The Planning Survey 18

The world's largest survey of planning software users

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

Jedox

Peer Group
BI-focused Products

1. Top-ranked in

Business benefits
Project success
Project length
Business value
Price-to-value
Recommendation
Product satisfaction
Customer satisfaction
Ease of use
Self-service
User experience

· · · · · · · · · ·

Leader in

Vendor support
Performance satisfaction
Planning functionality
Reporting/analysis functionality
Driver-based planning
Considered for purchase

Peer Group
Solution-focused Planning Products

1. Top-ranked in

Business benefits
Project length
Business value
Self-service

· · · · · · · · · ·

Leader in

Project success
Price-to-value
Recommendation
Vendor support
Customer satisfaction
Performance satisfaction
Planning functionality
Reporting/analysis functionality
Ease of use
Driver-based planning
User experience
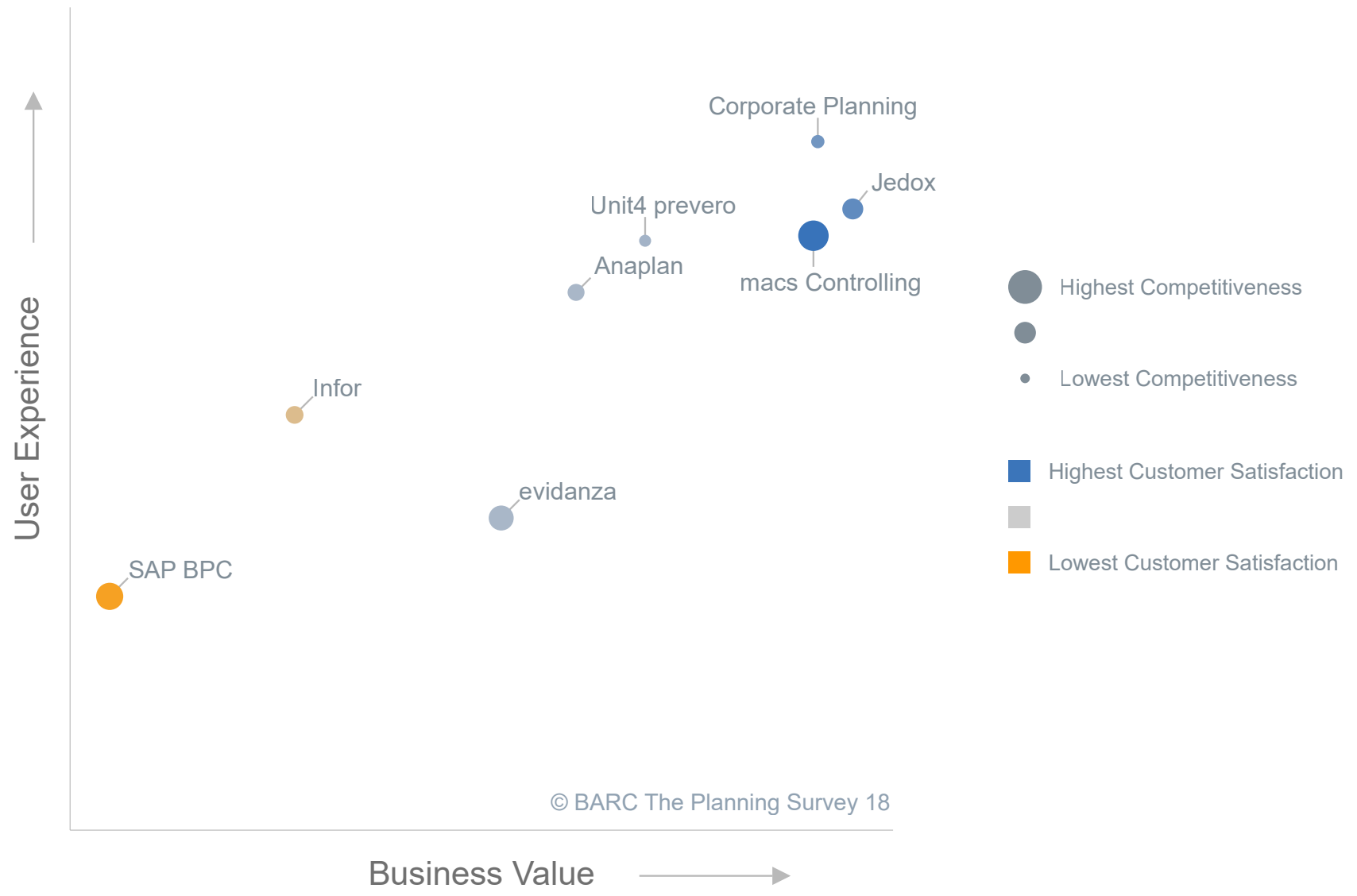Considered for purchase

Peer Group
European Vendors

1. Top-ranked in

Business benefits
Project length
Business value
Recommendation
Product satisfaction
Self-service
Driver-based planning

· · · · · · · · · ·

Leader in

Price-to-value
Customer satisfaction
Planning functionality
Reporting/analysis functionality
Ease of use
User experience

BARC Summary

With 22 top ranks and 24 leading ranks, Jedox once again achieves great results in BARC's Planning Survey. Excellent ratings in numerous important KPIs help to consolidate its position as a leading planning and CPM vendor. Companies can benefit from using Jedox Suite in terms of reduced resource requirements for planning, improved employee satisfaction, reduced planning complexity, improved integration of planning with reporting/analysis and improved integration of strategic and operational planning. 93 percent of respondents are 'somewhat satisfied' or 'very satisfied' with Jedox, being the main reason for its high recommendation rate of 92 percent. With its suite approach, Jedox offers considerable flexibility to users wanting to address various planning and CPM use cases on one integrated platform.

The Planning Survey 18 *User Review Matrix* - Peer group: Solution-focused Planning Products

User Experience

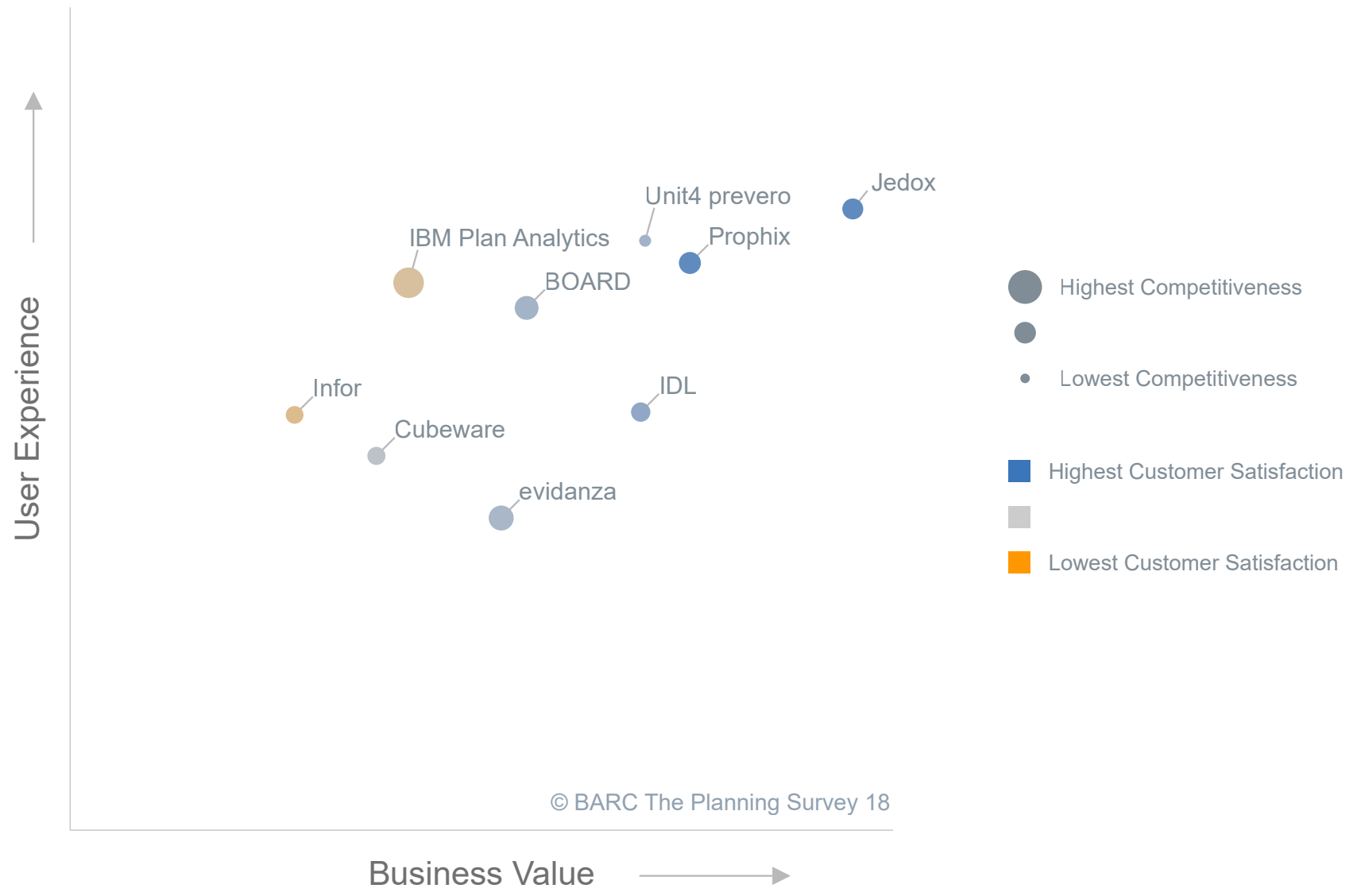Corporate Planning

Jedox

Unit4 prevero

macs Controlling

Anaplan

Highest Competitiveness

Lowest Competitiveness

Infor

Highest Customer Satisfaction

evidanza

Lowest Customer Satisfaction

SAP BPC

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Business Value

The Planning Survey 18 *User Review Matrix* - Peer group: European Vendors

Corporate Planning

Jedox

Unit4 prevero

macs Controlling

BOARD

IDL

LucaNet

Cubeware

evidanza

SAP BPC

SAP BW IP

User Experience

Business Value

Highest Competitiveness

Lowest Competitiveness

Highest Customer Satisfaction

Lowest Customer Satisfaction

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Top-ranked in
Business benefits
Peer Group
BI-focused Products
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Top-ranked in
Business benefits
Peer Group
European Vendors
THE PLANNING SURVEY 18
BARC

Top-ranked in
Business benefits
Peer Group
Solution-focused Planning Products
THE PLANNING SURVEY 18
BARC

Top-ranked in
Business value
Peer Group
BI-focused Products
THE PLANNING SURVEY 18
BARC

Top-ranked in
Business value
Peer Group
European Vendors
THE PLANNING SURVEY 18
BARC

Top-ranked in
Customer satisfaction
Peer Group
BI-focused Products
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BARC

Top-ranked in
Driver-based planning
Peer Group
European Vendors
THE PLANNING SURVEY 18
BARC

Top-ranked in
Ease of use
Peer Group
BI-focused Products
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Top-ranked in
Price-to-value
Peer Group
BI-focused Products
THE PLANNING SURVEY 18
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Top-ranked in
Product satisfaction
Peer Group
BI-focused Products
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Top-ranked in
Product satisfaction
Peer Group
European Vendors
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Top-ranked in
Product satisfaction
Peer Group
Solution-focused Planning Products
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Top-ranked in
Project length
Peer Group
BI-focused Products
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Top-ranked in
Project length
Peer Group
European Vendors
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BARC

Top-ranked in
Project length
Peer Group
Solution-focused Planning Products
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The Planning Survey 18 Jedox top ranks

Top-ranked in
Project success
*Peer Group
BI-focused Products*
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Top-ranked in
User experience
*Peer Group
BI-focused Products*
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Top-ranked in
Recommendation
*Peer Group
European Vendors*
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Top-ranked in
Self-service
*Peer Group
BI-focused Products*
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Top-ranked in
Self-service
*Peer Group
European Vendors*
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BARC

Top-ranked in
Self-service
*Peer Group
Solution-focused Planning Products*
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BARC

Top-ranked in
Recommendation
*Peer Group
BI-focused Products*
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"

Sehr flexibles, dynamisches Tool. Schnelle Integration und hohe Bedienerfreundlichkeit.

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"
Business Controller, retail, >2.500 employees

"

Easy of use, easy to create different models for use. Easy to integrate data from reporting. Easy to create custom reports. Minimal reliance on IT. Cheap.

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"
Line of business employee, healthcare, 101-2.500 employees

"

Effective development environment to build a bespoke planning system and integrating with reporting.

BARC THE PLANNING SURVEY 18

"
Person responsible/Project manager for departmental BI, legal, 101-2.500 employees

"

It's a great product that leverages existing Excel expertise with the Excel add-in. It's made our budgeting and financial reporting process so much easier. We are yet to tap its full power, but expect to over the next 12 months.

BARC THE PLANNING SURVEY 18

"
Head of business department, services, 101-2.500 employees

"

High quality innovative products. Good support. High end user buy-in. Integration with Excel is invaluable. Enables the organization to continuously improve performance and results.

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"
Consultant, health care, 101-2.500 employees

Jedox overview

Established in 2002, Jedox has grown into a team of more than 150 employees. The vendor serves 2,300 clients in 140 countries worldwide through its headquarters in Freiburg, Germany, its seven international offices, and a network of 200 partners.

The company's flagship product is Jedox Suite, a flexible BI and CPM product with planning, reporting and analysis capabilities. The solution, which offers both an Excel client and web interface as front ends, was first launched in 2004. The Excel add-in is a classic spreadsheet interface combining well-known Excel functions with additional Jedox features. The web client has a browser-based spreadsheet interface – a type of Excel on the web – with additional functions. The underlying philosophy of Jedox Suite is to extend the familiar Excel environment with specific BI functionality.

The product is aimed at business power users who create individual planning, reporting and analysis applications with the company's own flexible multidimensional in-memory database in a familiar spreadsheet environment. However, tasks such as integrating

Versions used

n= 49

V 5 — 10%
V 6 — 35%
V 7 — 55%

data into Jedox OLAP Server using the vendor's web-based Jedox Integrator product 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. Both centralized top-down and decentralized bottom-up planning scenarios can be implemented with Jedox. Generally classified as a development environment, in its latest versions Jedox now provides predefined planning models created itself or by partners (e.g. for balance sheet, P&L, cost center, sales and HR planning) via its own marketplace, which is integrated in Jedox Suite.

Jedox offers good ad hoc reporting and OLAP analysis functionality for end users. Reporting generally takes place in Excel using Excel's own functionality, or in Jedox Web, which offers additional capabilities for dynamic reporting and report distribution. Users can create reports, analyses and dashboards on the web from a spreadsheet interface closely resembling the functionality, look and feel of Excel. Both clients offer standard Excel charts for visualizing information as well as SUCCESS charts, which are compliant with the International Business Communication Standards (HICHERT®IBCS) for reporting.

Jedox customer responses

This year we had 51 responses from Jedox users. 55 percent of them used Version 7, 35 percent Version 6 and the remaining 10 percent Version 5.
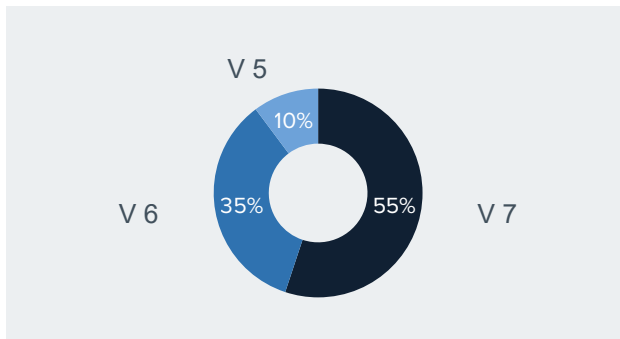
BARC THE PLANNING SURVEY 18

The Planning Survey 18 is based on findings from the world's largest and most comprehensive survey of planning software users, conducted from November 2017 to February 2018. In total, 1,465 people responded to the survey with 875 answering a series of detailed questions about their usage of a named product. Altogether, 17 products (or groups of products) are analyzed in detail.

The Planning Survey 18 examines user feedback on planning product selection and usage across 24 criteria (KPIs) including business benefits, project success, business value, recommendation, customer satisfaction, user 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.

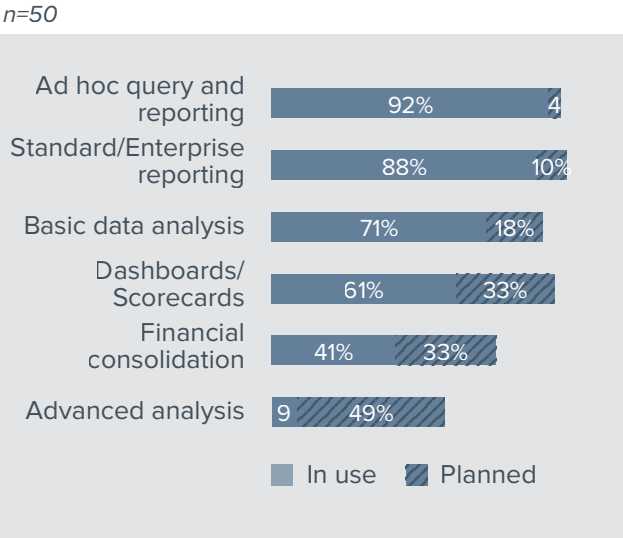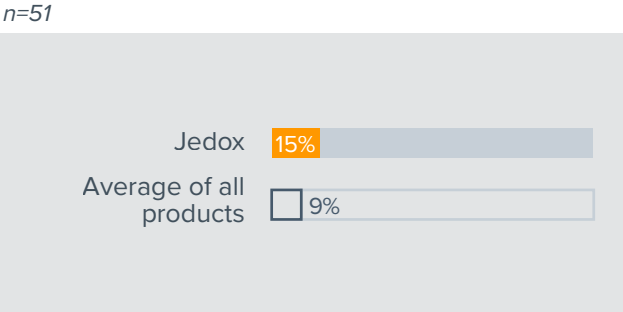# User and Use Case Demographics

BARC Comment

Besides planning, customers mainly use Jedox for ad hoc query and reporting, standard/enterprise reporting and basic data analysis. 49 percent of respondents plan to use it for advanced analysis in the future. Jedox targets mid-sized companies and large corporations across all industries. 59 percent of our sample of Jedox customers come from mid-sized companies (100-2,500 employees) with a median of 30 users (with 15 of them using planning functionality), but the mean of 111 users (27 for planning) indicates there are also some larger implementations. 55 percent of Jedox users are planning users – just below the survey average of 62 percent – reflecting the fact that Jedox is essentially an integrated planning and BI tool.
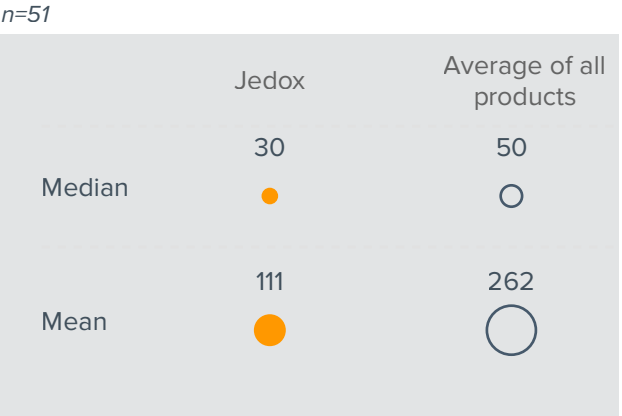
Current vs. planned use (besides planning)

n=50

	In use	Planned
Ad hoc query and reporting	92%	4
Standard/Enterprise reporting	88%	10%
Basic data analysis	71%	18%
Dashboards/Scorecards	61%	33%
Financial consolidation	41%	33%
Advanced analysis	9	49%

Percentage of employees using Jedox

n=51

Jedox	15%
Average of all products	9%

Planning users (as a percentage of all users)

n=51

Jedox	55%
Average of all products	62%
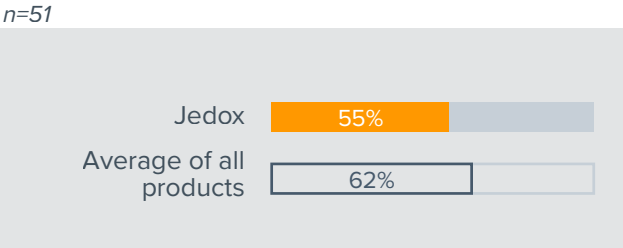
Total number of users per company

n=51

	Jedox	Average of all products
Median	30	50
Mean	111	262

Planning users per company

n=51

	Jedox	Average of all products
Median	15	29
Mean	27	129

Company size (employees)

n=51

Less than 100	20%
100 - 2500	59%
More than 2500	22%

Peer Groups and KPIs
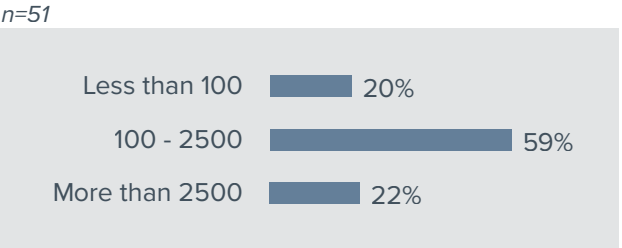
The KPIs

The Planning Survey 18 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 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 following KPI chart titles. 'Top-ranked' indicates first position. 'Leader' usually denotes a position in the top 25-35% of products listed in the chart.

Peer Group Classification

The Planning Survey 18 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. Category of planning product – Is the product focused on flexibly implementing completely individual planning requirements, on predefined planning solutions for particular topics or industries, or on supporting financial corporate management within companies?

2. Specialization – Is the vendor a performance management/planning specialist or does it offer a broader portfolio of enterprise software for a variety of business requirements?

3. Geographical reach – Does the vendor have a truly global reach or does it do the vast majority of its business in Europe?

4. Focus – Is the product focused on planning and performance management only or also on business intelligence?

Jedox features in the following peer groups:

- BI-focused Products

- Solution-focused Planning Products

- European Vendors

Peer Groups Overview

Flexible Planning Platforms

Flexible planning platforms are most suitable for developing and implementing bespoke planning solutions to meet a unique set of requirements. They usually offer limited predefined content.

Solution-focused Planning Products

Solution-focused planning products are usually based on, or supplemented by, predefined planning solutions designed for particular applications (e.g. integrated financial planning, HR) or industries (e.g. energy, manufacturing).

Financial Performance Management Products

Financial performance management products are standardized applications that support use cases such as financial planning (P&L, balance sheet, cash flow), consolidation and financial reporting.

Enterprise Software Vendors

Enterprise software vendors have a broad portfolio including most (or all) types of business software.

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.

European Vendors

European vendors are headquartered in Europe and do the majority of their business there.

BI-focused Products

Besides planning and performance management, BI-focused products target use cases such as standard reporting, ad hoc reporting, analysis, advanced analytics and dashboarding.
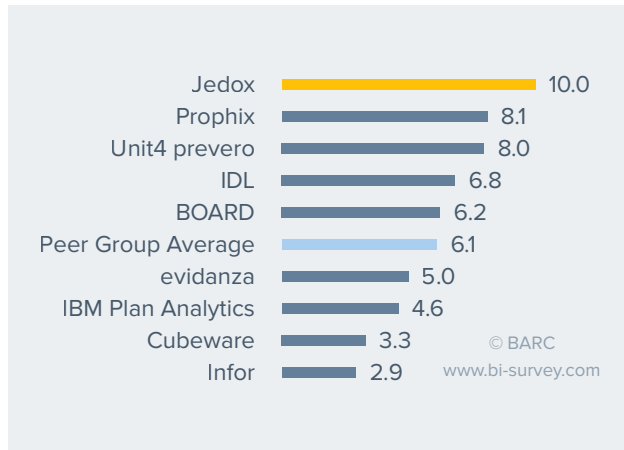
Business benefits

This KPI is based on the achievement level of a variety of business benefits.
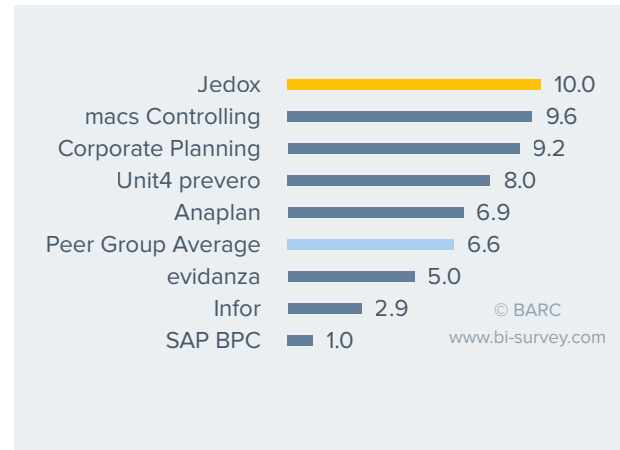
Business benefits — Top-ranked

Peer Group: BI-focused Products

Jedox	10.0
Prophix	8.1
Unit4 prevero	8.0
IDL	6.8
BOARD	6.2
Peer Group Average	6.1
evidanza	5.0
IBM Plan Analytics	4.6
Cubeware	3.3
Infor	2.9

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Business benefits — Top-ranked

Peer Group: Solution-focused Planning Products

Jedox	10.0
macs Controlling	9.6
Corporate Planning	9.2
Unit4 prevero	8.0
Anaplan	6.9
Peer Group Average	6.6
evidanza	5.0
Infor	2.9
SAP BPC	1.0

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Business benefits — Top-ranked

Peer Group: European Vendors

Jedox	10.0
macs Controlling	9.6
Corporate Planning	9.2
Unit4 prevero	8.0
LucaNet	7.8
IDL	6.8
Peer Group Average	6.3
BOARD	6.2
evidanza	5.0
Cubeware	3.3
SAP BW IP	2.2
SAP BPC	1.0

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BARC Viewpoint

Customers can achieve several benefits using Jedox. The product offers flexible and comprehensive planning functionality with complementary options for reporting, analysis and dashboarding. Business benefits such as reduced resource requirements for planning, improved employee satisfaction, reduced planning complexity, improved integration of planning with reporting/analysis and improved integration of strategic and operational planning are achieved by an above-average proportion of Jedox users compared to other planning products. These benefits typically lead to a better quality of planning results. Jedox is ranked top for business benefits in all of its peer groups: a significant improvement compared to last year's Planning Survey.
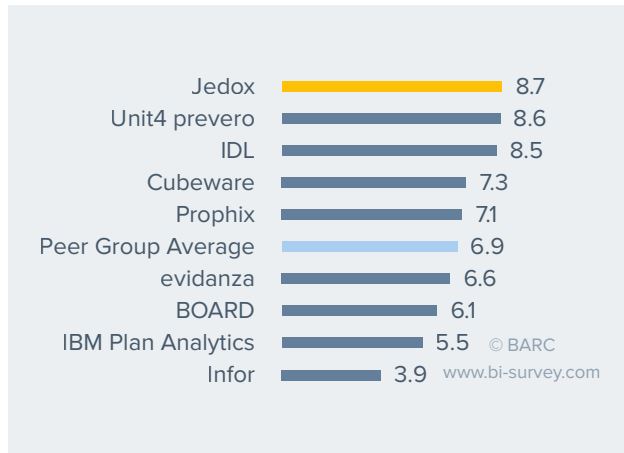
Project success

This KPI is based on the implementation satisfaction level and the frequency of projects completed on time and on budget.
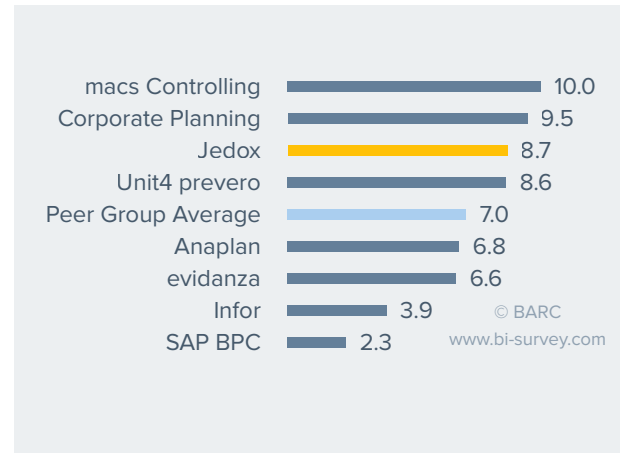
Project success – Top-ranked

Peer Group: BI-focused Products

Jedox	8.7
Unit4 prevero	8.6
IDL	8.5
Cubeware	7.3
Prophix	7.1
Peer Group Average	6.9
evidanza	6.6
BOARD	6.1
IBM Plan Analytics	5.5
Infor	3.9

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Project success – Leader

Peer Group: Solution-focused Planning Products

macs Controlling	10.0
Corporate Planning	9.5
Jedox	8.7
Unit4 prevero	8.6
Peer Group Average	7.0
Anaplan	6.8
evidanza	6.6
Infor	3.9
SAP BPC	2.3

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BARC Viewpoint

Implementation projects with Jedox are often successful according to customers. The level of implementation satisfaction as well as the frequency of projects completed on time and on budget is high. Project goals defined at the outset are often reached. Consequently, Jedox comes top for 'Project success' in the 'BI-focused Products' peer group. Using Jedox's Excel-based development environment, customers have the flexibility to use the product for many different use cases such as planning, reporting, analysis and dashboarding. Moreover, 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.
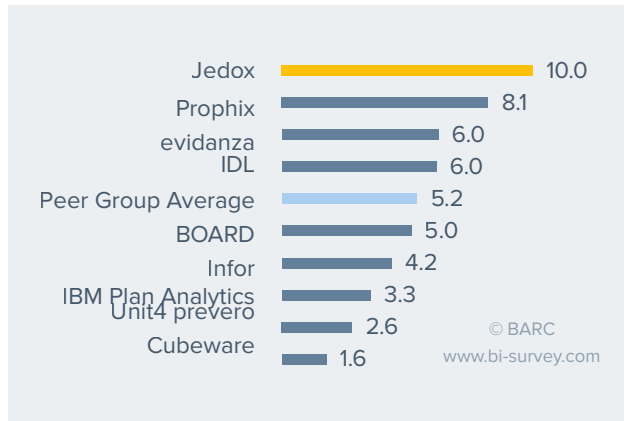
Project length
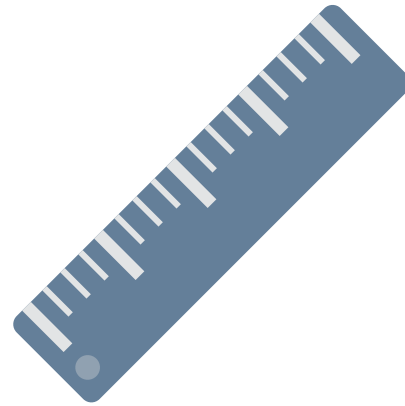
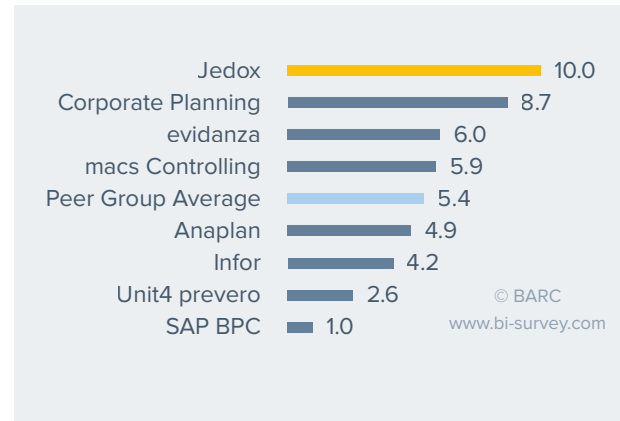This KPI is based on how quickly the product is implemented.

Project length – Top-ranked

Peer Group: BI-focused Products

Jedox	10.0
Prophix	8.1
evidanza	6.0
IDL	6.0
Peer Group Average	5.2
BOARD	5.0
Infor	4.2
IBM Plan Analytics	3.3
Unit4 prevero	2.6
Cubeware	1.6

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Project length – Top-ranked

Peer Group: Solution-focused Planning Products

Jedox	10.0
Corporate Planning	8.7
evidanza	6.0
macs Controlling	5.9
Peer Group Average	5.4
Anaplan	4.9
Infor	4.2
Unit4 prevero	2.6
SAP BPC	1.0

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Project length – Top-ranked

Peer Group: European Vendors

Jedox	10.0
LucaNet	8.9
Corporate Planning	8.7
evidanza	6.0
IDL	6.0
macs Controlling	5.9
Peer Group Average	5.2
BOARD	5.0
Unit4 prevero	2.6
SAP BW IP	2.0
Cubeware	1.6
SAP BPC	1.0

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BARC Viewpoint
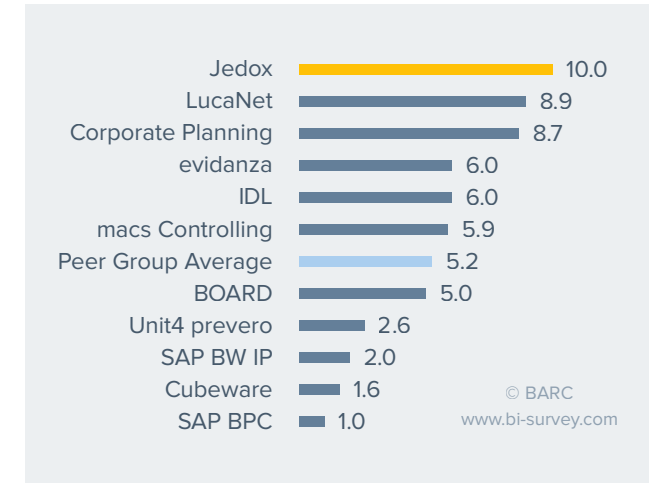
Jedox is typically used in smaller, mid-sized or departmental scenarios where business requirements are often straightforward with relatively small data volumes and numbers of users involved. This might be one reason why projects with Jedox are usually quite short and many customers are satisfied with their project length. Many projects seem to be completed on time and on budget, leading to top rankings in the 'Project length' KPI in all of Jedox's peer groups. In its latest version, Jedox strongly extended its marketplace approach with predefined, adaptable planning applications, demos, connectors and examples. Eight models from Jedox itself and 15 partner solutions are now available, e.g. for sales & operations, CAPEX, project controlling etc. These predefined planning applications may also help customers to speed up projects, especially in the early stages.
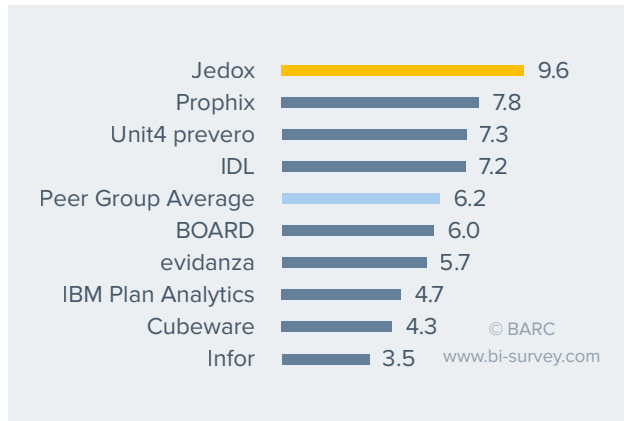
Business value

This KPI combines the 'Business benefits', 'Project success' and 'Project length' KPIs.
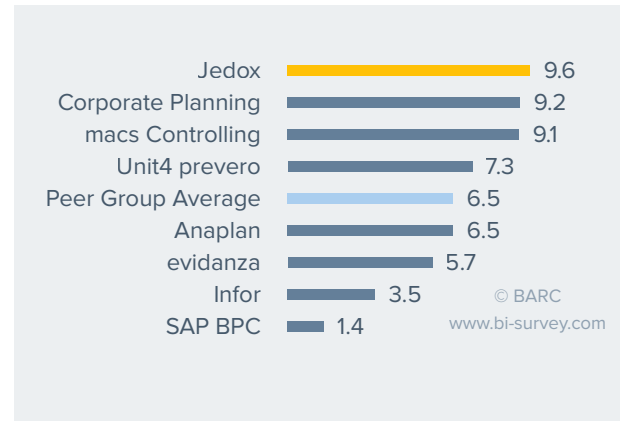
Business value – Top-ranked

Peer Group: BI-focused Products

Jedox	9.6
Prophix	7.8
Unit4 prevero	7.3
IDL	7.2
Peer Group Average	6.2
BOARD	6.0
evidanza	5.7
IBM Plan Analytics	4.7
Cubeware	4.3
Infor	3.5

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Business value – Top-ranked

Peer Group: Solution-focused Planning Products

Jedox	9.6
Corporate Planning	9.2
macs Controlling	9.1
Unit4 prevero	7.3
Peer Group Average	6.5
Anaplan	6.5
evidanza	5.7
Infor	3.5
SAP BPC	1.4

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Business value

Business value – Top-ranked

Peer Group: European Vendors

Jedox	9.6
Corporate Planning	9.2
macs Controlling	9.1
LucaNet	8.4
Unit4 prevero	7.3
IDL	7.2
Peer Group Average	6.4
BOARD	6.0
evidanza	5.7
Cubeware	4.3
SAP BW IP	1.8
SAP BPC	1.4

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BARC Viewpoint
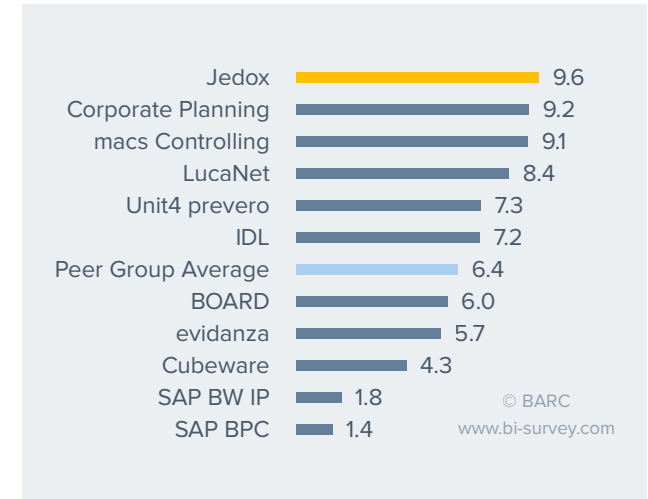
'Business value' combines the 'Business benefits', 'Project success' and 'Project length' KPIs. With strong results in all of these KPIs, Jedox also achieves top rankings for 'Business value' in all of its peer groups. These results prove that Jedox creates real business value for customers. Business benefits such as reduced resource requirements for planning, improved employee satisfaction, reduced planning complexity, improved integration of planning with reporting/analysis and improved integration of strategic and operational planning are achieved by an above-average proportion of Jedox users compared to other planning products.
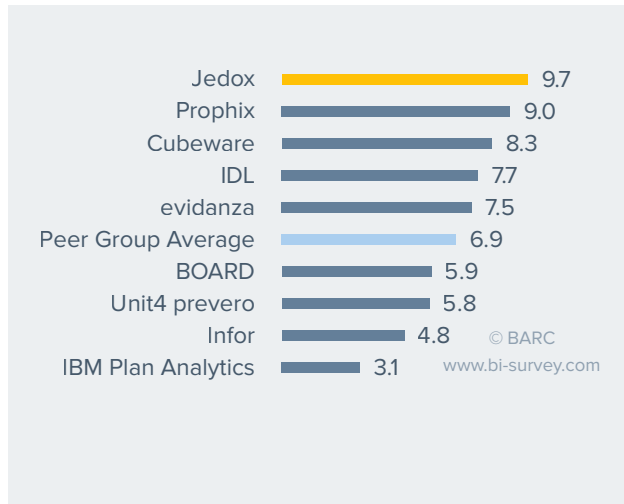
Price-to-value
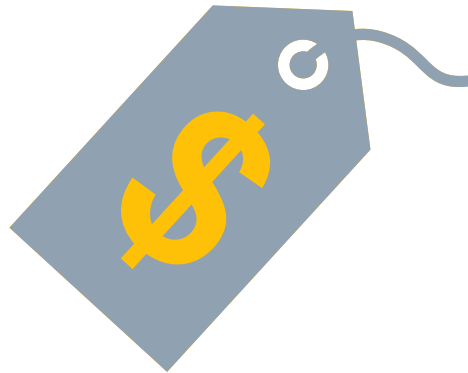
This KPI is based on how users rate their BI tool in terms of price-to-value.
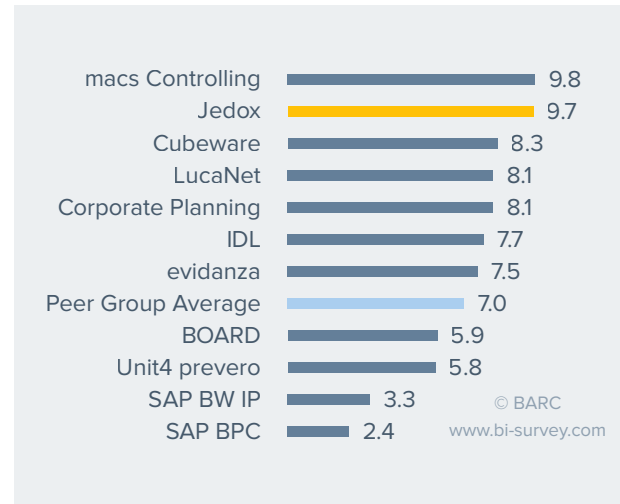
Price-to-value – Top-ranked

Peer Group: BI-focused Products

Jedox	9.7
Prophix	9.0
Cubeware	8.3
IDL	7.7
evidanza	7.5
Peer Group Average	6.9
BOARD	5.9
Unit4 prevero	5.8
Infor	4.8
IBM Plan Analytics	3.1

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Price-to-value – Leader

Peer Group: Solution-focused Planning Products

macs Controlling	9.8
Jedox	9.7
Cubeware	8.3
LucaNet	8.1
Corporate Planning	8.1
IDL	7.7
evidanza	7.5
Peer Group Average	7.0
BOARD	5.9
Unit4 prevero	5.8
SAP BW IP	3.3
SAP BPC	2.4

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Price-to-value

Price-to-value – Leader

Peer Group: European Vendors

macs Controlling	9.8
Jedox	9.7
Cubeware	8.3
LucaNet	8.1
Corporate Planning	8.1
IDL	7.7
evidanza	7.5
Peer Group Average	7.0
BOARD	5.9
Unit4 prevero	5.8
SAP BW IP	3.3
SAP BPC	2.4

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BARC Viewpoint

In the course of 2017, Jedox changed its licensing model to named users instead of concurrent users. However, this seems to have had no impact on customers' satisfaction with the price-performance ratio of the product. Once again this year, Jedox achieves leading ranks and one top rank for 'Price-to-value' across its peer groups. In fact, 'Price-performance ratio' is the number one reason why customers buy Jedox Suite. The product can either be bought, rented or used in the cloud. Customers license the product based on required user roles. The fee for support and maintenance is set at 20 percent of the license list price per year. The Planning Survey results underline 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.
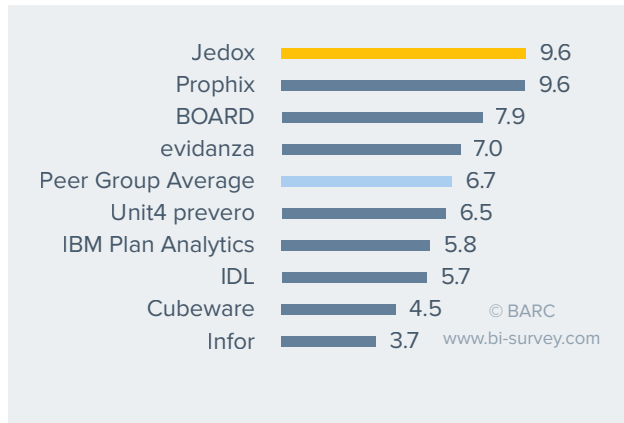
Recommendation

This KPI is based on the proportion of users that say they would recommend the product to others.
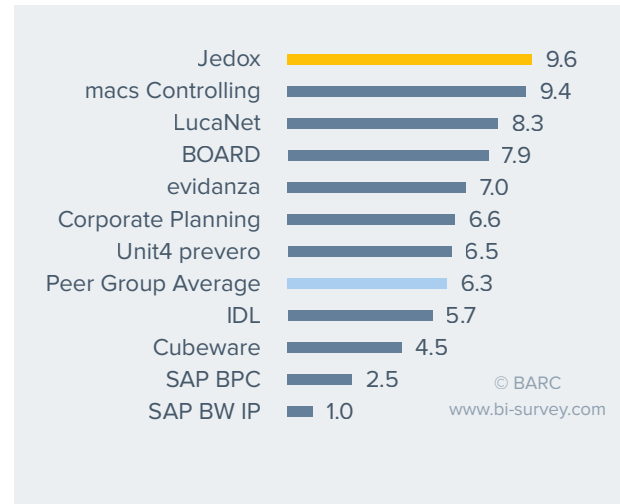
Recommendation – Top-ranked

Peer Group: BI-focused Products

Jedox	9.6
Prophix	9.6
BOARD	7.9
evidanza	7.0
Peer Group Average	6.7
Unit4 prevero	6.5
IBM Plan Analytics	5.8
IDL	5.7
Cubeware	4.5
Infor	3.7

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Recommendation – Top-ranked

Peer Group: European Vendors

Jedox	9.6
macs Controlling	9.4
LucaNet	8.3
BOARD	7.9
evidanza	7.0
Corporate Planning	6.6
Unit4 prevero	6.5
Peer Group Average	6.3
IDL	5.7
Cubeware	4.5
SAP BPC	2.5
SAP BW IP	1.0

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Recommendation

Recommendation – Leader

Peer Group: Solution-focused Planning Products
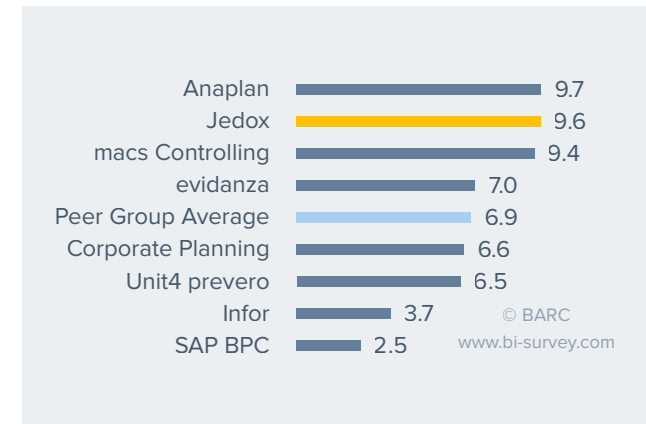
Anaplan	9.7
Jedox	9.6
macs Controlling	9.4
evidanza	7.0
Peer Group Average	6.9
Corporate Planning	6.6
Unit4 prevero	6.5
Infor	3.7
SAP BPC	2.5

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BARC Viewpoint

Satisfaction with the vendor and product – as well as the business value the product creates, the speed of implementation projects, good performance and ease of use – contribute to Jedox achieving top ranks in two of its peer groups. Customers report very few problems with the product. Indeed, 92 percent of Jedox users say they would probably or definitely recommend their planning product to other organizations and 93 percent are 'somewhat satisfied' or 'very satisfied' with vendor and product. Jedox's product strategy of a flexible development environment with a familiar spreadsheet user interface aimed at business power users who create individual planning, reporting and analysis applications seems to clearly match the requirements of many companies
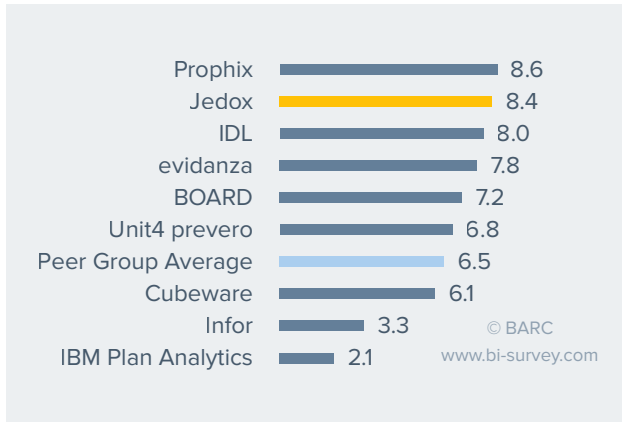
Vendor support

This KPI measures user satisfaction with the level of vendor support provided for the product.
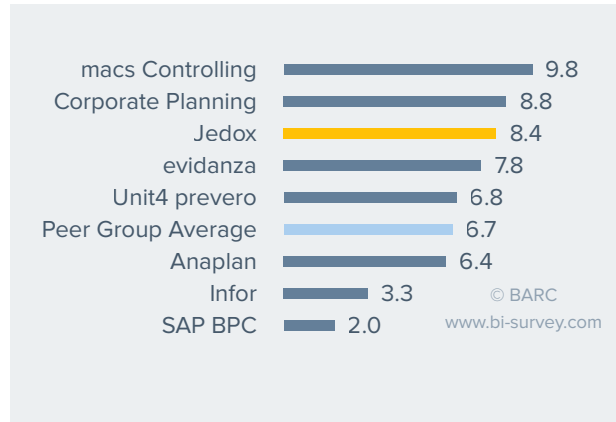
Vendor support – Leader

Peer Group: BI-focused Products

Product	Score
Prophix	8.6
Jedox	8.4
IDL	8.0
evidanza	7.8
BOARD	7.2
Unit4 prevero	6.8
Peer Group Average	6.5
Cubeware	6.1
Infor	3.3
IBM Plan Analytics	2.1

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Vendor support – Leader

Peer Group: Solution-focused Planning Products

Product	Score
macs Controlling	9.8
Corporate Planning	8.8
Jedox	8.4
evidanza	7.8
Unit4 prevero	6.8
Peer Group Average	6.7
Anaplan	6.4
Infor	3.3
SAP BPC	2.0

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BARC Viewpoint

'Availability of people skilled in toolset' and 'Availability of local support' are also prominent reasons why companies buy Jedox. According to customers, both the vendor and its partners offer a great level of support. As a German mid-sized BI and CPM vendor, Jedox seems to build good relationships with its typically small to medium-sized customers and they like the service they receive. The vendor provides telephone and web support as well as remote and on-site support. Jedox has recently launched Cloud Onboarding support, a service offering targeted at power users in business departments who want to use Jedox Cloud without the need for internal IT resources. Moreover, there is a user forum, knowledge base and online help accessible through the company website with product manuals and documentation, as well as the Jedox Academy training service. New online and video tutorials are available for free via the Jedox Academy.
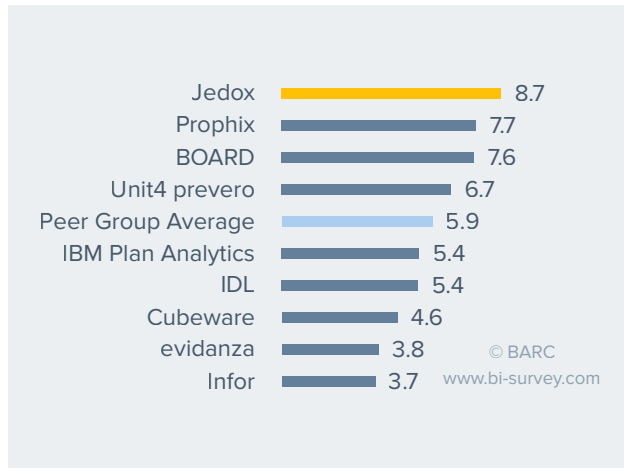
Product satisfaction

This KPI is based on the frequency of problems encountered with the product.
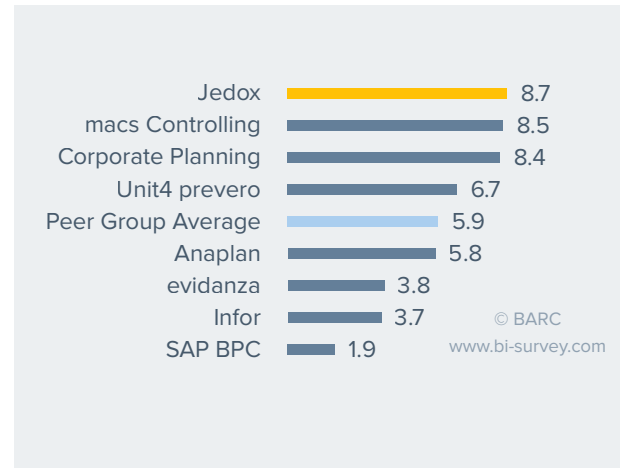
Product satisfaction – Top-ranked

Peer Group: BI-focused Products

Product	Score
Jedox	8.7
Prophix	7.7
BOARD	7.6
Unit4 prevero	6.7
Peer Group Average	5.9
IBM Plan Analytics	5.4
IDL	5.4
Cubeware	4.6
evidanza	3.8
Infor	3.7

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Product satisfaction – Top-ranked

1.

Peer Group: Solution-focused Planning Products

Product	Score
Jedox	8.7
macs Controlling	8.5
Corporate Planning	8.4
Unit4 prevero	6.7
Peer Group Average	5.9
Anaplan	5.8
evidanza	3.8
Infor	3.7
SAP BPC	1.9

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Product satisfaction

Product satisfaction – Top-ranked

1.

Peer Group: European Vendors

Product	Score
Jedox	8.7
macs Controlling	8.5
Corporate Planning	8.4
BOARD	7.6
Unit4 prevero	6.7
LucaNet	6.5
Peer Group Average	5.7
IDL	5.4
Cubeware	4.6
evidanza	3.8
SAP BPC	1.9
SAP BW IP	1.0

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BARC Viewpoint
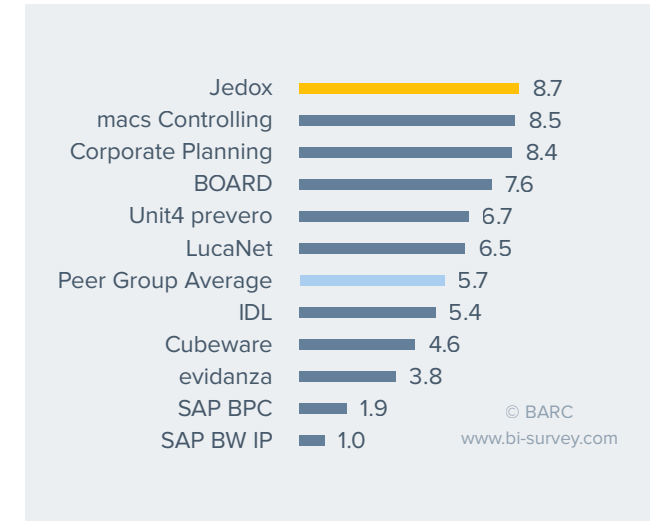
Jedox customers are highly satisfied with the vendor as well as their planning and CPM product. Indeed, 92 percent of Jedox users say they would probably or definitely recommend their planning product to other organizations. The vendor is top ranked for 'Product satisfaction' in all of its peer groups: an impressive result. Problems are seldom encountered with the product. In fact, 53 percent of respondents say they have no significant problems at all when using Jedox software. This is comfortably above the survey average of 33 percent, proving that Jedox is a mature and low-error product. Jedox's user friendliness and the flexibility it offers to implement various planning and CPM use cases on one common platform are key factors influencing product satisfaction.
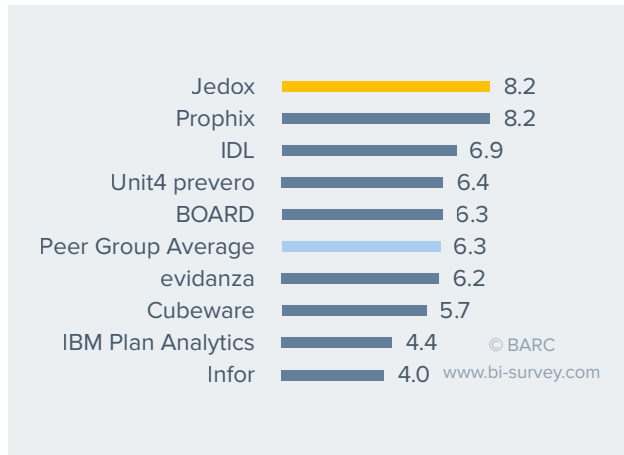
Customer satisfaction

This KPI combines the 'Price-to-value', 'Recommendation', 'Vendor support', 'Implementer support' and 'Product satisfaction' KPIs.
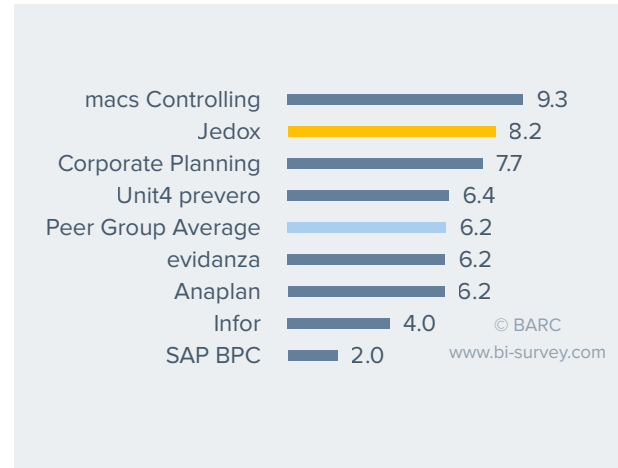
Customer satisfaction – Top-ranked

Peer Group: BI-focused Products

Jedox	8.2
Prophix	8.2
IDL	6.9
Unit4 prevero	6.4
BOARD	6.3
Peer Group Average	6.3
evidanza	6.2
Cubeware	5.7
IBM Plan Analytics	4.4
Infor	4.0

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Customer satisfaction – Leader

Peer Group: Solution-focused Planning Products

macs Controlling	9.3
Jedox	8.2
Corporate Planning	7.7
Unit4 prevero	6.4
Peer Group Average	6.2
evidanza	6.2
Anaplan	6.2
Infor	4.0
SAP BPC	2.0

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Customer satisfaction

Customer satisfaction – Leader

Peer group: European Vendors

macs Controlling	9.3
Jedox	8.2
LucaNet	7.9
Corporate Planning	7.7
IDL	6.9
Unit4 prevero	6.4
BOARD	6.3
Peer Group Average	6.3
evidanza	6.2
Cubeware	5.7
SAP BW IP	2.5
SAP BPC	2.0

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BARC Viewpoint
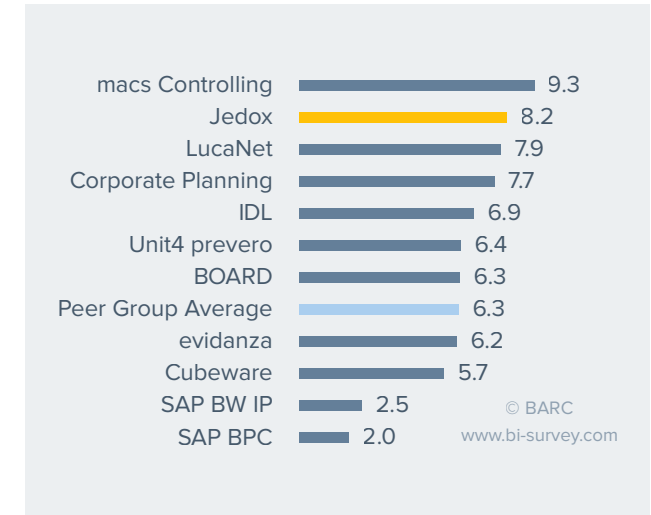
'Customer satisfaction' combines the 'Price-to-value', 'Recommendation', 'Vendor support', 'Implementer support' and 'Product satisfaction' KPIs. Satisfaction with the vendor and product – as well as the business value the product creates, the speed of implementation projects, good performance and ease of use – inevitably lead to Jedox achieving a top rank in the 'BI-focused Products' peer group and leading ranks in its two other peer groups. Because 92 percent of Jedox users say they would probably or definitely recommend their planning product to other organizations, the level of customer satisfaction has to be quite high.
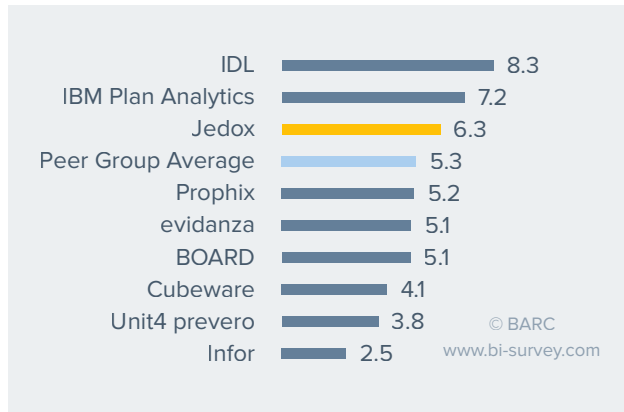
Performance satisfaction

This KPI measures the frequency of complaints about the system's performance.
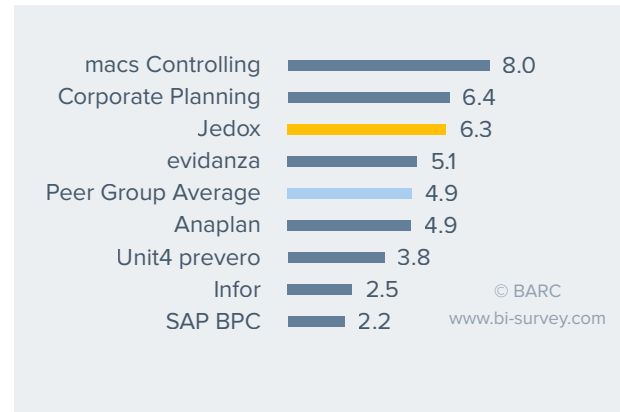
Performance satisfaction – Leader

Peer Group: BI-focused Products

IDL	8.3
IBM Plan Analytics	7.2
Jedox	6.3
Peer Group Average	5.3
Prophix	5.2
evidanza	5.1
BOARD	5.1
Cubeware	4.1
Unit4 prevero	3.8
Infor	2.5

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Performance satisfaction – Leader

Peer Group: Solution-focused Planning Products

macs Controlling	8.0
Corporate Planning	6.4
Jedox	6.3
evidanza	5.1
Peer Group Average	4.9
Anaplan	4.9
Unit4 prevero	3.8
Infor	2.5
SAP BPC	2.2

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BARC Viewpoint

Jedox's customers rarely complain about performance issues. The results in this year's Planning Survey prove that its in-memory multidimensional database is clearly capable of dealing with the data volumes and user numbers its customers typically work with. Furthermore, the vendor's OLAP accelerator technology, using the memory of graphics processing units (GPU) instead of CPU memory, is an interesting option to speed up performance in large-scale scenarios if required. Consequently, the product achieves leading ranks in two of its peer groups for 'Performance satisfaction'.
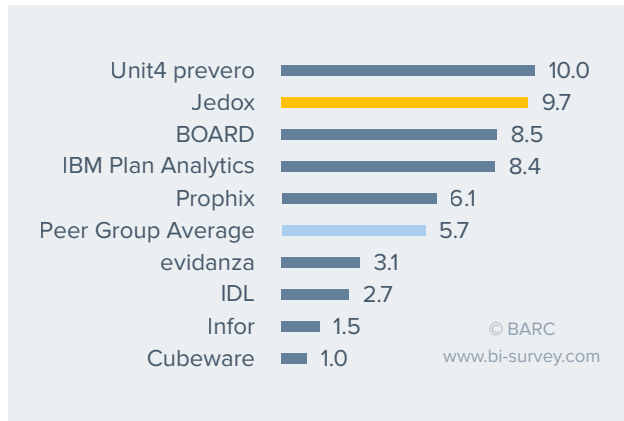
Planning functionality
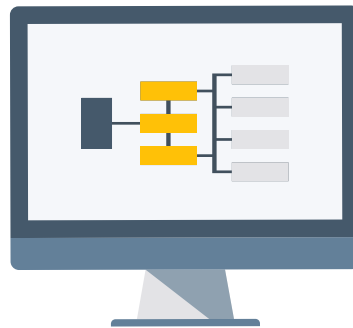
This KPI measures user satisfaction with the planning functionality of the product.
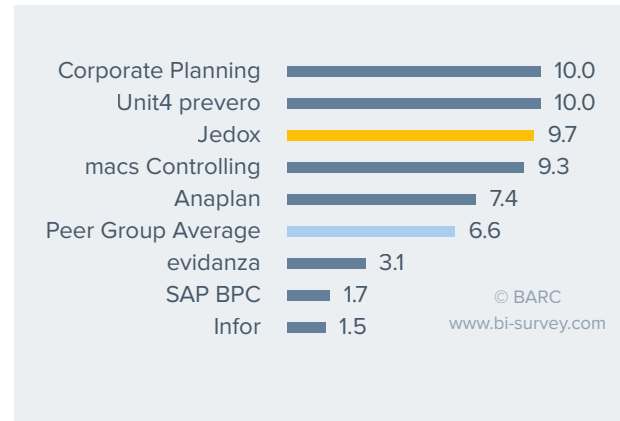
Planning functionality – Leader

Peer Group: BI-focused Products

Unit4 prevero	10.0
Jedox	9.7
BOARD	8.5
IBM Plan Analytics	8.4
Prophix	6.1
Peer Group Average	5.7
evidanza	3.1
IDL	2.7
Infor	1.5
Cubeware	1.0

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Planning functionality – Leader

Peer Group: Solution-focused Planning Products

Corporate Planning	10.0
Unit4 prevero	10.0
Jedox	9.7
macs Controlling	9.3
Anaplan	7.4
Peer Group Average	6.6
evidanza	3.1
SAP BPC	1.7
Infor	1.5

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Planning functionality – Leader

Peer group: European Vendors

Unit4 prevero	10.0
Corporate Planning	10.0
Jedox	9.7
macs Controlling	9.3
BOARD	8.5
Peer Group Average	5.5
LucaNet	3.5
evidanza	3.1
IDL	2.7
SAP BPC	1.7
SAP BW IP	1.1
Cubeware	1.0

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BARC Viewpoint
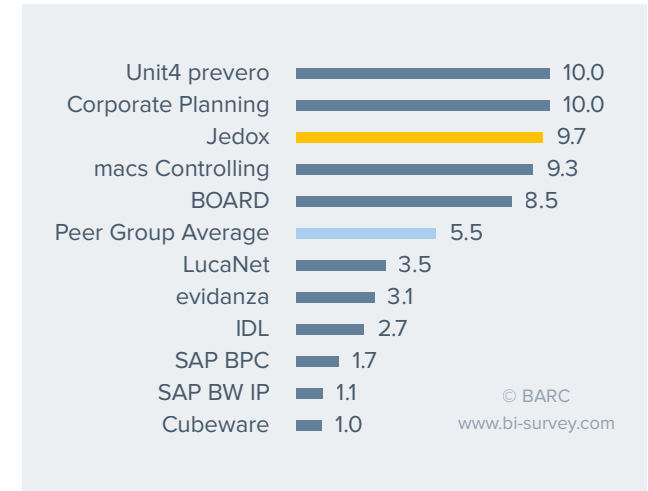
Jedox is essentially an integrated planning and BI tool. The product is aimed at business power users who create individual planning, reporting and analysis applications with the company's own flexible multidimensional in-memory database in a familiar spreadsheet environment. Both centralized top-down and decentralized bottom-up planning scenarios can be implemented with Jedox. Generally classified as a development environment, Jedox now provides predefined planning models created itself or by partners (e.g. for balance sheet, P&L, cost center, sales and HR planning) via its own marketplace, which is integrated in the latest versions of Jedox Suite. Good coverage of planning specific requirements is also a prominent reason why companies buy Jedox. The product achieves leading ranks in all of its peer groups for 'Planning functionality'.
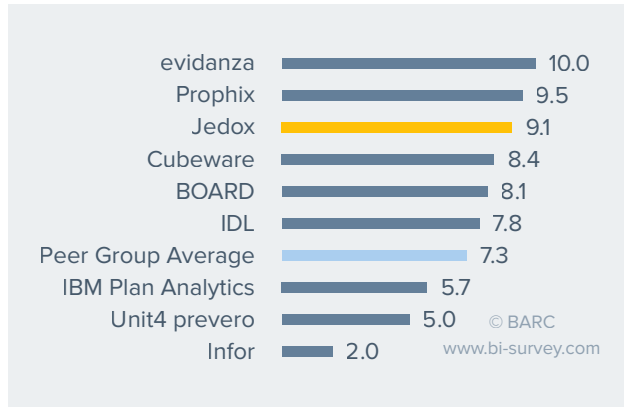
Reporting/analysis functionality

This KPI measures user satisfaction with the reporting/analysis functionality of the product.
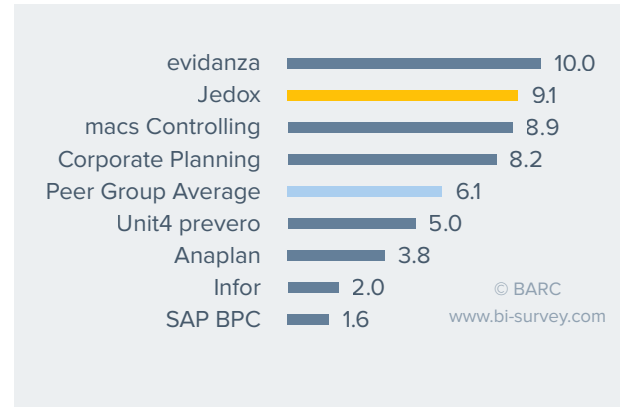
Reporting/analysis functionality – Leader

Peer Group: BI-focused Products

Vendor	Score
evidanza	10.0
Prophix	9.5
Jedox	9.1
Cubeware	8.4
BOARD	8.1
IDL	7.8
Peer Group Average	7.3
IBM Plan Analytics	5.7
Unit4 prevero	5.0
Infor	2.0

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Reporting/analysis functionality – Leader

Peer Group: Solution-focused Planning Products

Vendor	Score
evidanza	10.0
Jedox	9.1
macs Controlling	8.9
Corporate Planning	8.2
Peer Group Average	6.1
Unit4 prevero	5.0
Anaplan	3.8
Infor	2.0
SAP BPC	1.6

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Reporting/analysis functionality – Leader

Peer Group: European Vendors

Vendor	Score
evidanza	10.0
Jedox	9.1
macs Controlling	8.9
Cubeware	8.4
Corporate Planning	8.2
BOARD	8.1
IDL	7.8
LucaNet	6.8
Peer Group Average	6.8
Unit4 prevero	5.0
SAP BPC	1.6
SAP BW IP	1.0

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BARC Viewpoint
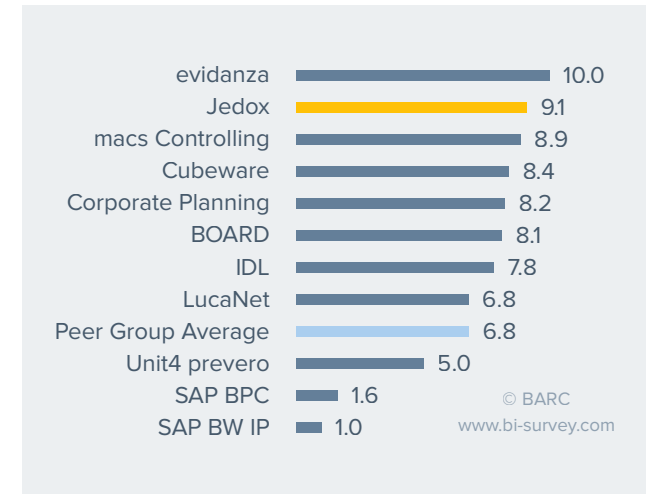
Jedox offers good ad hoc reporting and OLAP analysis functionality for end users. Reporting generally takes place in Excel using native Excel functionality, or in Jedox Web, which offers additional capabilities for dynamic reporting and report distribution. Users can create reports, analyses and dashboards on the web from a spreadsheet interface closely resembling the functionality, look and feel of Excel. Both clients offer standard Excel charts for visualizing information as well as SUCCESS charts, which are compliant with the International Business Communication Standards (HICHERT®IBCS) for reporting. Good coverage of reporting/analysis requirements is also a prominent reason why companies buy Jedox. The product achieves leading ranks in all of its peer groups for 'Reporting/analysis functionality'.
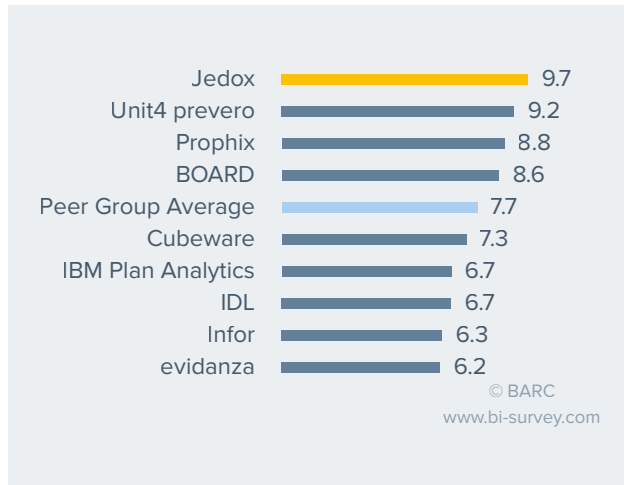
Ease of use

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.
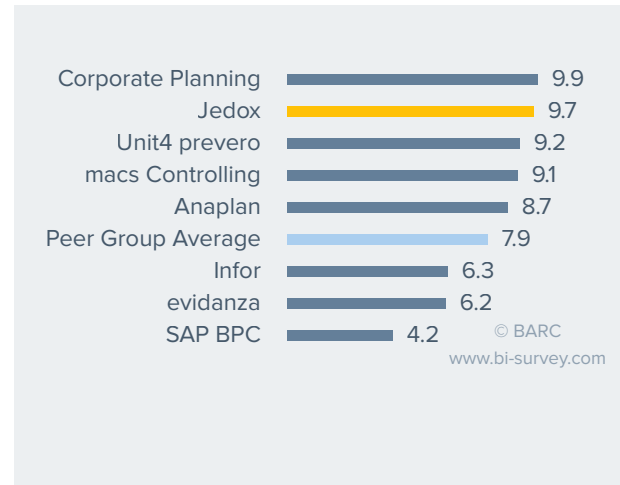
Ease of use – Top-ranked

Peer Group: BI-focused Products

Jedox	9.7
Unit4 prevero	9.2
Prophix	8.8
BOARD	8.6
Peer Group Average	7.7
Cubeware	7.3
IBM Plan Analytics	6.7
IDL	6.7
Infor	6.3
evidanza	6.2

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Ease of use – Leader

Peer Group: Solution-focused Planning Products

Corporate Planning	9.9
Jedox	9.7
Unit4 prevero	9.2
macs Controlling	9.1
Anaplan	8.7
Peer Group Average	7.9
Infor	6.3
evidanza	6.2
SAP BPC	4.2

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Ease of use – Leader

Peer Group: European Vendors

Corporate Planning	9.9
Jedox	9.7
Unit4 prevero	9.2
macs Controlling	9.1
BOARD	8.6
LucaNet	8.1
Cubeware	7.3
Peer Group Average	7.3
IDL	6.7
evidanza	6.2
SAP BPC	4.2
SAP BW IP	1.0

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BARC Viewpoint
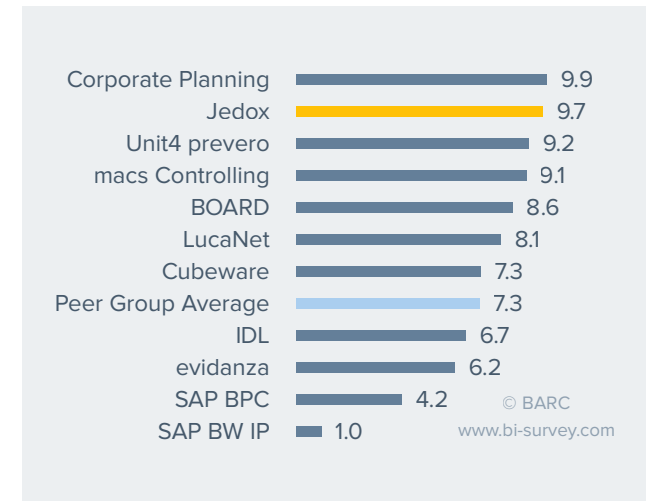
The 'Ease of use' KPI is based on how often the product was chosen for its ease of use, and on the level of complaints about ease of use post-implementation. Jedox Suite's underlying philosophy to extend the familiar Excel environment with specific planning and CPM functionality seems to convince and satisfy customers. With its Excel add-in and browser-based spreadsheet interface – a type of Excel on the Web – Jedox offers great usability. The ease of use of the Excel add-in allows power users to do almost anything they need – including building and manipulating reports as well as planning forms and analyses – in the universally familiar Microsoft Office environment. 'Ease of use for developers' and 'Ease of use for planners' are also prominent reasons why companies buy Jedox. Very few respondents feel that the software is difficult to use.
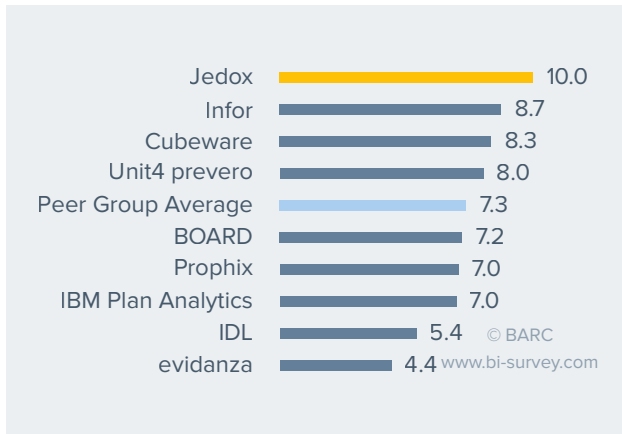
Self-service

This KPI is based on how many sites currently use self-service features with their planning tool.
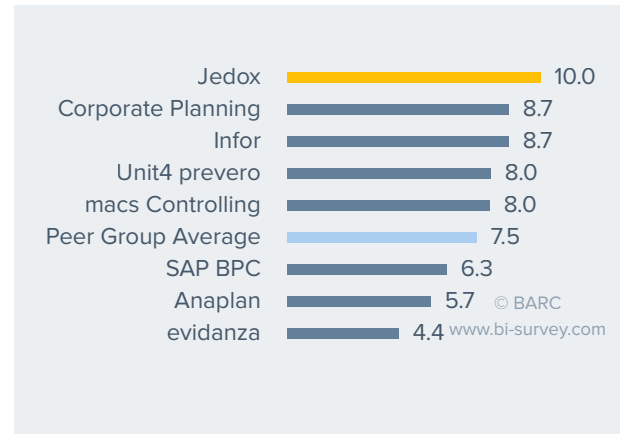
Self-service – Top-ranked

Peer Group: BI-focused Products

Jedox	10.0
Infor	8.7
Cubeware	8.3
Unit4 prevero	8.0
Peer Group Average	7.3
BOARD	7.2
Prophix	7.0
IBM Plan Analytics	7.0
IDL	5.4
evidanza	4.4

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Self-service – Top-ranked

Peer Group: Solution-focused Planning Products

Jedox	10.0
Corporate Planning	8.7
Infor	8.7
Unit4 prevero	8.0
macs Controlling	8.0
Peer Group Average	7.5
SAP BPC	6.3
Anaplan	5.7
evidanza	4.4

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Self-service – Top-ranked

Peer Group: European Vendors

Jedox	10.0
Corporate Planning	8.7
Cubeware	8.3
Unit4 prevero	8.0
macs Controlling	8.0
BOARD	7.2
Peer Group Average	6.7
SAP BPC	6.3
IDL	5.4
evidanza	4.4
SAP BW IP	1.0

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BARC Viewpoint
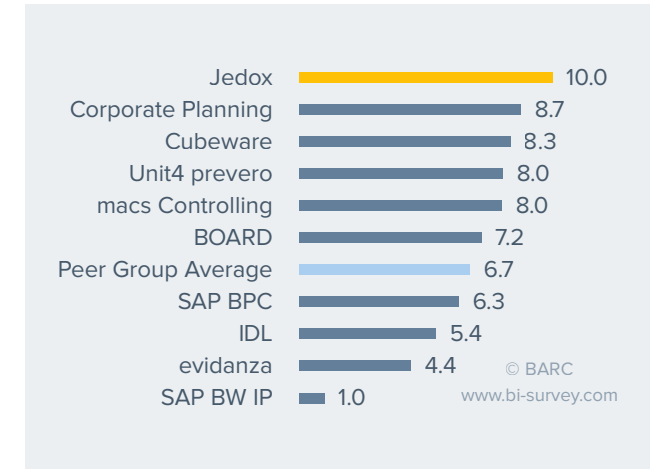
Jedox Suite's underlying philosophy to extend the familiar Excel environment with specific planning and CPM functionality seems to convince and satisfy customers. Many customers clearly appreciate the functionality and ease of use the Excel add-in and web client provide and often do self-service planning in business departments with Jedox. Since many users in finance and controlling departments – Jedox's main target group – are often familiar with Excel, the initial hurdle to work with Jedox is extremely low. Furthermore, with Jedox's cloud offering and Cloud Onboarding support, the implementation of self-service planning in business departments is even easier, requiring just a minimum of IT resources to work with the product. However, tasks such as integrating data into Jedox OLAP Server may require IT support.
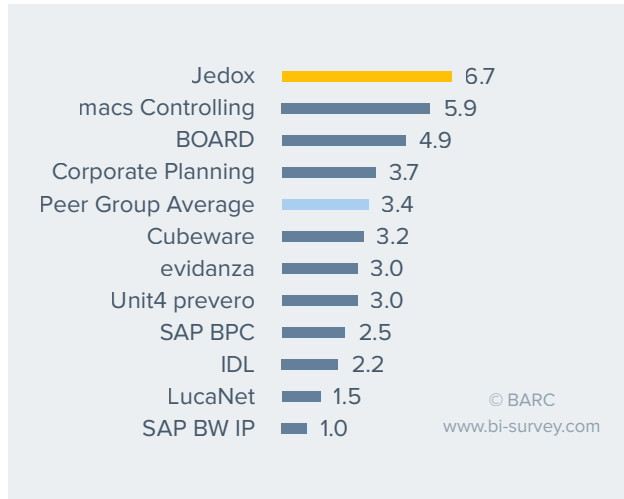
Driver-based planning
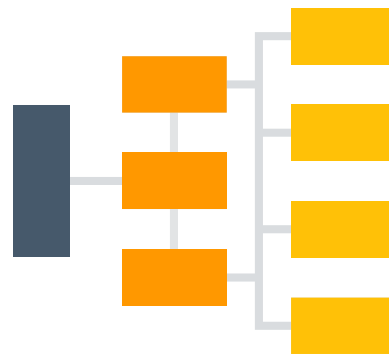
This KPI is based on how many sites currently do driver-based planning with their planning product.

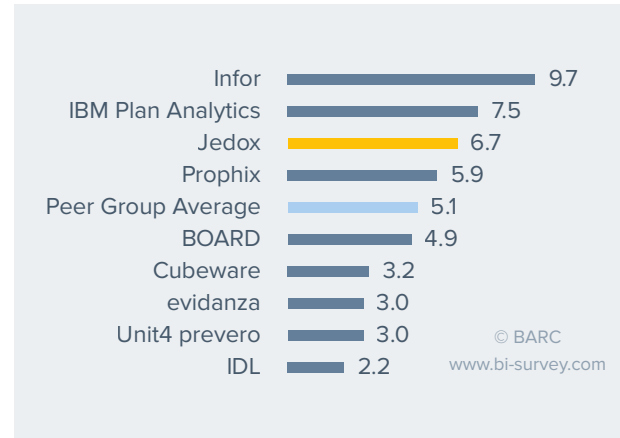## Driver-based planning – Top-ranked

🏅 1.

Peer Group: European Vendors

Jedox	6.7
macs Controlling	5.9
BOARD	4.9
Corporate Planning	3.7
Peer Group Average	3.4
Cubeware	3.2
evidanza	3.0
Unit4 prevero	3.0
SAP BPC	2.5
IDL	2.2
LucaNet	1.5
SAP BW IP	1.0

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Driver-based planning – Leader

Peer Group: BI-focused Products

Infor	9.7
IBM Plan Analytics	7.5
Jedox	6.7
Prophix	5.9
Peer Group Average	5.1
BOARD	4.9
Cubeware	3.2
evidanza	3.0
Unit4 prevero	3.0
IDL	2.2

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Driver-based planning

Driver-based planning – Leader

Peer Group: Solution-focused Planning Products

Anaplan	10.0
Infor	9.7
Jedox	6.7
macs Controlling	5.9
Peer Group Average	5.6
Corporate Planning	3.7
evidanza	3.0
Unit4 prevero	3.0
SAP BPC	2.5

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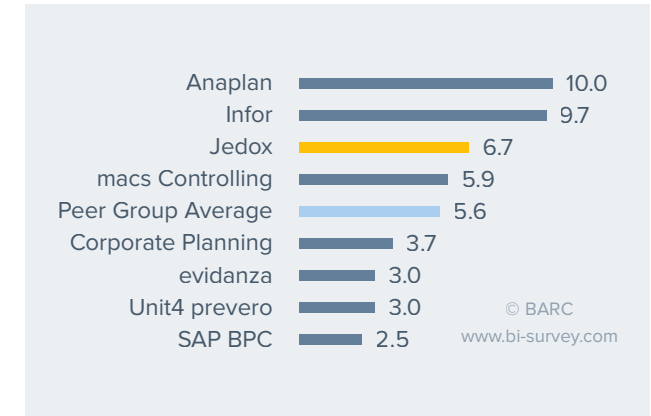
BARC Viewpoint

Planning based on real value drivers with consideration of cause-and-effect relationships is a trending topic in the market. The goal behind this approach is typically to focus a company's planning activities on the main business influencing aspects without wasting resources. Jedox's customers seem to be satisfied with the options and flexibility the product provides to implement concepts such as driver-based planning. The flexible development environment and multidimensional database allow for highly individual modeling of the underlying planning model and calculations. Planning models are built with a central modeling environment called Modeler, which is directly available in the Excel add-in and web client. Jedox is ranked top for 'Driver-based planning' in the 'European Vendors' peer group.
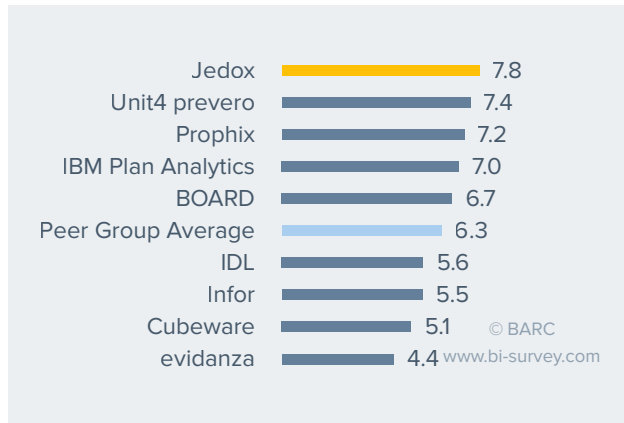
User experience

Combines the 'Performance satisfaction', 'Planning functionality', 'Reporting/analysis functionality', 'Predefined data connections', 'Ease of use', 'Flexibility', 'Self-service', 'Integrated planning', 'Simulation & scenario analysis' and 'Driver-based planning' KPIs.
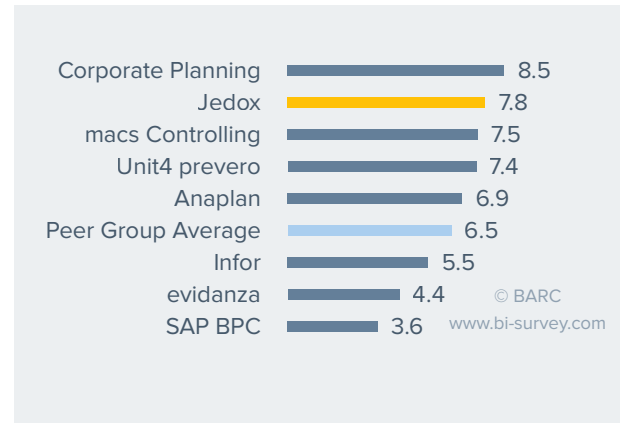
User experience – Top-ranked

Peer Group: BI-focused Products

Jedox	7.8
Unit4 prevero	7.4
Prophix	7.2
IBM Plan Analytics	7.0
BOARD	6.7
Peer Group Average	6.3
IDL	5.6
Infor	5.5
Cubeware	5.1
evidanza	4.4

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User experience – Leader

Peer Group: Solution-focused Planning Products

Corporate Planning	8.5
Jedox	7.8
macs Controlling	7.5
Unit4 prevero	7.4
Anaplan	6.9
Peer Group Average	6.5
Infor	5.5
evidanza	4.4
SAP BPC	3.6

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User experience – Leader

Peer group: European Vendors

Corporate Planning	8.5
Jedox	7.8
macs Controlling	7.5
Unit4 prevero	7.4
BOARD	6.7
Peer Group Average	5.8
LucaNet	5.7
IDL	5.6
Cubeware	5.1
evidanza	4.4
SAP BPC	3.6
SAP BW IP	1.9

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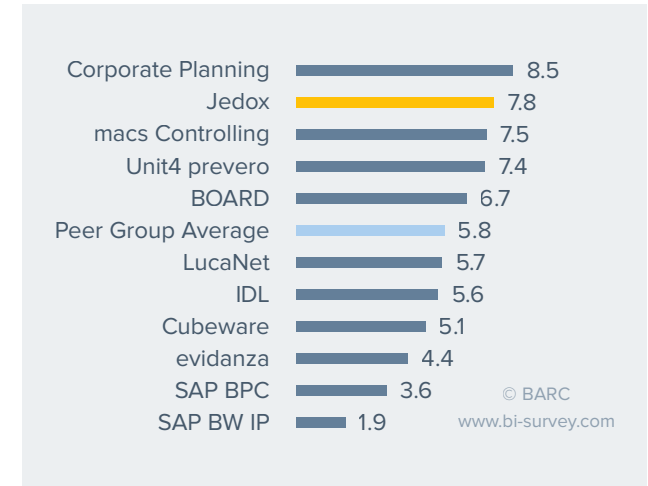
BARC Viewpoint

'User experience' combines the 'Performance satisfaction', 'Planning functionality', 'Reporting/analysis functionality', 'Predefined data connections', 'Ease of use', 'Flexibility', 'Self-service', 'Integrated planning', 'Simulation & scenario analysis' and 'Driver-based planning' KPIs. Good results in many of these KPIs place Jedox clear of its rivals. The results in this year's Planning Survey confirm that Jedox customers are satisfied with the product. Problems encountered by Jedox users are generally quite rare. Indeed, 53 percent of respondents say they have no significant problems at all when using Jedox software. As a flexible planning and CPM product, Jedox can be used to address several use cases in a variety of industries. Coupled with easy-to-use functionality, Jedox Suite clearly wins over many of its customers.
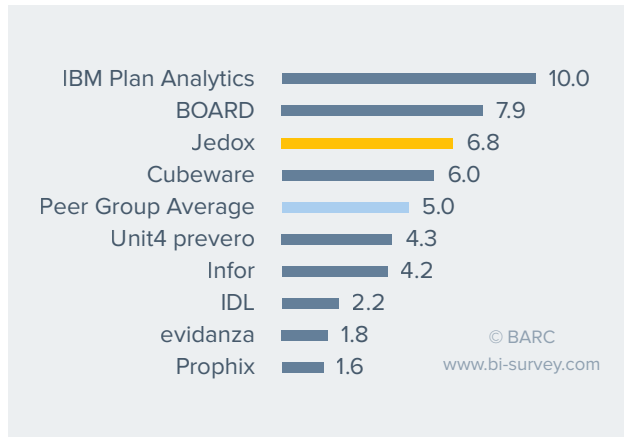
Considered for purchase

This KPI is based on whether respondents considered purchasing the product.
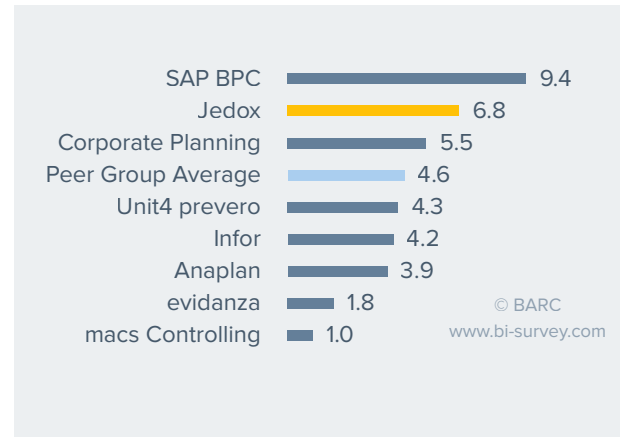
Considered for purchase – Leader

Peer Group: BI-focused Products

IBM Plan Analytics	10.0
BOARD	7.9
Jedox	6.8
Cubeware	6.0
Peer Group Average	5.0
Unit4 prevero	4.3
Infor	4.2
IDL	2.2
evidanza	1.8
Prophix	1.6

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Considered for purchase – Leader

Peer Group: Solution-focused Planning Products

SAP BPC	9.4
Jedox	6.8
Corporate Planning	5.5
Peer Group Average	4.6
Unit4 prevero	4.3
Infor	4.2
Anaplan	3.9
evidanza	1.8
macs Controlling	1.0

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BARC Viewpoint

Jedox is an established and well-known vendor, particularly in its home market the DACH region. Consequently, Jedox Suite is widely considered for purchase by customers when selecting planning and CPM products. One reason for this result might be its flexibility for many different planning, reporting, analysis and dashboarding use cases. The product can be used for various planning and CPM use cases across all industries. Furthermore, the vendor's widespread content marketing, online marketing and video marketing activities create good market visibility. This year, Jedox achieves leading ranks for 'Considered for purchase' in two of its peer groups.
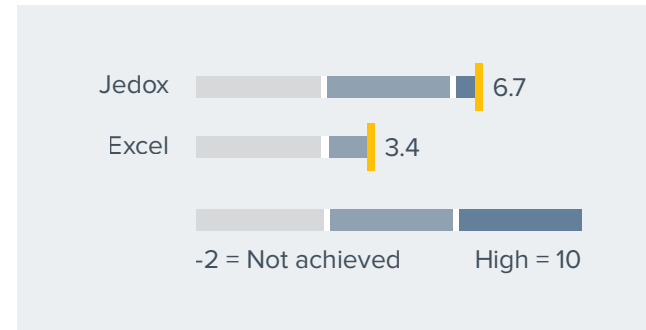
Jedox vs. Excel

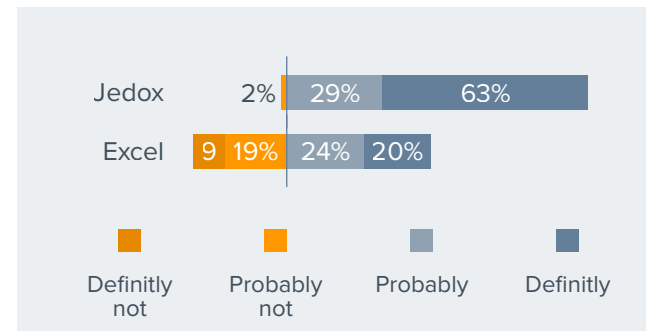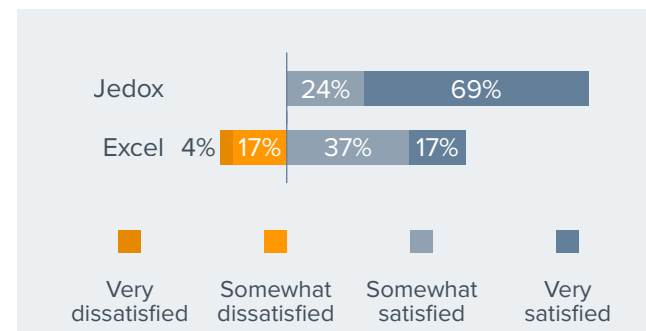## Problems encountered by Jedox and Excel users

n=51/172

Excel | Jedox

No significant problems
12% — 53%

Performance too slow
12% — 18%

Unreliable software
5% — 8%

Cannot handle data volumes
6% — 34%

Software difficult to use
4% — 5%

Unable to get data from some source systems
4% — 12%

Software not flexible enough
2% — 13%

Cannot handle large numbers of users
2% — 17%

Missing key product features
0% — 11%
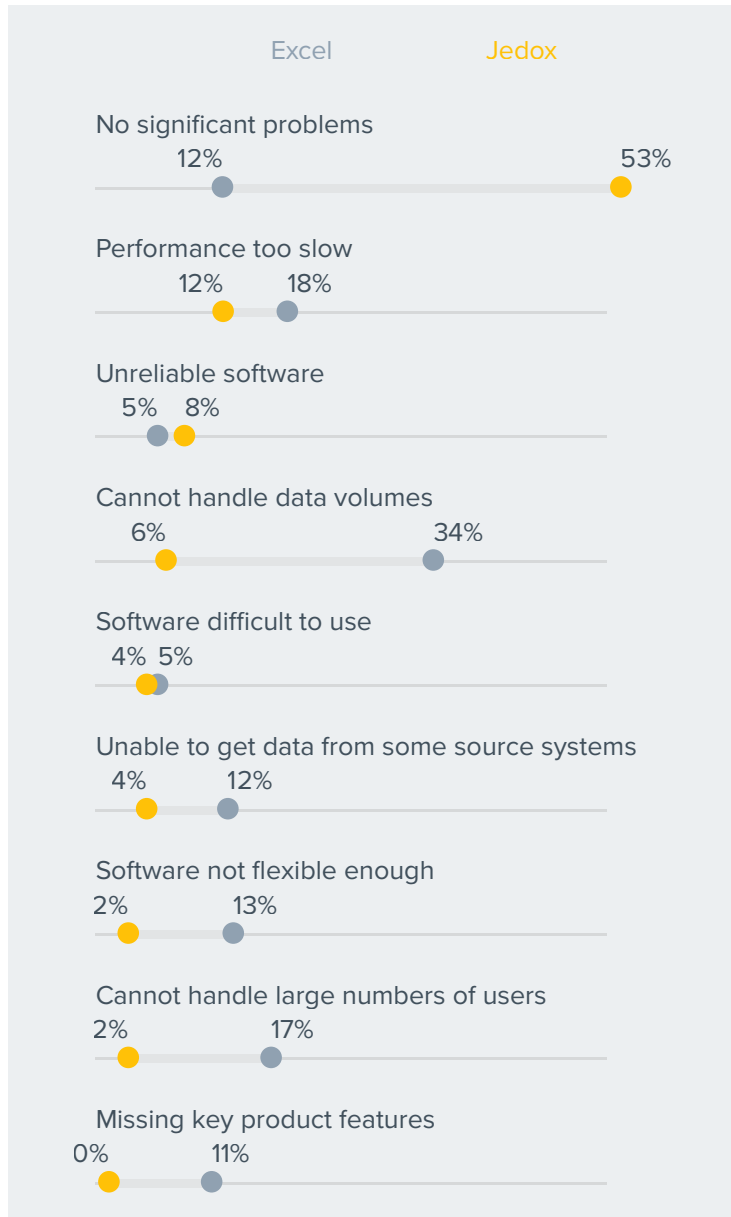
Business Benefits Index*

n= 51/177

Jedox — 6.7
Excel — 3.4

-2 = Not achieved   High = 10

Recommendation**

n= 51/171

Jedox   2%   29%   63%
Excel   9   19%   24%   20%

Definitly not | Probably not | Probably | Definitly

Satisfaction level**

n=51/175

Jedox   24%   69%
Excel   4%   17%   37%   17%

Very dissatisfied | Somewhat dissatisfied | Somewhat satisfied | Very satisfied

BARC Viewpoint

Excel remains one of the most widely used planning and BI products in the world. 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 missing key product 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. 53 percent of customers even report having no significant problems with the product. Business benefits regularly achieved with Jedox (and achieved more often than with Excel) include reduced resource requirements for planning, improved employee satisfaction, reduced planning complexity, improved integration of planning with reporting/analysis and improved integration of strategic and operational planning. 63 percent of Jedox users say they would definitely recommend their planning product to other organizations, while an impressive 93 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 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 155 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

The BARC **BI Trend Monitor 2018** 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.
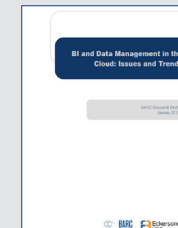
'BI and Data Management in the Cloud': A BARC and Eckerson Group study on current attitudes, issues and trends relating to the use of BI and DM technologies in the cloud. **Download here**.

The BI Survey 17 is the world's largest survey of business intelligence software users. Based on a sample of over 3,000 responses, it offers an unsurpassed level of user feedback on 42 leading BI products. Find out more at **www.bi-survey.com**

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