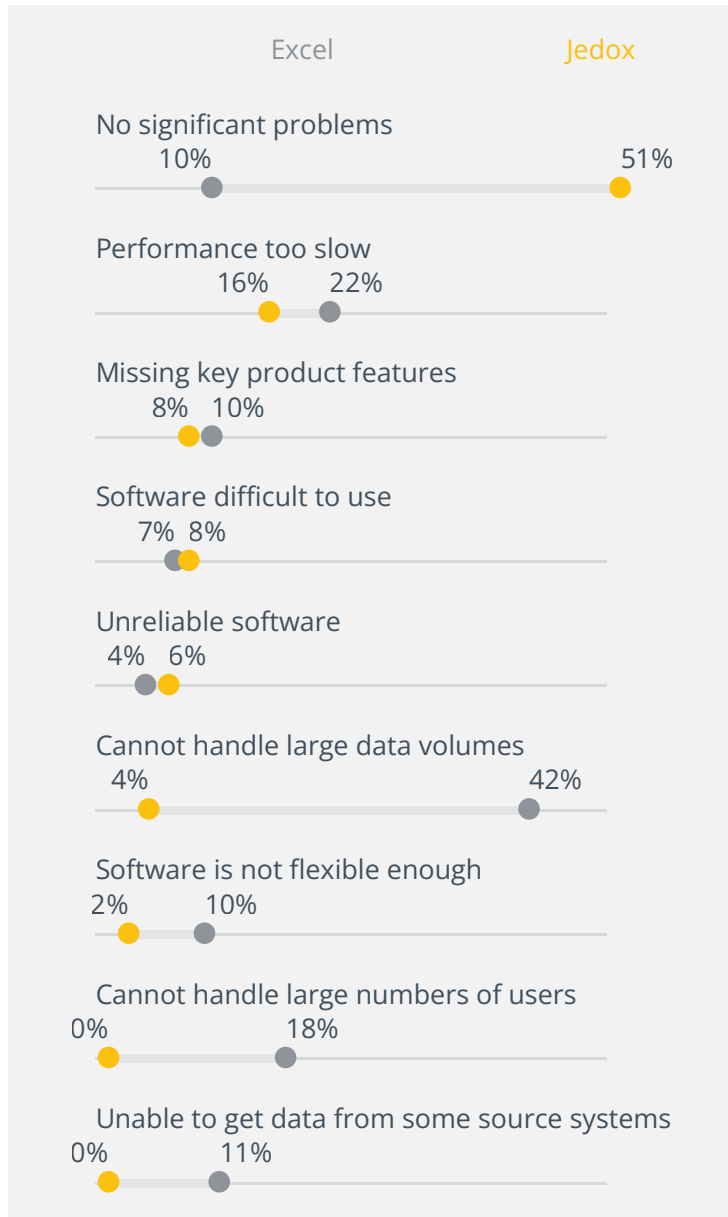
*Competitiveness* combines the *Considered for Purchase* and *Competitive Win Rate* KPIs. Jedox is frequently considered for purchase in software selection processes. The vendor invests heavily in its global market presence and partner network, and is very active with content marketing, social media marketing, different event formats and other marketing approaches. However, its competitive win rate in head-on competitions against other vendors to win customers is below the average, which shows that while many companies shortlist the product, not all choose to buy it. Nonetheless, Jedox achieves the top rank for *Competitiveness* in the *Financial Planning & Consolidation-Focused Products* peer group this year and respectable leading ranks in three of its other peer groups.

# Jedox vs. Excel



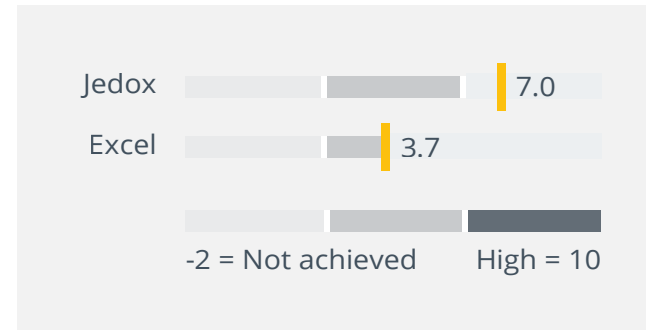
## Problems encountered by Jedox and Excel users

n=51/136



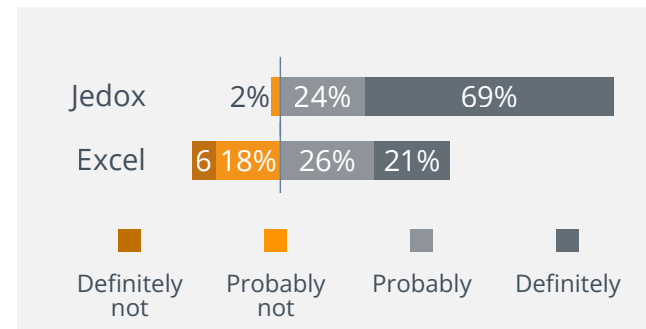
## Business Benefits Index\*

n=51/140



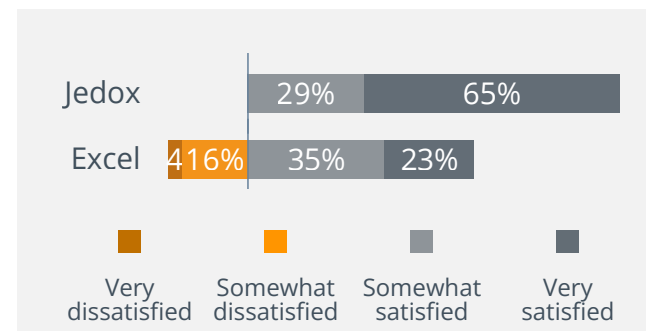
## Recommendation\*\*

n=51/140



## Satisfaction level\*\*

n=51/141



## Jedox vs. Excel



Year after year, BARC's Planning Survey reveals that Excel remains one of the world's most widely used products for planning and analytics. However, many users and companies are dissatisfied with it. Jedox users have far fewer complaints than Excel users. Common issues in planning projects such as performance, inflexibility and handling of large numbers of users or data volumes do not seem to be a major problem for Jedox customers. 51 percent even report having no significant problems at all with the product. Business benefits regularly achieved by Jedox users (and achieved more frequently than with Excel) include increased transparency of planning, improved integration of planning with reporting/analysis, more precise/detailed planning and better quality of planning results. 93 percent of Jedox users say they would "definitely" or "probably" recommend their planning product to other organizations, while 94 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 (Business Application Research Center) is one of Europe's leading analyst firms for business software, focusing on the areas of data, business intelligence (BI) and analytics, enterprise content management (ECM), customer relationship management (CRM) and enterprise resource planning (ERP).

Our passion is to help organizations become digital companies of tomorrow. We do this by using technology to rethink the world, trusting data-based decisions and optimizing and digitalizing processes. It's about finding the right tools and using them in a way that gives your company the best possible advantage.

This unique blend of knowledge, exchange of information and independence distinguishes our services in the areas of research, events and consulting.

### Research

BARC studies are based on internal market research, software tests and analyst comments, giving you the security to make the right decisions. Our independent research brings market developments into clear focus, puts software and vendors through their paces and gives users a place to express their opinions.

### Events

Decision-makers and IT industry leaders come together at BARC events. BARC seminars in small groups, online webinars and conferences with more than 1,000 participants annually all offer inspiration and interactivity. Through exchange with peers and an overview of current trends and market developments, you will receive new impetus to drive your business forward.

### Consulting

In confidential expert workshops, coaching and in-house consultations, we transform the needs of your company into future-proof decisions. We provide you with successful, holistic concepts that enable you to use the right information correctly. Our project support covers all stages of the successful use of software.

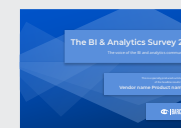
## Other Surveys



The BARC [Data, BI and Analytics Trend Monitor 2022](#) reflects on the trends currently driving the BI and data management market from a user perspective. We asked close to 2,400 users, consultants and vendors for their views on the most important BI and analytics trends.



[The Future of Planning](#) is a BARC market research study that examines the contribution modern planning and forecasting can make to corporate management. [Download here.](#)



[The BI & Analytics Survey 22](#) is the world's largest survey of business intelligence software users. Based on a sample of over 2,400 responses, it offers an unsurpassed level of user feedback on 30 leading products. Find out more at [www.bi-survey.com](http://www.bi-survey.com)

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