**Improving & Accelerating
Enterprise Software Evaluation & Selection**

SAP BI
Product Scorecard

NUMBER OF REVIEWS
62

INFO~TECH
RESEARCH GROUP

SAP BI
Product Scorecard Contents

How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

NUMBER OF REVIEWS

62

SAP BI

BUSINESS INTELLIGENCE

Empower your people with 24/7, user-friendly access to the business intelligence (BI) and Big Data mining tools they need to make faster, more informed decisions. Our BI software and solutions – including ad hoc reporting, self-service data visualization and dashboards, predictive analytics, mobile apps, and more – can help business users improve performance and become more effective in everything they do.

69,253 Employees
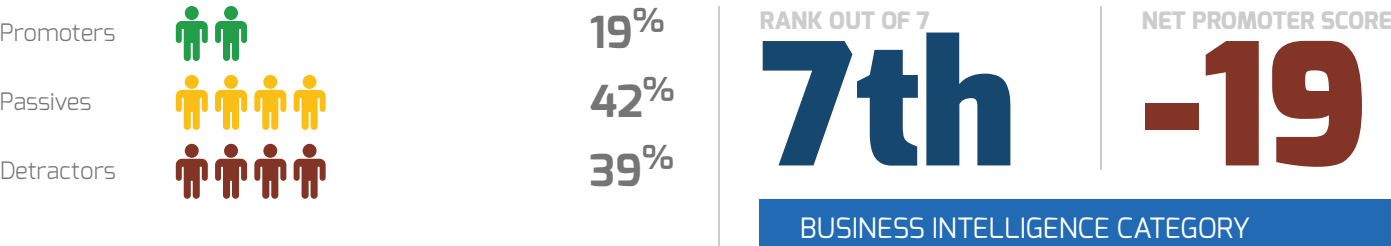**253500 Customers**
http://go.sap.com

Dietmar-Hopp-Allee 16
Walldorf, Baden-Württemberg
Germany

The Net Promoter Score® is a management tool that is used to gauge customer loyalty. Respondents are asked on a scale from 1 to 10, "how likely are you to recommend" the product. "Promoters" of the software are those that chose options 9 and 10. "Detractors" are those that chose 1 to 6, while 7 and 8 are seen as "Passive". The accumulated Detractor percentage is then subtracted from the accumulated Promoter percentage and represented in a range from -100 to +100. A number on the positive indicates there are more Promoters than Detractors, and vice versa.

Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.

6.6/10 SATISFACTION SCORE
11% BELOW AVERAGE

Overall Recommendation

		RANK OUT OF 7	NET PROMOTER SCORE
Promoters	19%		
Passives	42%	**7th**	**-19**
Detractors	39%		

BUSINESS INTELLIGENCE CATEGORY

Plan to Renew

		RANK OUT OF 7	PLAN TO RENEW
Definitely	36%		
Probably	44%	**7th**	**80%**
Probably Not	16%		
Definitely Not	4%		

BUSINESS INTELLIGENCE CATEGORY
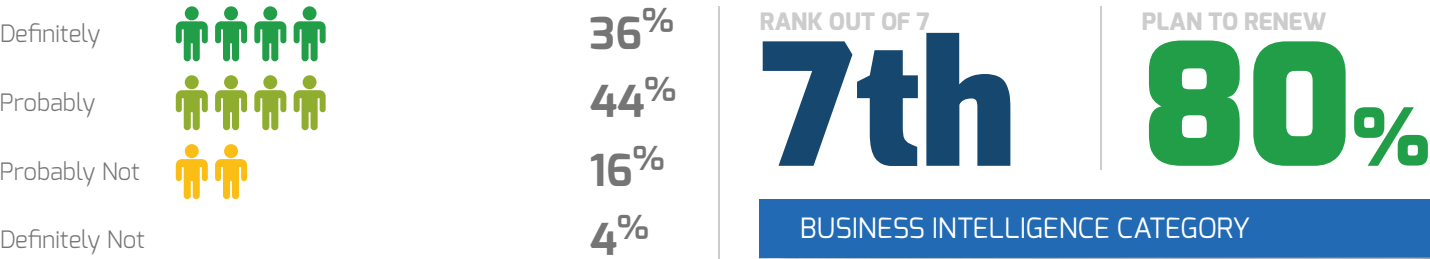
Satisfaction that Cost is Fair Relative to Value

		RANK OUT OF 7	SATISFACTION
Delighted	11%		
Highly Satisfied	31%	**6th**	**49%**
Almost Satisfied	53%		
Disappointed	5%		

BUSINESS INTELLIGENCE CATEGORY
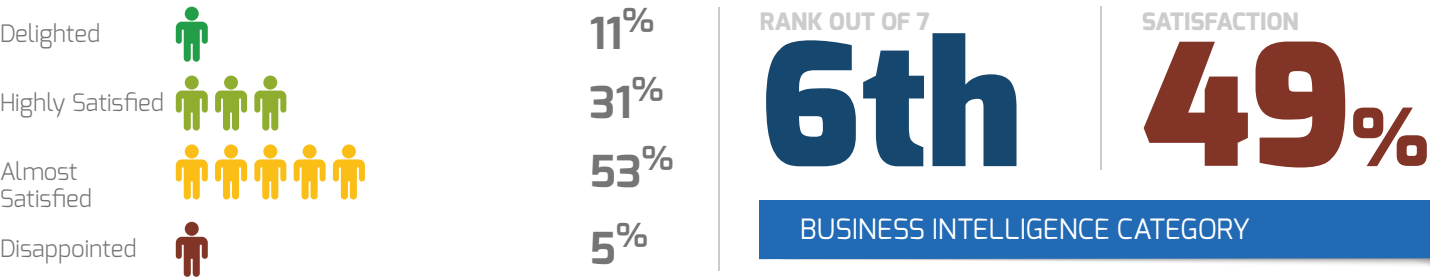
Vendor **Capability** Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher SAP BI's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following SAP BI capabilities?

Ease of Administration

Ranked 7th of 7 in Business Intelligence

11% OF CLIENTS ARE DELIGHTED

Ease of use of the backend user interface.
This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

58% SATISFACTION
68% CATEGORY AVERAGE

Vendor Support

Ranked 7th of 7 in Business Intelligence

11% OF CLIENTS ARE DELIGHTED

The ability to receive timely and sufficient support.
The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

53% SATISFACTION
65% CATEGORY AVERAGE

Business Value Created

Ranked 6th of 7 in Business Intelligence

19% OF CLIENTS ARE DELIGHTED

The ability to bring value to the organization.
Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

63% SATISFACTION
69% CATEGORY AVERAGE

Product Strategy

Ranked 7th of 7 in Business Intelligence

11% OF CLIENTS ARE DELIGHTED

The ability to adapt to market change.
Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

57% SATISFACTION
65% CATEGORY AVERAGE

Quality of Training

Ranked 7th of 7 in Business Intelligence

6% OF CLIENTS ARE DELIGHTED

Quality training allows employees to take full advantage of the software.
Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

53% SATISFACTION
64% CATEGORY AVERAGE

Ease of Data Integration

Ranked 6th of 7 in Business Intelligence

11% OF CLIENTS ARE DELIGHTED

The ability to seamlessly integrate data.
Use this data to determine whether the product will cause headaches or make data integration easy.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

57% SATISFACTION
66% CATEGORY AVERAGE

Breadth of Features

Ranked 7th of 7 in Business Intelligence

11% OF CLIENTS ARE DELIGHTED

The ability to perform a wide variety of tasks.
Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

56% SATISFACTION
67% CATEGORY AVERAGE

Ease of Customization

Ranked 7th of 7 in Business Intelligence

9% OF CLIENTS ARE DELIGHTED

The ability to scale the solution to a business' unique needs.
Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

51% SATISFACTION
65% CATEGORY AVERAGE

Quality of Features

Ranked 7th of 7 in Business Intelligence

17% OF CLIENTS ARE DELIGHTED

The ability to perform at or above industry standards.
Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

60% SATISFACTION
69% CATEGORY AVERAGE

Usability

Ranked 7th of 7 in Business Intelligence

11% OF CLIENTS ARE DELIGHTED

The ability to reduce training due to intuitive design.
End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

54% SATISFACTION
65% CATEGORY AVERAGE

Ease of Implementation

Ranked 7th of 7 in Business Intelligence

6% OF CLIENTS ARE DELIGHTED

The ability to implement the solution without unnecessary disruption.
Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

50% SATISFACTION
59% CATEGORY AVERAGE

PRODUCT SCORECARD | Executive Summary | Vendor Capability Satisfaction | Product Feature Satisfaction | Emotional Footprint | Reasons for Leaving & Joining | Module Satisfaction | Implementation | Staffing & Ownership | Selection Decisions | Market Size Comparison | Comparisons | Versions | Comments

4

Product
Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies and Delights is applied to each feature core to the Business Intelligence market.

How satisfied are you with the following SAP BI features & functionalities?

Predictive & What-If Analysis

Ranked 5th of 7 in Business Intelligence

7% OF CLIENTS ARE DELIGHTED

The ability to accurately identify future outcomes using data, statistical algorithms and machine learning.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

55% SATISFACTION
59% CATEGORY AVERAGE

Personalized Executive Dashboards

Ranked 7th of 7 in Business Intelligence

14% OF CLIENTS ARE DELIGHTED

Effectively displays actionable key performance indicators (KPIs) for corporate officers.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

54% SATISFACTION
63% CATEGORY AVERAGE

Operational Reporting Capabilities

Ranked 5th of 7 in Business Intelligence

24% OF CLIENTS ARE DELIGHTED

Real-time detailed reporting supporting operational business processes.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

65% SATISFACTION
67% CATEGORY AVERAGE

Data Integration & ETL

Ranked 6th of 7 in Business Intelligence

15% OF CLIENTS ARE DELIGHTED

Integration of data from mulptiple sources, merging systems and applications for a unified view of a company?s data assets. Includes data warehousing and Extract-Transform-Load.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

60% SATISFACTION
62% CATEGORY AVERAGE

Intelligent Alerts & Notifications

Ranked 7th of 7 in Business Intelligence

8% OF CLIENTS ARE DELIGHTED

Ability to create, manage, send and receive notifications, enhancing efficiency and productivity.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

51% SATISFACTION
61% CATEGORY AVERAGE

BI Platform Administration

Ranked 5th of 7 in Business Intelligence

17% OF CLIENTS ARE DELIGHTED

Centralized console to manage BI portal administration. Management metrics/reports to provide insight into usage, resource utilization, security, and activities.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

62% SATISFACTION
65% CATEGORY AVERAGE

Self-Service & Ad Hoc Capabilities

Ranked 7th of 7 in Business Intelligence

19% OF CLIENTS ARE DELIGHTED

Selected user groups are able to interact with BI data, slice and dice, and find answers on their own.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

56% SATISFACTION
61% CATEGORY AVERAGE

Collaboration

Ranked 7th of 7 in Business Intelligence

11% OF CLIENTS ARE DELIGHTED

Includes ability to view, share and direct work between co-workers in real or near real time.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

51% SATISFACTION
60% CATEGORY AVERAGE

BI Security

Ranked 5th of 7 in Business Intelligence

14% OF CLIENTS ARE DELIGHTED

Includes data access control and classification, entitlement standards, data transmission and data storage restrictions.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

60% SATISFACTION
63% CATEGORY AVERAGE

Metadata Management

Ranked 7th of 7 in Business Intelligence

12% OF CLIENTS ARE DELIGHTED

A meta data layer makes reporting easy and eliminates the need for coding and SQL, allowing users and report writers to see and access information in simple business language.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

55% SATISFACTION
62% CATEGORY AVERAGE

Mobile

Ranked 7th of 7 in Business Intelligence

12% OF CLIENTS ARE DELIGHTED

Ability to support multiple devices, OSes and platforms using mobile optimized, HTML-based web access and/or native applications.
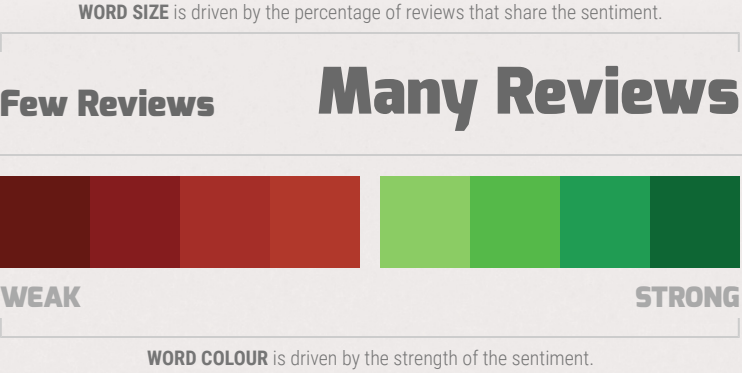
DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

49% SATISFACTION
58% CATEGORY AVERAGE

SAP BI
Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The Software Reviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

WORD SIZE is driven by the percentage of reviews that share the sentiment.

Few Reviews   **Many Reviews**

WEAK   STRONG

WORD COLOUR is driven by the strength of the sentiment.

CLIENT INTERESTS FIRST

CARING   HELPS YOU INNOVATE

UNDER PROMISE   PERFORMANCE ENHANCING

EFFECTIVE   RESPECTFUL   INTEGRITY

TRANSPARENT   GENEROSITY

CONTINUAL IMPROVEMENT   SAVES TIME   RELIABLE PRODUCT

FAIR RESOLUTION

ENABLES PRODUCTIVITY   TRUSTWORTHY

EFFICIENT

UNIQUE FEATURES   SECURITY PROTECTS   ALTRUISTIC

LOVE   INSPIRING   CRITICAL   FRIENDLY NEGOTIATION

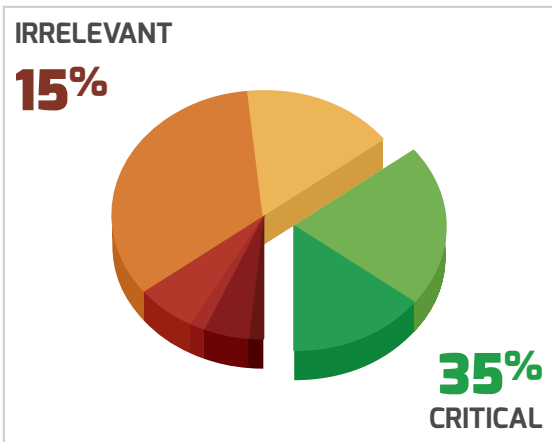APPRECIATES INCUMBENT STATUS   CLIENT FRIENDLY POLICIES

INCLUDES PRODUCT ENHANCEMENT

SAP BI
Emotional Footprint

Importance to Professional Success

How important is SAP BI to your current professional success?

IRRELEVANT
**15%**

35%
CRITICAL

B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

EMOTIONAL SPECTRUM SCALE

-4	-3	-2	-1	+1	+2	+3	+4

NEGATIVE   NEUTRAL   POSITIVE

Strength of Emotional Connection

Overall, describe the strength of your emotional connection to SAP BI

HATE
11%

35%
LOVE
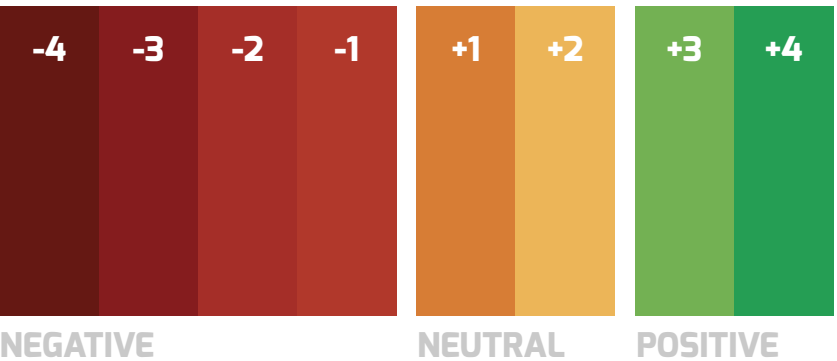
% - % = YOUR NET EMOTIONAL FOOTPRINT
POSITIVE   NEGATIVE

NET EMOTIONAL FOOTPRINT
SAP BI

+24

Strategy & Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across SAP BI's Strategy & Innovation

STAGNANT
14%

33%
CONTINUAL IMPROVEMENT

ROADBLOCK TO INNOVATION
12%

43%
HELPS YOU INNOVATE

LEVERAGES INCUMBENT STATUS
12%

33%
APPRECIATES INCUMBENT STATUS

PAY FOR PRODUCT ENHANCEMENT
8%

31%
INCLUDES PRODUCT ENHANCEMENT

DESPISED
6%

29%
INSPIRING

Product Scorecard / **Emotional Footprint**

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Service Experience
As a customer, please share your feelings across SAP BI Service Experience

| INEFFECTIVE 22% / 40% EFFECTIVE | WASTES TIME 22% / 29% SAVES TIME | NEGLECTFUL 18% / 42% CARING | BUREAUCRATIC 16% / 27% EFFICIENT | DISRESPECTFUL 5% / 53% RESPECTFUL |

Product Experience
As a customer, please share your feelings across SAP BI's Product Impact

| COMMODITY FEATURES 13% / 31% UNIQUE FEATURES | SECURITY FRUSTRATES 11% / 40% SECURITY PROTECTS | RESTRICTS PRODUCTIVITY 7% / 45% ENABLES PRODUCTIVITY | PERFORMANCE RESTRICTING 5% / 49% PERFORMANCE ENHANCING | UNRELIABLE PRODUCT 4% / 45% RELIABLE PRODUCT |

Negotiation & Contract Experience
As a customer, please share your feelings across SAP BI's Negotiation & Contract

| VENDOR INTERESTS FIRST 23% / 23% CLIENT INTERESTS FIRST | HARDBALL TACTICS 23% / 23% FRIENDLY NEGOTIATION | OVER PROMISE 21% / 31% UNDER PROMISE | GREED 15% / 15% GENEROSITY | DECEPTIVE 13% / 23% TRANSPARENT |

Problem Resolution Experience
As a customer, please share your feelings across SAP BI's Product Impact

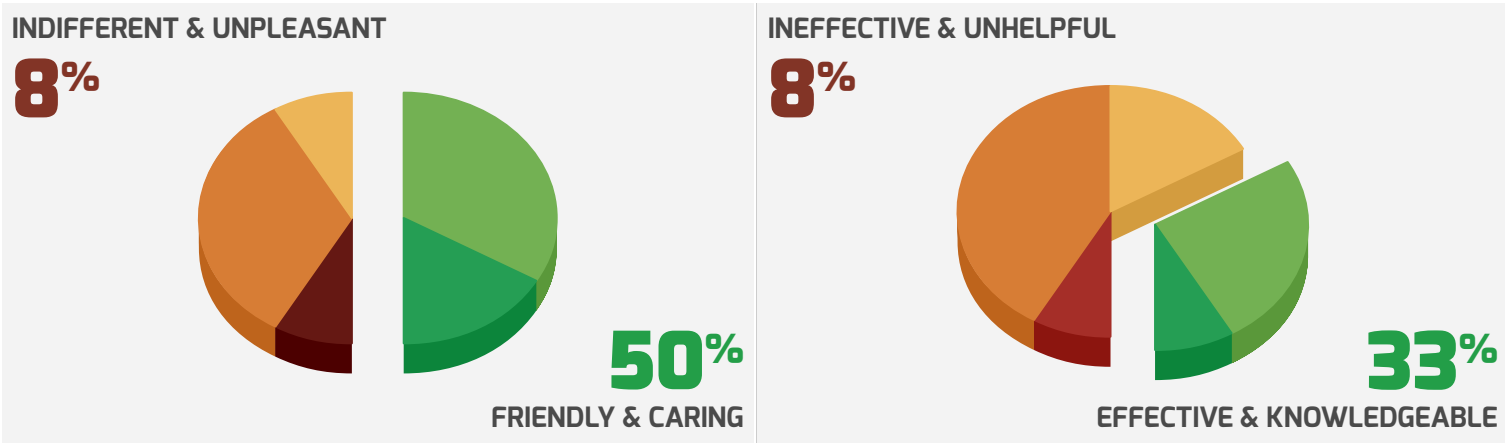| VENDOR FRIENDLY POLICIES 20% / 33% CLIENT FRIENDLY POLICIES | SELFISH 12% / 31% ALTRUISTIC | LEVERAGES POSITION 12% / 37% FAIR RESOLUTION | LACK OF INTERESTS 10% / 43% INTEGRITY | BIG FAT LIARS 4% / 35% TRUSTWORTHY |

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RESEARCH GROUP

Relationships & Interaction

When interacting with SAP BI your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.
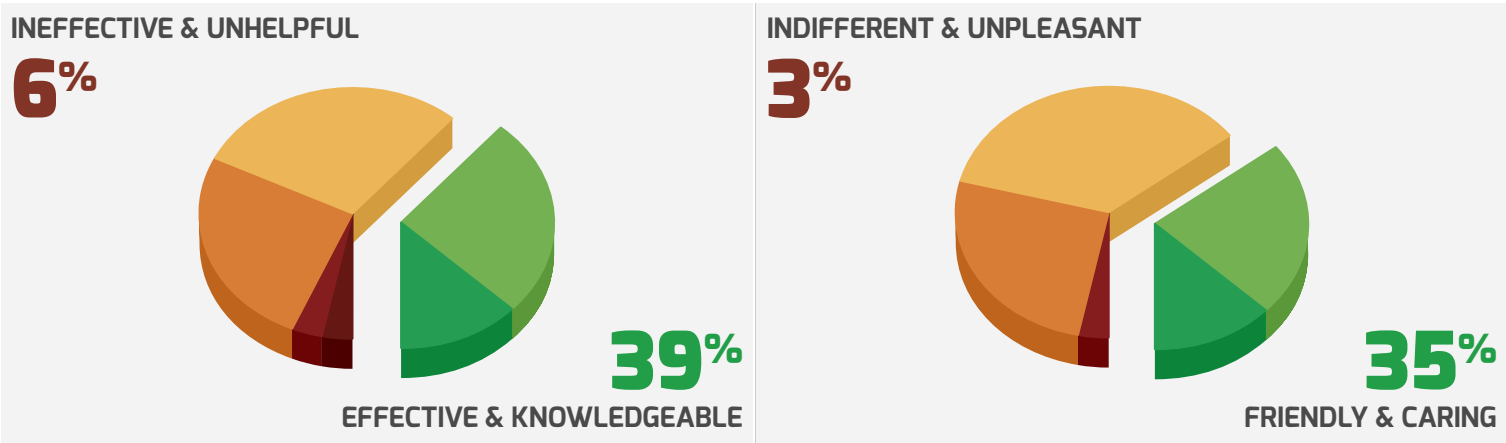
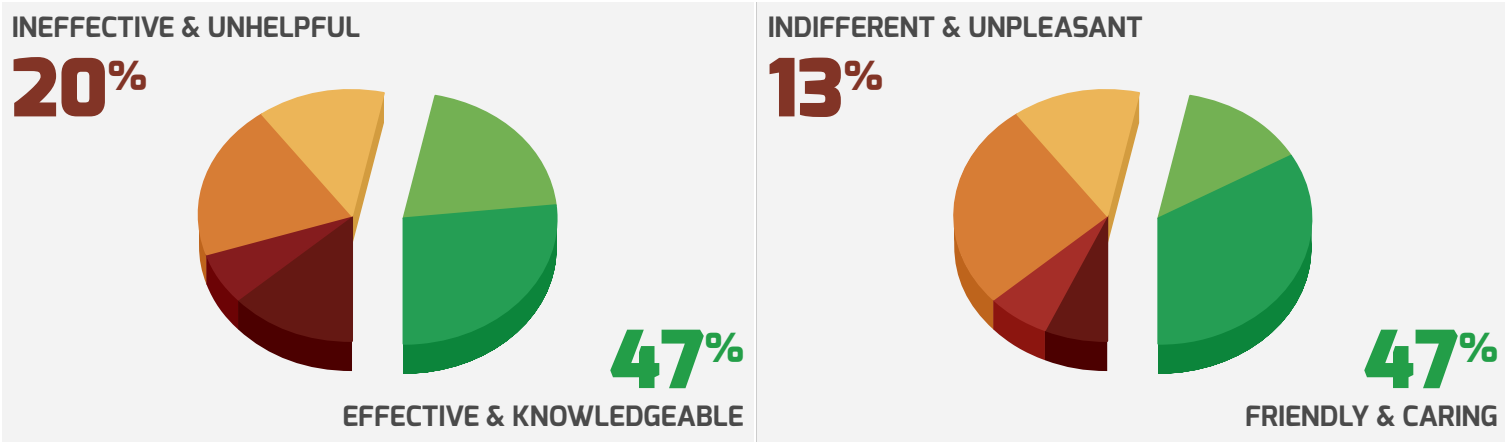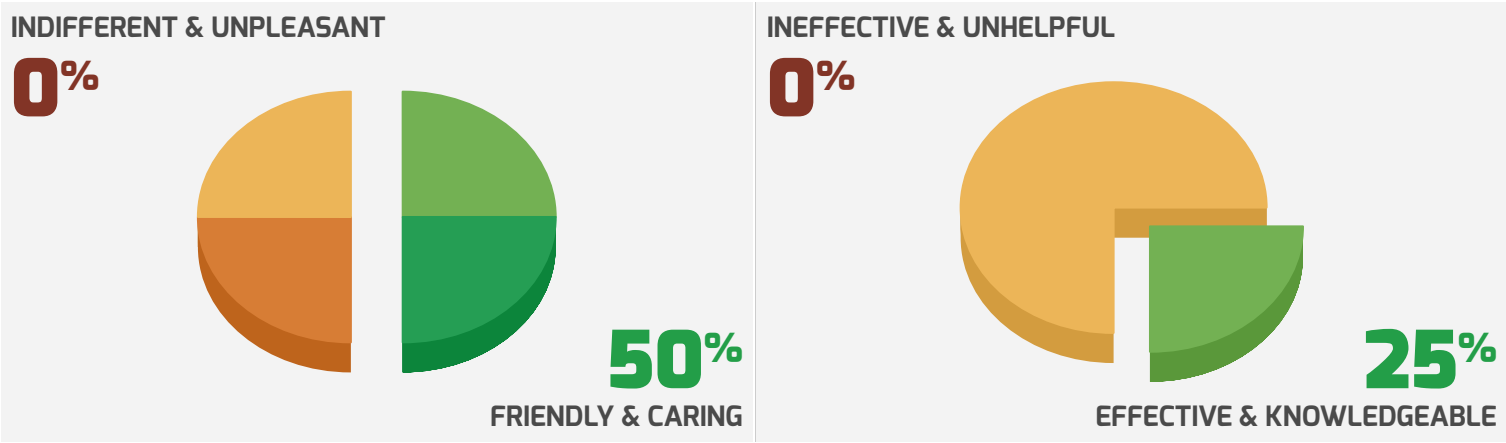*Based on your interactions & relationships with SAP BI please summarize what you experienced*

40% POSITIVE SENTIMENTS

8% NEGATIVE SENTIMENTS

NET RELATIONSHIP FOOTPRINT
+32

Sales Team

INDIFFERENT & UNPLEASANT
8%

50%
FRIENDLY & CARING

INEFFECTIVE & UNHELPFUL
8%

33%
EFFECTIVE & KNOWLEDGEABLE

Technical & Product Specialists

INEFFECTIVE & UNHELPFUL
6%

39%
EFFECTIVE & KNOWLEDGEABLE

INDIFFERENT & UNPLEASANT
3%

35%
FRIENDLY & CARING

Client Service Team

INEFFECTIVE & UNHELPFUL
20%

47%
EFFECTIVE & KNOWLEDGEABLE

INDIFFERENT & UNPLEASANT
13%

47%
FRIENDLY & CARING

Leadership Team

INDIFFERENT & UNPLEASANT
0%

50%
FRIENDLY & CARING

INEFFECTIVE & UNHELPFUL
0%

25%
EFFECTIVE & KNOWLEDGEABLE

Leaving
SAP BI

When leaving a vendor try to understand whether the move has increased or decreased satisfaction to determine if it was the right decision. Assess how many people are leaving and why, to determine if selecting them is the right decision.

Which product did you used to use prior to ? How much more or less satisfied are you with than you were with your previous vendor? Why did you switch?
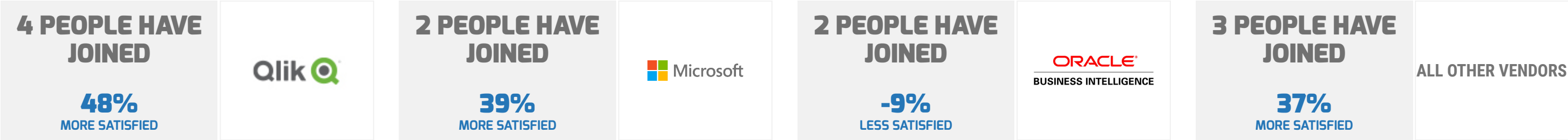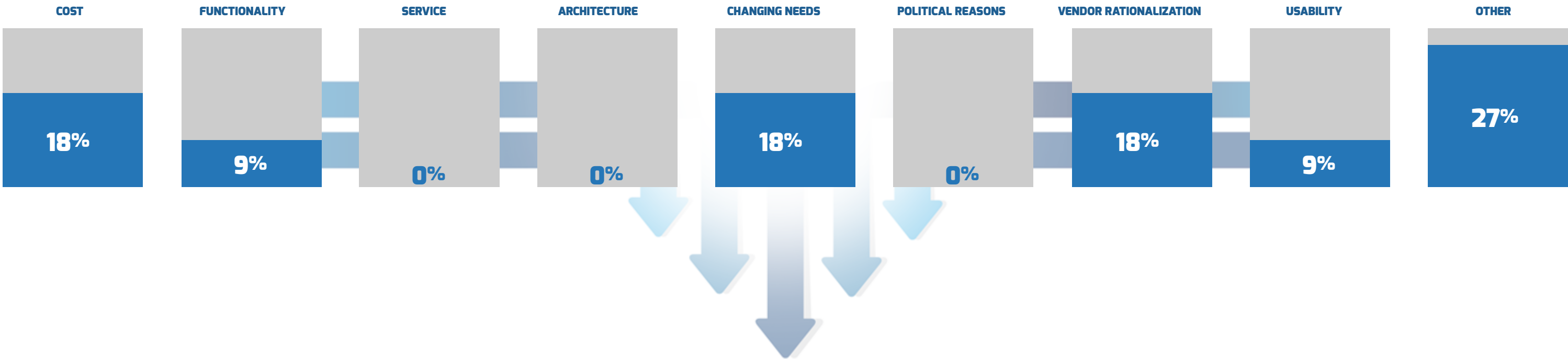
SAP®

11 People have reported leaving
SAP BI

PEOPLE ARE 33% MORE SATISFIED WITH THEIR NEW VENDOR ON AVERAGE

Primary Reason for Leaving SAP BI

Companies face different issues with different vendors that spark a need to change software. See the top reasons peers tend to leave SAP BI and who they tend to leave for.

COST	FUNCTIONALITY	SERVICE	ARCHITECTURE	CHANGING NEEDS	POLITICAL REASONS	VENDOR RATIONALIZATION	USABILITY	OTHER
18%	9%	0%	0%	18%	0%	18%	9%	27%

4 PEOPLE HAVE JOINED

Qlik Q

48% MORE SATISFIED

2 PEOPLE HAVE JOINED

Microsoft

39% MORE SATISFIED

2 PEOPLE HAVE JOINED

ORACLE
BUSINESS INTELLIGENCE

-9% LESS SATISFIED

3 PEOPLE HAVE JOINED

ALL OTHER VENDORS

**37% MORE SATISFIED**

11 People Have Left

Understand the previous pages in full – including who left , why they left, their reason for adopting another vendor, who they adopted and further comments

NAME	% MORE SATISFACTION W/ NEW VENDOR	REASON FOR LEAVING	NEW VENDOR	WHY DID YOU LEAVE?
Paolo Mapelli	100%	Other	Qlik	No need to ask…
anonymous	77%	Vendor Rationalization	Microsoft BI	integrates better with my environment
Juan Pablo Bolzon, CAPM	72%	Vendor Rationalization	Oracle BI Solutions	SAP BO was part of Taleo, Oracle migrating to BI
Anton Nenov	70%	Usability	Tableau	ease of use
Chris Waters	50%	Functionality	Qlik	
Anatoly Pyatygo	43%	Cost	Qlik	cost, more intuitive, more flexible, nicer
John Madick	30%	Cost	Tableau	Prior to my employment
Rashid Muhammad	10%	Changing Needs	IBM Business Intelligence Solutions	
Aaradhana Singh	0%	Other	Qlik	
Vitaliy Afanasiev	0%	Changing Needs	Microsoft BI	business needs, another new technology was required
Dariusz Zyskowski	-90%	Other	Oracle BI Solutions	We did not leave SAP BI. Oracle BI came with the software bundle, so we are using both.
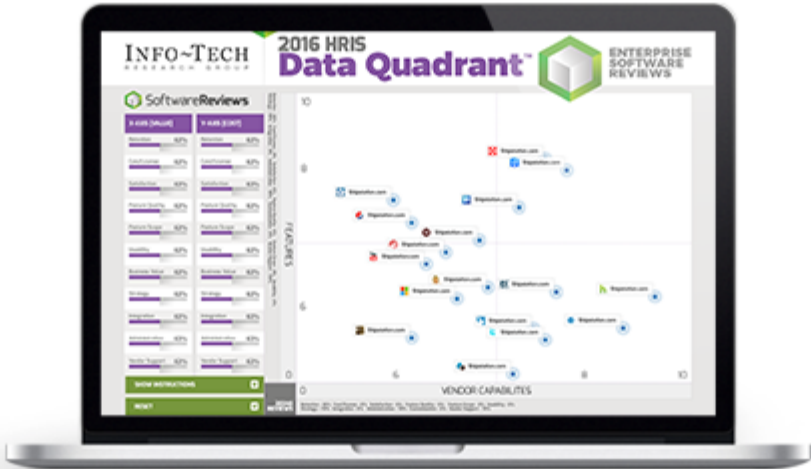
Joining SAP BI

See why clients left which previous vendors for SAP BI and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.

2 PEOPLE HAVE LEFT — Microsoft

PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Service
- Architecture
- Changing Needs �
- Political Reasons
- Vendor Rationalization
- Usability
- Other �

50% MORE SATISFIED WITH

2 PEOPLE HAVE LEFT — MicroStrategy

PRIMARY REASON FOR LEAVING

- Cost
- Functionality ▬▬▬
- Service
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other ▬▬▬

70% MORE SATISFIED WITH

2 PEOPLE HAVE LEFT — TEMENOS The Banking Software Company

PRIMARY REASON FOR LEAVING

- Cost
- Functionality ▬▬▬
- Service
- Architecture ▬▬▬
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

25% MORE SATISFIED WITH

9 PEOPLE HAVE LEFT — ALL OTHER VENDORS

PRIMARY REASON FOR LEAVING

- Cost
- Functionality ▬
- Service
- Architecture ▬
- Changing Needs ▬
- Political Reasons ▬
- Vendor Rationalization
- Usability
- Other ▬▬

-7% LESS SATISFIED WITH

SAP

15 People are 15% more satisfied with SAP BI over their previous vendor on average

15 People Have Adopted SAP BI

Understand the previous pages in full – including who adopted SAP BI, why they adopted, their reason for leaving, who they left and further comments

NAME	% MORE SATISFACTION W/ SAP BI	REASON FOR LEAVING	VENDOR LEFT	WHY DID YOU LEAVE?
Dariusz Zyskowski	90%	Functionality	MicroStrategy BI	We wanted to give end , non technical users AdHoc capabilities and Microstrategy did not provide back then simple enough solution.
Michael Kindle	90%	Other	Microsoft BI	no comment
Melissa Moreno	50%	Functionality	Temenos Business Intelligence Solution	neded end to end solution with SAP
Aaron Green	50%	Other	MicroStrategy BI	no comment
Daniel Bourquin	40%	Architecture	Tableau	needed tight integration with SAP ERP platform
Anthony Sokolik	10%	Changing Needs	Microsoft BI	SAP provided better features for what we needed
Christopher Cheshire	0%	Other	Customer Analytics	no comment
Alex Nesta	0%	Other	1010data Analytical Platform	no comment
Michael Yee	0%	Changing Needs	5000fish Inc Yurbi	nothing previous used
Shali Sg	0%	Functionality	Adaptive Insights Adaptive Suite	As the new project developed based on SAP platform so need to migrate from AAS to SAP BOs'
Rajeev Mehrotra	0%	Architecture	Temenos Business Intelligence Solution	long story for a survey

NAME	% MORE SATISFACTION W/ SAP BI	REASON FOR LEAVING	VENDOR LEFT	WHY DID YOU LEAVE?
Jon Liles	0%	Changing Needs	APOS	the product was outdated
Alex Robayo	0%	Functionality	Arcadia Data	Functionality
David Nuss	-50%	Other	Wave Analytics	We are still using Wave today
Rashid Muhammad	-50%	Political Reasons	IBM Business Intelligence Solutions	no comment

Module
Satisfaction

Modules are sub-products that are not mutually exclusive and can be purchased alongside each other. Module satisfaction shows how many clients purchase each sub product and their feelings toward each one. Use these scores to determine whether additional modules are worth considering. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies and Delights is applied to each sub-product and module of .

How satisfied are you with the following products and modules?

SAP Crystal Reports

8% ADOPTION RATE

0% CHECKED ARE DELIGHTED

Companies around the world rely on SAP Crystal Reports to help them create richly formatted, interactive business reports from virtually any data source – delivered in dozens of formats, in up to 24 languages.

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP Business Warehouse

5% ADOPTION RATE

0% CHECKED ARE DELIGHTED

Quickly Capture, store, and consolidate your vital information with our real-time data warehouse platform. Tightly integrate your warehousing capabilities for a single version of the truth, decision-ready business intelligence, and accelerated operations

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP Crystal Dashboard Design (XCelsius)

8% ADOPTION RATE

0% CHECKED ARE DELIGHTED

Get a holistic, actionable view of your business with SAP Crystal Dashboard Design, our powerful data visualization software. Create interactive dashboards from any data source with 'point-and-click' ease – and gain insights that can help you confidently plan for the future.

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP BusinessObjects Dashboards

8% ADOPTION RATE

13% CHECKED ARE DELIGHTED

SAP BusinessObjects Dashboards provides an easy, affordable way to create customized business dashboards for a wide range of people and roles and embed them wherever they're needed.

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP Buiness Planning & Consolidation

5% ADOPTION RATE

0% CHECKED ARE DELIGHTED

SAP BPC is a component of SAP EPM portfolio, an application dedicated to financial processes on a unified platform. Owned by the business and designed for the end user, it is the target environment to support planning, consolidation and financial reporting.

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP Business Explorer

8% ADOPTION RATE

0% CHECKED ARE DELIGHTED

SAP Business Explorer (BEx) offers a high focus on user productivity, with formatted reporting, intuitive ad-hoc analysis, advanced Excel integration, and model-driven BI applications, as well as business planning.

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP BusinessObjects Design Studio

8% ADOPTION RATE

14% CHECKED ARE DELIGHTED

Because it can help you quickly and cost-effectively create data visualizations, dashboards, and BI apps based on the exact requirements of decision makers. Make it easy for users to digest petabytes of information, understand root causes, and gain a holistic view of the enterprise.

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP GRC

5% ADOPTION RATE

0% CHECKED ARE DELIGHTED

Navigate risk and manage controls and compliance confidently with governance, risk, and compliance solutions

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP Central Management Console

8% ADOPTION RATE

17% CHECKED ARE DELIGHTED

BICS connectivity is the recommended way for BI tools to connect to Business Explorer (BEx) queries residing within the SAP NetWeaver BW server. OLAP Connections can be created and saved using the Central Management Console (CMC) or the information design tool.

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP Business Objects

5% ADOPTION RATE

0% CHECKED ARE DELIGHTED

SAP solutions empower decision makers with easy access to the business intelligence (BI) they need to make faster, more informed decisions. With one suite for all insights, businesses can support a high standard for enterprise BI.

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP Enterprise Performance Management

5% ADOPTION RATE

0% CHECKED ARE DELIGHTED

Improve decision making and results by aligning strategy and execution through enterprise performance management

DEGREE OF SATISFACTION

Delights
Highly Satisfies
Almost Satisfies
Disappoints

SAP Crystal Server

Because the quick-to-deploy SME software gives all business users essential self-service BI tools – for faster, fact-based decision making that won't bog down IT.
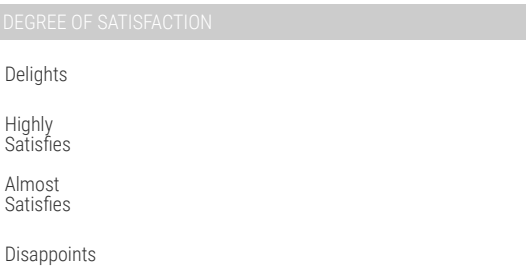
DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

5% ADOPTION RATE

0% CHECKED ARE DELIGHTED

SAP Lumira

Bring your data to life with SAP Lumira - data visualization software that makes it easy to create beautiful and interactive maps, charts, and infographics. Import data from Excel and many other sources, perform visual BI analysis using intuitive dashboards, and securely share insights and data stories with your team.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

3% ADOPTION RATE

0% CHECKED ARE DELIGHTED

SAP Predictive Analytics

Uncover trends and patterns from Big Data, the Internet of Things, and your existing data sources with SAP's predictive analytics software. Automate predictive modeling to build models within minutes - and gain unprecedented insight into your customers, business, and markets.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

3% ADOPTION RATE

0% CHECKED ARE DELIGHTED

SAP Sybase IQ

SAP Sybase IQ Express Edition is tuned for fast, flexible, cost effective data analysis enabling developers to quickly and easily build smart applications.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

3% ADOPTION RATE

0% CHECKED ARE DELIGHTED

SAP Cloud for Analytics

Because it combines planning, business intelligence, and predictive analytics in a single cloud-based solution. SAP Cloud for Analytics simplifies financial planning and analysis (FP&A) and gives you the ability to analyze data and collaborate in the context of your plans in real time.

DEGREE OF SATISFACTION

Delights

Highly Satisfies

Almost Satisfies

Disappoints

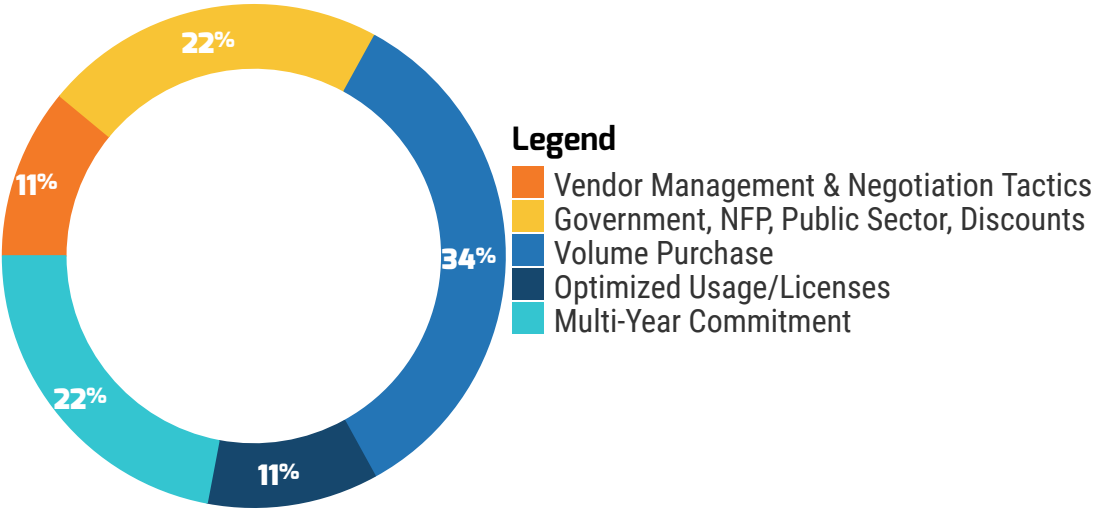**0%** ADOPTION RATE

-- CHECKED ARE DELIGHTED

What Discounts are Available?

Every company provides discounts, but pricing flexibility changes per vendor.

Have you been able to negotiate a discount/price reduction?

39%

OF ORGANIZATIONS HAVE RECEIVED DISCOUNTS AT INITIAL PURCHASE AND AT RENEWAL

What are clients of SAP BI Planning to Spend Next Year?

Next year, do you plan to increase or decrease your number of licenses, the number of modules and add ons, and do you expect for your cost per license to increase?

Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.
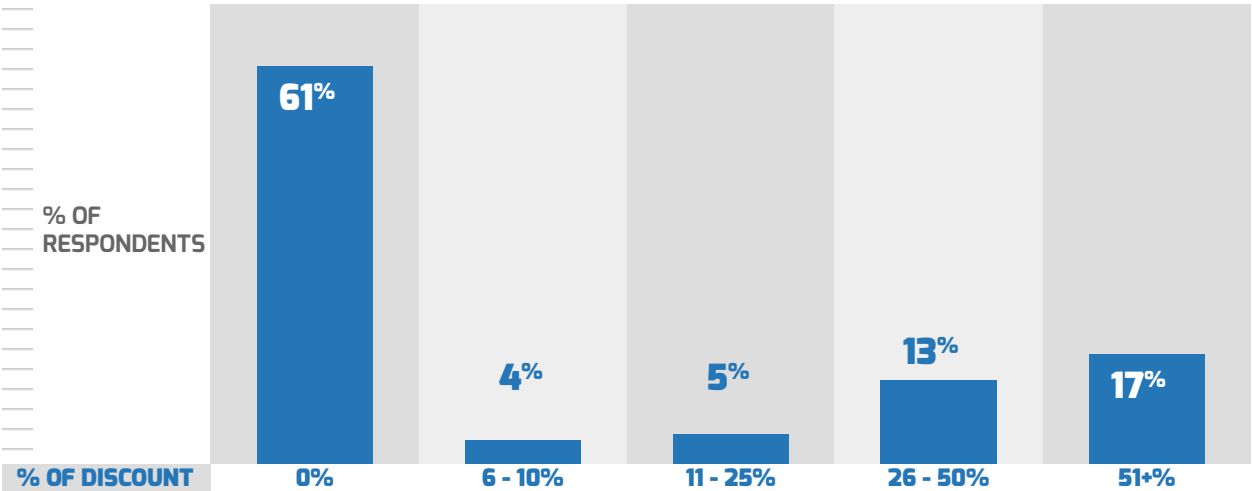
Primary Reason For Discount

Reasons for discounts vary, analyze the most popular types of discounts provided from SAP BI.

Please select the primary reason for the discount/price reduction?

22%
11%
34%
22%
11%

Legend
- Vendor Management & Negotiation Tactics
- Government, NFP, Public Sector, Discounts
- Volume Purchase
- Optimized Usage/Licenses
- Multi-Year Commitment

BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE ↓ 3%	COST PER LICENSE ↓ 3%	COST PER LICENSE ↓ 2%
# OF LICENSES ↓ 8%	# OF LICENSES ↑ 1%	# OF LICENSES ↑ 8%
ADD-ON COSTS ↓ 1%	ADD-ON COSTS ↑ 4%	ADD-ON COSTS ↑ 8%

Discount % Provided

What percent discount did you receive from the initial list price?

% OF RESPONDENTS

0%	6 - 10%	11 - 25%	26 - 50%	51+%
61%	4%	5%	13%	17%

% OF DISCOUNT

Implementation vs Satisfaction

See how popular different types of implementation can influence satisfaction with the product, the time taken to implement and the cost associated. Use cost, time and satisfaction levels to make the right decision for you.

Range
Smallest Value / Greatest Value
First Quartile / Median / Third Quartile
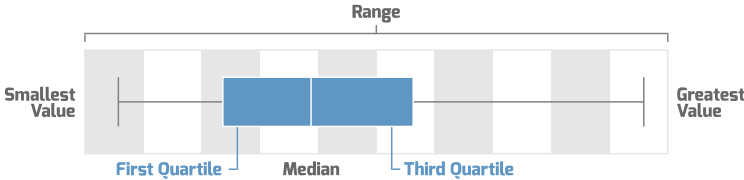
IMPLEMENTATION TYPE % of respondents		IMPLEMENTATION SATISFACTION	AVG WEEKS	WEEKS TO IMPLEMENT	AVG COST	COST TO IMPLEMENT
Independent Implementation	36%	61%	7.3		$238,800	
Minimal Implementation Required	15%	58%	10.2		$102,020	
With a Third Party	18%	50%	26.2		$109,289	
With the Vendor	18%	33%	17.8		$2,118,600	
With the Vendor and a Third Party	12%	33%	24.3		$4,650,000	

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences overall satisfaction. Determine whether it's worth paying for training at all.

26%
Of Companies Spent Zero Dollars on Training
NO TRAINING
Average Overall Satisfaction
73%

Organizations Experience a **-2%** Change in Overall Satisfaction When They Spend an Average of
$5,000 ON TRAINING
Average Overall Satisfaction
71%

Organizations Experience a **-17%** Change in Overall Satisfaction When They Spend and Average of
$40,000 ON TRAINING
Average Overall Satisfaction
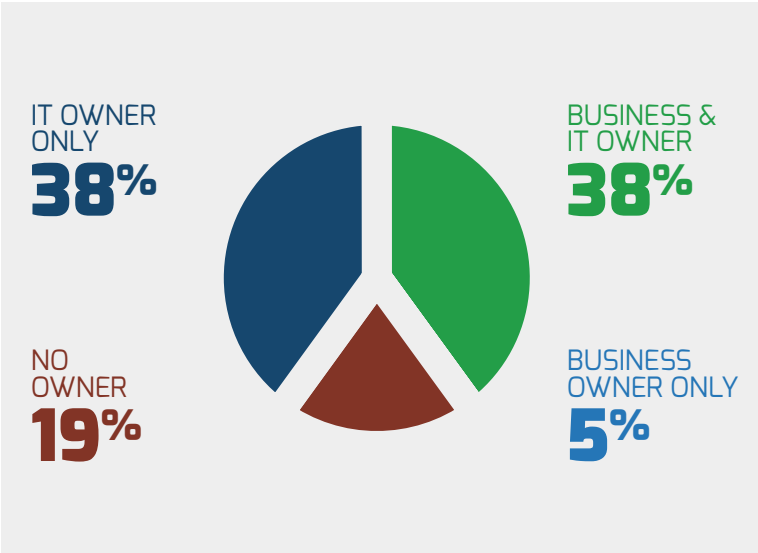**56%**

Staffing & Ownership

Be prepared. Ensure you staff the maintenance of SAP BI correctly or risk dissatisfaction. See how overall satisfaction, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.

NUMBER OF IT SUPPORT STAFF REQUIRED		OVERALL SATISFACTION	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	12%	↓ 0% WITH ~14 MORE STAFF	↓ 13% WITH ~14 MORE STAFF	↓ 0% WITH ~14 MORE STAFF
6-10 STAFF	7%			
4-5 STAFF	9%			
3 STAFF	16%	72% OVERALL SATISFACTION	64% IT ADMINISTRATION SATISFACTION	44% CUSTOMIZATION SATISFACTION
2 STAFF	25%			
1 STAFF	28%	↓ 0% WITH ~1 LESS STAFF	↑ 5% WITH ~1 LESS STAFF	↑ 23% WITH ~1 LESS STAFF
0 STAFF	3%			

NUMBER OF DEVELOPERS REQUIRED		OVERALL SATISFACTION	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	9%	↓ 0% WITH ~11 MORE STAFF	↑ 9% WITH ~11 MORE STAFF	↑ 21% WITH ~11 MORE STAFF
6-10 STAFF	3%			
4-5 STAFF	4%			
3 STAFF	9%	63% OVERALL SATISFACTION	55% IT ADMINISTRATION SATISFACTION	39% CUSTOMIZATION SATISFACTION
2 STAFF	28%			
1 STAFF	28%	↓ 0% WITH ~1 LESS STAFF	↑ 25% WITH ~1 LESS STAFF	↑ 38% WITH ~1 LESS STAFF
0 STAFF	19%			

Staff Salaries

SALARY	SUPPORT							
$100K +	14%	$125K	$120K	$105K				
$76 - $100K	31%	$98K	$90K	$90K	$85K	$80K	$80K	$100K
$51 - $75K	23%	$70K	$65K	$60K	$60K	$55K		
$31 - $50K	32%	$50K	$50K	$50K	$50K	$50K	$50K	$40K
<= $30K	0%							

SALARY	DEVELOPERS							
$100K +	17%	$120K	$120K	$105K				
$76 - $100K	39%	$90K	$90K	$80K	$80K	$80K	$100K	$100K
$51 - $75K	27%	$70K	$70K	$65K	$65K	$55K		
$31 - $50K	17%	$50K	$50K	$50K				
<= $30K	0%							

Established Clear Ownership

IT OWNER ONLY **38%**

BUSINESS & IT OWNER **38%**

NO OWNER **19%**

BUSINESS OWNER ONLY **5%**

Ownership Satisfaction

BUSINESS & IT OWNER **69%**

BUSINESS OWNER ONLY **65%**

NO OWNER **63%**

IT OWNER ONLY **74%**
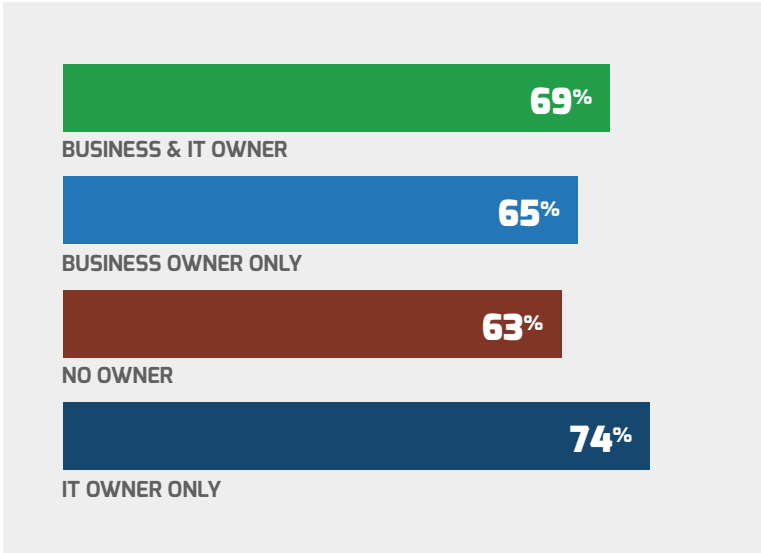
How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.
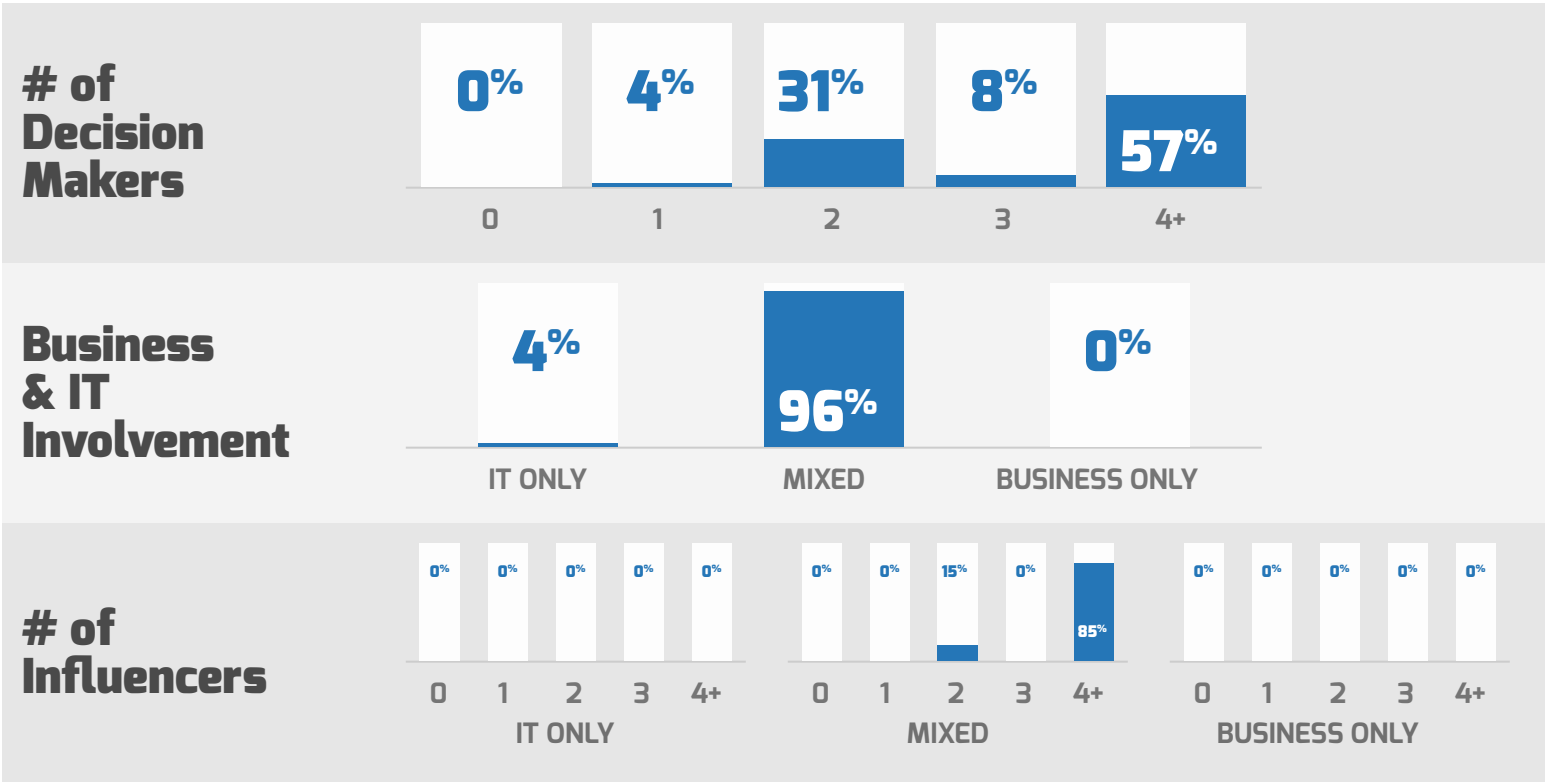
How much Time & Effort was spent making your selection Decision?

1 WEEK	2 WEEKS	3-5 WEEKS	6-10 WEEKS	11-20 WEEKS	21+ WEEKS
5%	0%	25%	30%	10%	30%

% OF RESPONDENTS
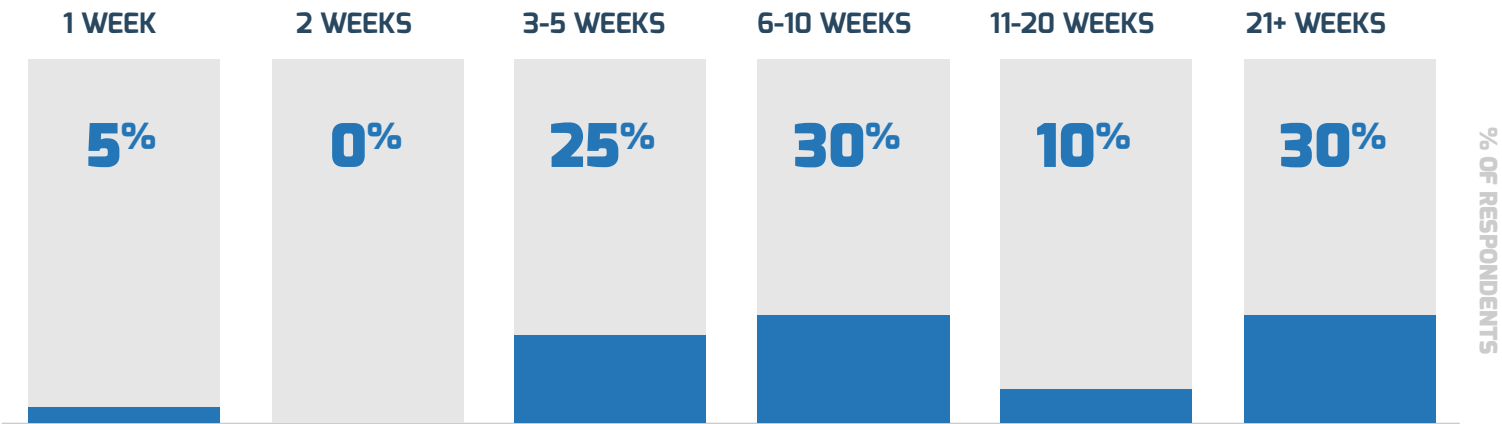
Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

How many people were Involved in what Capacity during this Vendor Selection Decision?

# of Decision Makers

0	1	2	3	4+
0%	4%	31%	8%	57%

Business & IT Involvement

IT ONLY	MIXED	BUSINESS ONLY
4%	96%	0%

# of Influencers

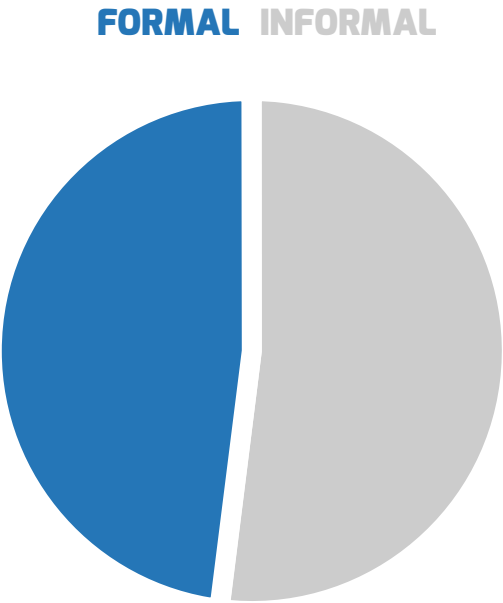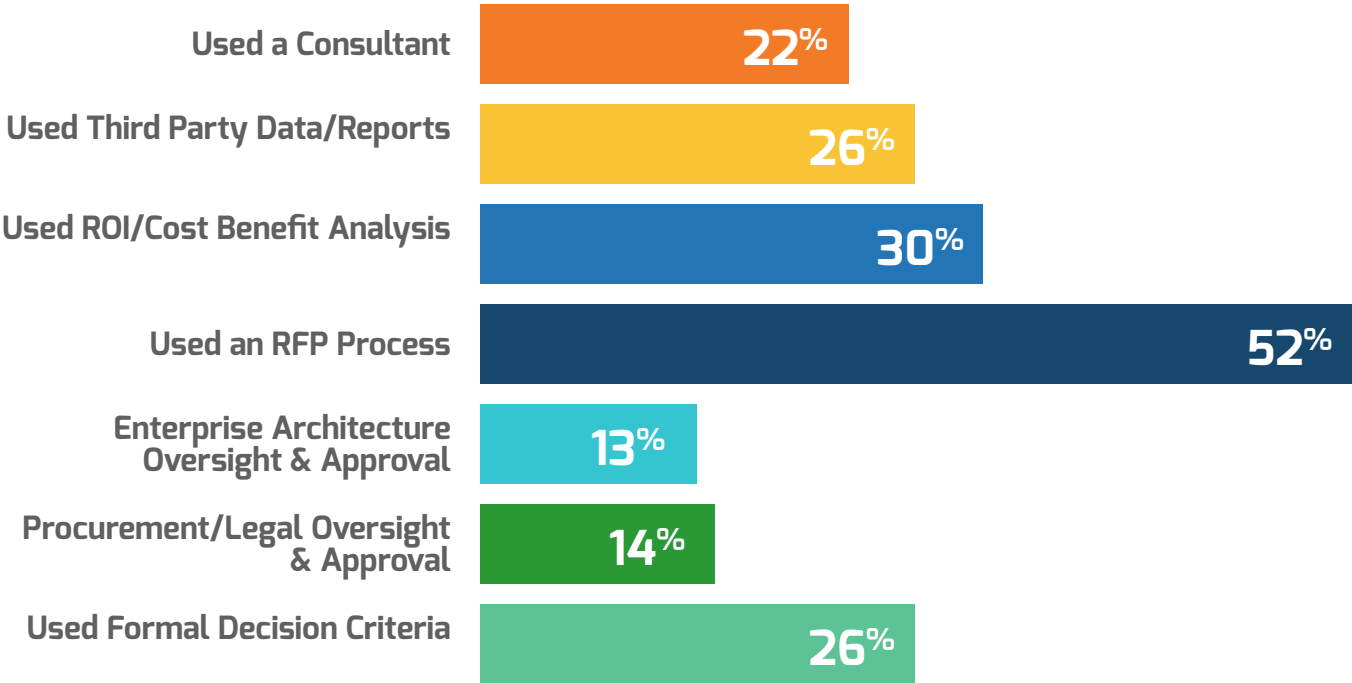|	IT ONLY					MIXED					BUSINESS ONLY			
0	1	2	3	4+	0	1	2	3	4+	0	1	2	3	4+
0%	0%	0%	0%	0%	0%	0%	15%	0%	85%	0%	0%	0%	0%	0%

Selection Methodology

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.

Selection Process, Oversight & Approval

What process, oversight & approvals were used in your evaluation & selection process?

Discover the most popular type of selection process, oversight & approval, used for SAP BI.

Used a Consultant	22%
Used Third Party Data/Reports	26%
Used ROI/Cost Benefit Analysis	30%
Used an RFP Process	52%
Enterprise Architecture Oversight & Approval	13%
Procurement/Legal Oversight & Approval	14%
Used Formal Decision Criteria	26%

How Effective is the Selection Process

64% EFFECTIVE

INFO~TECH
RESEARCH GROUP

Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment SAP BI fits best. "Small" businesses range from 1 to 500 employees, "Medium" businesses range from 501 to 5,000 employees, and "Large" businesses have more than 5,000 employees.

SMALL

-57 NET PROMOTER SCORE

Promoters		0%
Passives		43%
Detractors		57%

MEDIUM

-24 NET PROMOTER SCORE

Promoters		19%
Passives		38%
Detractors		43%

LARGE — BEST FIT

-3 NET PROMOTER SCORE

Promoters		27%
Passives		43%
Detractors		30%

CAPABILITY SATISFACTION

SMALL
Delighted	6%
Highly Satisfied	36%
Almost Satisfied	48%
Disappointed	10%

MEDIUM
Delighted	3%
Highly Satisfied	41%
Almost Satisfied	46%
Disappointed	10%

LARGE
Delighted	7%
Highly Satisfied	26%
Almost Satisfied	53%
Disappointed	14%

FEATURE SATISFACTION

SMALL
Delighted	9%
Highly Satisfied	35%
Almost Satisfied	44%
Disappointed	12%

MEDIUM
Delighted	5%
Highly Satisfied	37%
Almost Satisfied	48%
Disappointed	10%

LARGE
Delighted	4%
Highly Satisfied	29%
Almost Satisfied	48%
Disappointed	19%

IMPLEMENTATION SATISFACTION

SMALL
Delighted	0%
Highly Satisfied	80%
Almost Satisfied	0%
Disappointed	20%

MEDIUM
Delighted	10%
Highly Satisfied	30%
Almost Satisfied	60%
Disappointed	0%

LARGE
Delighted	10%
Highly Satisfied	33%
Almost Satisfied	52%
Disappointed	5%

COST SATISFACTION

SMALL
Delighted	0%
Highly Satisfied	67%
Almost Satisfied	33%
Disappointed	0%

MEDIUM
Delighted	0%
Highly Satisfied	57%
Almost Satisfied	43%
Disappointed	0%

LARGE
Delighted	13%
Highly Satisfied	37%
Almost Satisfied	25%
Disappointed	25%

ORG FIT

SMALL
1: COST   2: SIZE & MARKET SHARE OF VENDOR   3: SOCIAL RESPONSIBILITY

MEDIUM
1: EXISTING PERSONAL RELATIONSHIP   2: POLITICAL REASONS   3: PREVIOUSLY INSTALLED PRODUCT/VENDOR

LARGE
1: SOCIAL RESPONSIBILITY   2: SIZE & MARKET SHARE OF VENDOR   3: ARCHITECTURAL PLATFORM FIT

IMPORTANCE

SMALL
CAP 31%	FEAT 33%	ORG 14%	COST 22%

MEDIUM
FEAT 32%	COST 6%	ORG 14%	CAP 48%

LARGE
COST 8%	FEAT 26%	CAP 51%	ORG 15%

PLAN TO RENEW

SMALL	MEDIUM	LARGE
50%	67%	100%

Years of Ownership

See how longevity of ownership effects satisfaction across the product

What year did you implement SAP BI?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES & FUNCTIONS	LIKELY TO RENEW
1	13%	68%	54%	71%	75%
2	29%	72%	62%	60%	50%
3	16%	76%	59%	64%	100%
4	3%	30%	43%	29%	100%
5	10%	63%	63%	60%	33%
6-10	10%	87%	48%	55%	100%
11+	19%	68%	52%	57%	100%
AVERAGE		**66%**	**56%**	**57%**	**80%**

Involvement of Customers

See how involvement with the product effects satisfaction across the product

What is/was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES & FUNCTIONS	LIKELY TO RENEW
IT DEVELOPMENT, INTEGRATION & ADMINISTRATION	55%	66%	53%	56%	91%
IT LEADER/MANAGEMENT	42%	69%	55%	58%	76%
INITIAL IMPLEMENTATION	28%	63%	47%	49%	83%
END USER OF APPLICATION	22%	60%	49%	49%	100%
BUSINESS LEADER/MANAGEMENT	22%	67%	59%	55%	100%
VENDOR SELECTION & PURCHASING	15%	60%	51%	53%	86%
VENDOR MANAGEMENT & RENEWAL	11%	64%	55%	56%	100%
AVERAGE		**66%**	**56%**	**57%**	**80%**

Role of Customer

See how department or seniority effects satisfaction across the product

Please select your current role:

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES & FUNCTIONS	LIKELY TO RENEW
INFORMATION TECHNOLOGY	88%	68%	58%	59%	83%
INDUSTRY SPECIFIC ROLE	4%	75%	55%	58%	--
OPERATIONS	3%	45%	29%	25%	100%
CONSULTANT	2%	70%	47%	52%	--
C-LEVEL	2%	70%	--	--	--
FINANCE	1%	30%	37%	33%	--
VENDOR MANAGEMENT	--	--	--	--	--
HUMAN RESOURCES	--	--	--	--	--
PUBLIC SECTOR	--	--	--	--	--
SALES & MARKETING	--	--	--	--	--
AVERAGE		**66%**	**56%**	**57%**	**80%**

Usage Level of Customers

See how the frequency of interaction with the product, effects satisfaction

How often do you use the features & functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES & FUNCTIONS	LIKELY TO RENEW
DAILY	31%	65%	54%	56%	100%
OCCASIONALLY	29%	69%	58%	58%	100%
WEEKLY	19%	71%	54%	53%	50%
RARELY OR NEVER	13%	46%	54%	51%	33%
PREVIOUSLY USED	8%	72%	62%	69%	67%
AVERAGE		**66%**	**56%**	**57%**	**80%**

SAP BI
Version Breakdown

Versions are mutually exclusive products offered by the vendor, via deployment, industry or pricing packages. Understand the satisfaction broken down by version type. See if all versions are created equal and if you're selecting the best version for your needs.

SAP LUMIRA

70% Overall Satisfaction

+0 Net Promoter Score

VERSION NAME	NET PROMOTER	FEATURES	CAPABILITY
SAP Lumira	+0	54%	57%
SAP Crystal	-20	50%	58%
SAP BusinessObjects	-32	58%	54%
SAP Cloud for Analytics	-50	57%	58%

Vendor Capability
RANKED BY SATISFACTION

Quality of Training
MEAN SATISFACTION 56%

Breadth of Features
MEAN SATISFACTION 67%

Business Value Created
MEAN SATISFACTION 56%

Ease of Customization
MEAN SATISFACTION 33%

Ease of Data Integration
MEAN SATISFACTION 67%

Ease of Implementation
MEAN SATISFACTION 67%

Ease of Administration
MEAN SATISFACTION 67%

Product Strategy
MEAN SATISFACTION 67%

Quality of Features
MEAN SATISFACTION 33%

Usability
MEAN SATISFACTION 67%

Vendor Support
MEAN SATISFACTION 56%

SAP BI
Version Breakdown

Versions are mutually exclusive products offered by the vendor, via deployment, industry or pricing packages. Understand the satisfaction broken down by version type. See if all versions are created equal and if you're selecting the best version for your needs.

SAP CLOUD FOR ANALYTICS

65% Overall Satisfaction

-50 Net Promoter Score

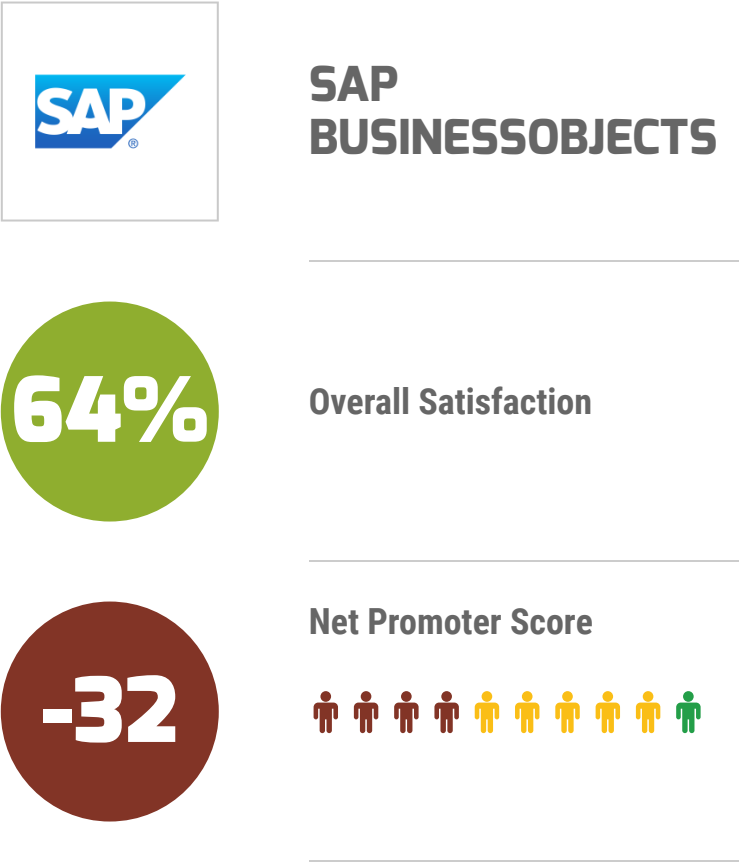| VERSION NAME	NET PROMOTER	FEATURES	CAPABILITY
SAP Lumira	+0	54%	57%
SAP Crystal	-20	50%	58%
SAP BusinessObjects	-32	58%	54%
SAP Cloud for Analytics	-50	57%	58%

Vendor Capability
RANKED BY SATISFACTION

Quality of Training
MEAN SATISFACTION 42%

Breadth of Features
MEAN SATISFACTION 60%

Business Value Created
MEAN SATISFACTION 60%

Ease of Customization
MEAN SATISFACTION 58%

Ease of Data Integration
MEAN SATISFACTION 50%

Ease of Implementation
MEAN SATISFACTION 0%

Ease of Administration
MEAN SATISFACTION 67%

Product Strategy
MEAN SATISFACTION 67%

Quality of Features
MEAN SATISFACTION 75%

Usability
MEAN SATISFACTION 58%

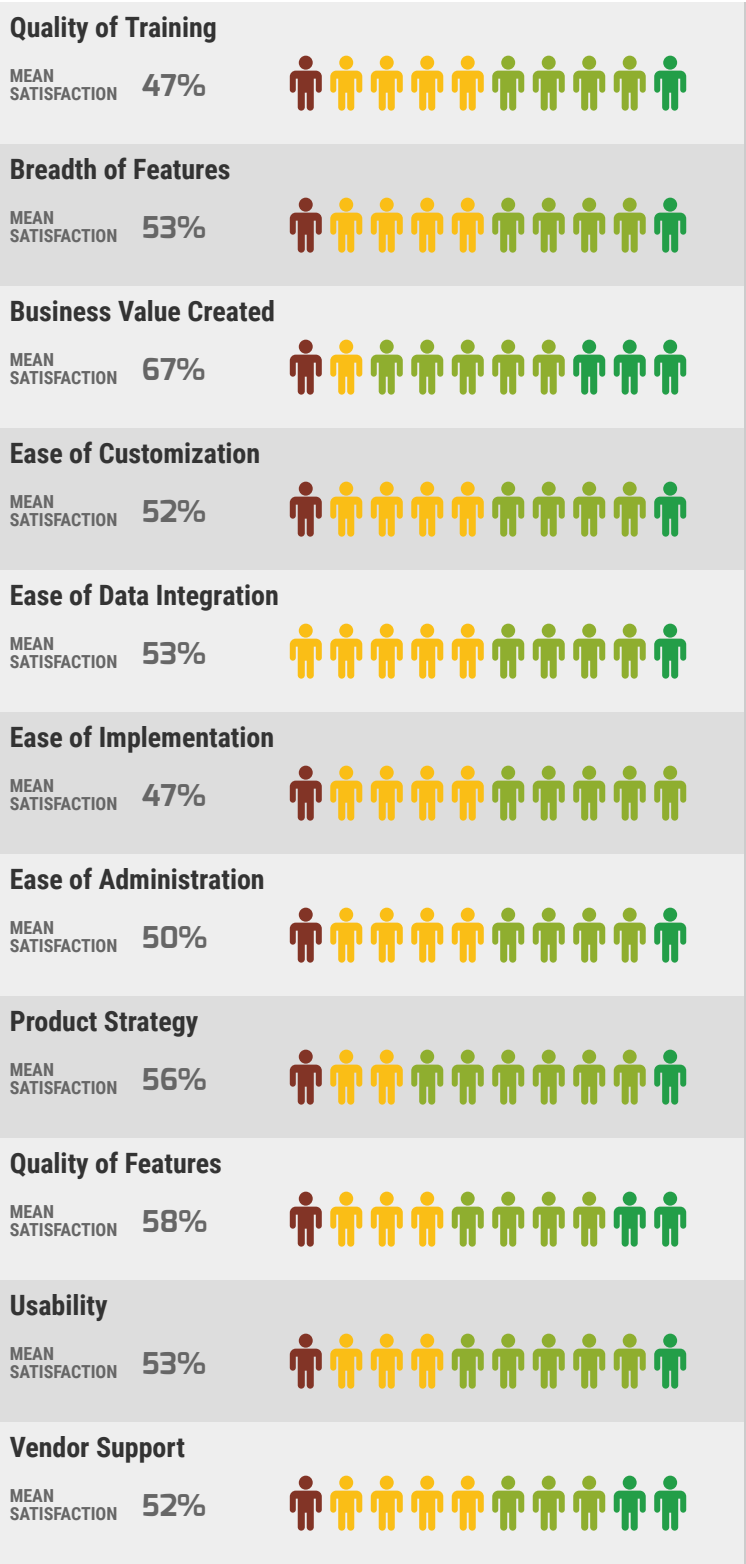**Vendor Support**
MEAN SATISFACTION 42%

SAP BI
Version Breakdown

Versions are mutually exclusive products offered by the vendor, via deployment, industry or pricing packages. Understand the satisfaction broken down by version type. See if all versions are created equal and if you're selecting the best version for your needs.

SAP

SAP BUSINESSOBJECTS

64% Overall Satisfaction

-32 Net Promoter Score

VERSION NAME	NET PROMOTER	FEATURES	CAPABILITY
SAP Lumira	+0	54%	57%
SAP Crystal	-20	50%	58%
SAP BusinessObjects	-32	58%	54%
SAP Cloud for Analytics	-50	57%	58%

Vendor Capability
RANKED BY SATISFACTION

Quality of Training — MEAN SATISFACTION 47%

Breadth of Features — MEAN SATISFACTION 53%

Business Value Created — MEAN SATISFACTION 67%

Ease of Customization — MEAN SATISFACTION 52%

Ease of Data Integration — MEAN SATISFACTION 53%

Ease of Implementation — MEAN SATISFACTION 47%

Ease of Administration — MEAN SATISFACTION 50%

Product Strategy — MEAN SATISFACTION 56%

Quality of Features — MEAN SATISFACTION 58%

Usability — MEAN SATISFACTION 53%

Vendor Support — MEAN SATISFACTION 52%

SAP BI
Version Breakdown

Versions are mutually exclusive products offered by the vendor, via deployment, industry or pricing packages. Understand the satisfaction broken down by version type. See if all versions are created equal and if you're selecting the best version for your needs.
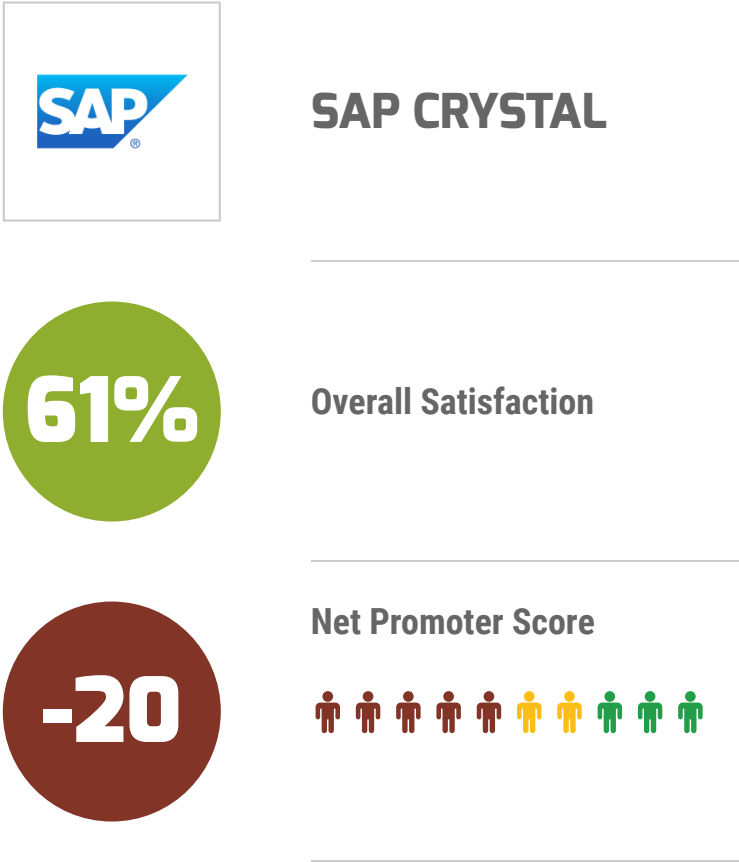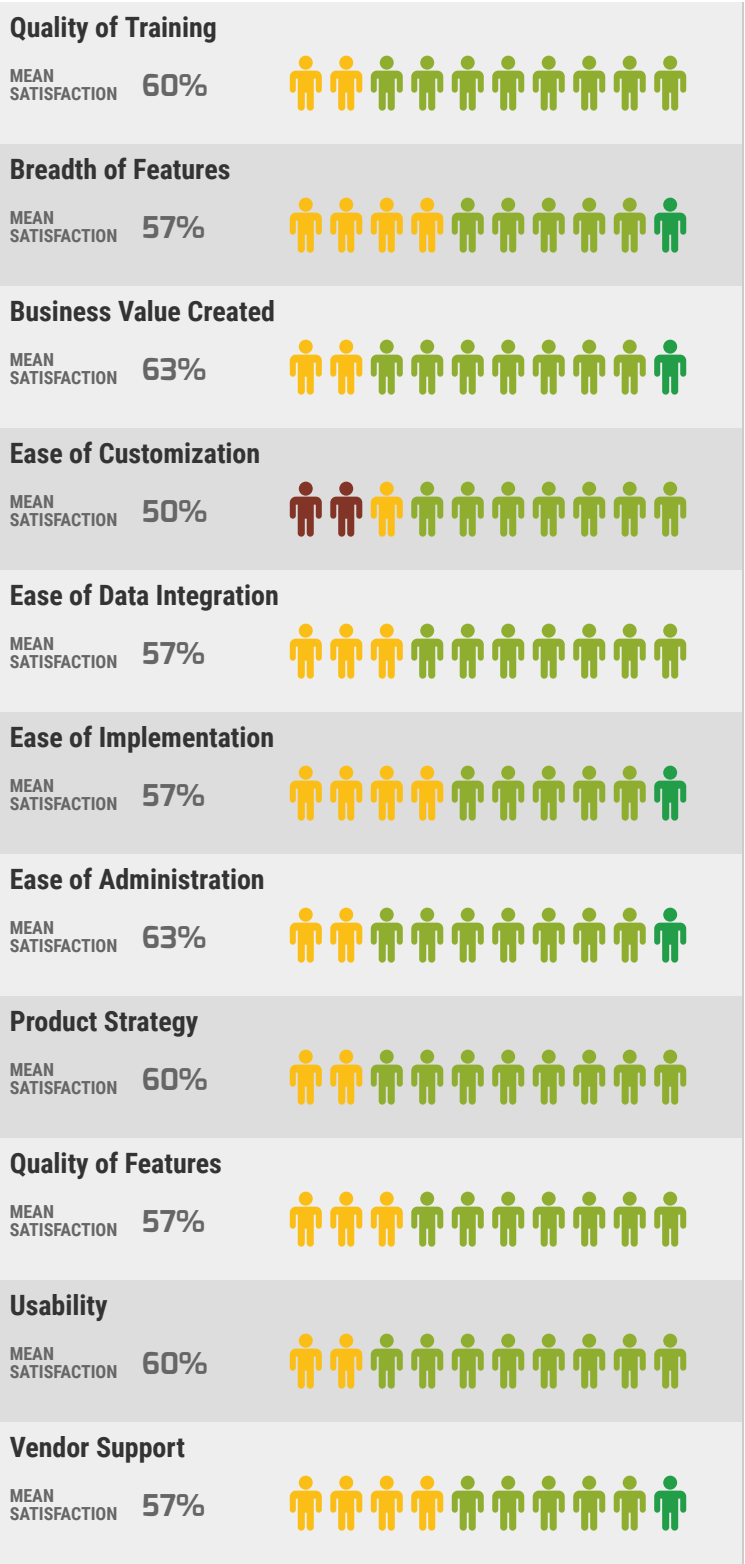
SAP

SAP CRYSTAL

61% Overall Satisfaction

-20 Net Promoter Score

VERSION NAME	NET PROMOTER	FEATURES	CAPABILITY
SAP Lumira	+0	54%	57%
SAP Crystal	-20	50%	58%
SAP BusinessObjects	-32	58%	54%
SAP Cloud for Analytics	-50	57%	58%

Vendor Capability
RANKED BY SATISFACTION

Quality of Training — MEAN SATISFACTION 60%

Breadth of Features — MEAN SATISFACTION 57%

Business Value Created — MEAN SATISFACTION 63%

Ease of Customization — MEAN SATISFACTION 50%

Ease of Data Integration — MEAN SATISFACTION 57%

Ease of Implementation — MEAN SATISFACTION 57%

Ease of Administration — MEAN SATISFACTION 63%

Product Strategy — MEAN SATISFACTION 60%

Quality of Features — MEAN SATISFACTION 57%

Usability — MEAN SATISFACTION 60%

Vendor Support — MEAN SATISFACTION 57%

Holly Rosen

Role: Operations
Industry: "Sports"
Licenses: 6
Version:
Involvement: Vendor Selection & Purchasing
Usage: Daily

Does Not Recommend
3/10

"Business Intelligence Manager"

What differenciates SAP BI from other similar products?

What is your favourite aspect of this product?

I like the flexibility of the tool

What do you dislike most about this product?

some of the features are not intuitive

What recommendations would you give to someone considering this product?

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
1	Quality of Training	2
2	Breadth of Features	9
1	Business Value Created	12
1	Ease of Customization	0
2	Ease of Data Integration	8
1	Ease of Implementation	2
-	Ease of Administration	0
1	Product Strategy	9
2	Quality of Features	14
1	Usability	3
1	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	BI Platform Administration	0
0	BI Security	1
0	Collaboration	0
-	Data Integration & ETL	0
0	Intelligent Alerts & Notifications	5
1	Metadata Management	8
-	Mobile	8
2	Operational Reporting Capabilities	10
-	Personalized Executive Dashboards	8
2	Predictive & What-If Analysis	0
1	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	1
Social Responsibility	0

Jason Rowland

Role: Information Technology
Industry: "Automotive"
Licenses: 1000
Version:
Involvement: IT Leader/Management
Usage: Daily

Neutral
7/10

"Honda BI Architect review"

What differenciates SAP BI from other similar products?

Security features are very good from one end of product to the other

What is your favourite aspect of this product?

ad-hoc capabilities are easy to use, and report creation can be simple with a well designed universe

What do you dislike most about this product?

poor regression testing for enhancement and bug fixes

What recommendations would you give to someone considering this product?

That they make sure they purchase only what they will use, and to do a proof of concept with all tools before purchasing them

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
1	Quality of Training	0
2	Breadth of Features	0
1	Business Value Created	10
1	Ease of Customization	0
1	Ease of Data Integration	0
1	Ease of Implementation	0
1	Ease of Administration	0
2	Product Strategy	0
1	Quality of Features	15
1	Usability	15
1	Vendor Support	10

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
2	BI Security	0
1	Collaboration	0
1	Data Integration & ETL	0
1	Intelligent Alerts & Notifications	0
1	Metadata Management	0
1	Mobile	10
2	Operational Reporting Capabilities	10
2	Personalized Executive Dashboards	5
1	Predictive & What-If Analysis	0
2	Self-Service & Ad Hoc Capabilities	10

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	10
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	5
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

Aaron Benner

Role: Consultant
Industry: "Law Practice"
Licenses: 1
Version:
Involvement: IT Development, Integration & Administration
Usage: Weekly

Neutral
7/10

"SAP BI - Getting Detail you need for Operational Reports"

What differenciates SAP BI from other similar products?

Logical reasoning capabilities

What is your favourite aspect of this product?

Hard to manage the complexity of all the different modules

What do you dislike most about this product?

high costs from vendor, also many issues require Germany help

What recommendations would you give to someone considering this product?

Very easy to use on the front end, useful tool for increasing business productivity

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
1	Quality of Training	0
2	Breadth of Features	0
2	Business Value Created	0
1	Ease of Customization	0
1	Ease of Data Integration	0
-	Ease of Implementation	0
1	Ease of Administration	0
1	Product Strategy	0
2	Quality of Features	0
2	Usability	0
1	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	BI Platform Administration	0
-	BI Security	0
-	Collaboration	0
-	Data Integration & ETL	0
2	Intelligent Alerts & Notifications	0
2	Metadata Management	0
2	Mobile	0
1	Operational Reporting Capabilities	0
2	Personalized Executive Dashboards	0
1	Predictive & What-If Analysis	0
1	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	100
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

INFO~TECH
RESEARCH GROUP

Erik Lett

Role: Operations
Industry: "Pharmaceuticals"
Licenses: 1
Version:
Involvement: IT Development, Integration & Administration
Usage: Weekly

Does Not Recommend
6/10

Dariusz Zyskowski

Role: Information Technology
Industry: "Government Administration"
Licenses: 120
Version:
Involvement: Vendor Selection & Purchasing
Usage: Daily

Recommends
9/10

Steve Krandel

Role: Information Technology
Industry: "Computer Software"
Licenses: 450
Version:
Involvement: Vendor Management & Renewal
Usage: Daily

Neutral
7/10

"First implementation"

What differenciates SAP BI from other similar products?

Ties into sap ecc allowing integration to MDMA setup

What is your favourite aspect of this product?

Ties into sap ecc allowing continuous business logic

What do you dislike most about this product?

Inability to utilise BO universes on BW

What recommendations would you give to someone considering this product?

Make sure to define your business architecture

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
1	Quality of Training	6
0	Breadth of Features	7
0	Business Value Created	6
0	Ease of Customization	11
1	Ease of Data Integration	4
0	Ease of Implementation	1
1	Ease of Administration	0
0	Product Strategy	4
1	Quality of Features	5
1	Usability	8
0	Vendor Support	2

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
1	BI Platform Administration	6
1	BI Security	0
-	Collaboration	10
1	Data Integration & ETL	5
-	Intelligent Alerts & Notifications	5
-	Metadata Management	0
-	Mobile	0
-	Operational Reporting Capabilities	6
0	Personalized Executive Dashboards	3
-	Predictive & What-If Analysis	5
0	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT	
Architectural Fit	6
Sales Experience	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

"SAP Business Objects - best of its class"

What differenciates SAP BI from other similar products?

Webi simplicity for end users.

What is your favourite aspect of this product?

How easy it is to create quick reports for non technical users.

What do you dislike most about this product?

Frequent changes: terminology and product functionality.

What recommendations would you give to someone considering this product?

If you are looking to give your end users the power to create their own reports - SAP Webintellligence is the way to go.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	10
2	Breadth of Features	9
3	Business Value Created	11
2	Ease of Customization	0
3	Ease of Data Integration	0
3	Ease of Implementation	9
2	Ease of Administration	10
2	Product Strategy	7
3	Quality of Features	13
2	Usability	11
2	Vendor Support	8

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
3	BI Security	0
2	Collaboration	0
3	Data Integration & ETL	0
3	Intelligent Alerts & Notifications	0
2	Metadata Management	0
-	Mobile	0
3	Operational Reporting Capabilities	0
2	Personalized Executive Dashboards	0
2	Predictive & What-If Analysis	0
3	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT	
Architectural Fit	0
Sales Experience	0
Cost	9
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	3
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

"Is SAP really the best?"

What differenciates SAP BI from other similar products?

It's still the best reporting tool on the market. Sadly, reporting isn't important anymore. It's dashboarding is week compared to the competion. Visualization is nice, but 3 year too late to market.

What is your favourite aspect of this product?

Security and distribution options

What do you dislike most about this product?

performance. It's a pig on our servers.

What recommendations would you give to someone considering this product?

really decide what you and do the whole thing.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
1	Quality of Training	0
0	Breadth of Features	0
1	Business Value Created	0
0	Ease of Customization	0
0	Ease of Data Integration	0
2	Ease of Implementation	0
2	Ease of Administration	0
2	Product Strategy	0
1	Quality of Features	0
1	Usability	10
0	Vendor Support	10

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	BI Platform Administration	0
3	BI Security	10
0	Collaboration	0
-	Data Integration & ETL	0
0	Intelligent Alerts & Notifications	0
1	Metadata Management	0
1	Mobile	0
3	Operational Reporting Capabilities	15
0	Personalized Executive Dashboards	0
-	Predictive & What-If Analysis	0
1	Self-Service & Ad Hoc Capabilities	15

COST, ORGANIZATION & ARCHITECTURAL FIT	
Architectural Fit	10
Sales Experience	0
Cost	0
Existing Relationship	5
Managing Risk	0
Political Reasons	0
Previously Installed	10
Vendor Reputation	5
Vendor Market Share	0
Skill & Staff Fit	10
Social Responsibility	0

Rajeev Mehrotra

Role: Information Technology
Industry: "Information Technology and Services"
Licenses: 1000
Version:
Involvement: Vendor Selection & Purchasing
Usage: Occasionally

Recommends 9/10

"not clear reg question"

What differenciates SAP BI from other similar products?

integrated env

What is your favourite aspect of this product?

end to end

What do you dislike most about this product?

usability and UI

What recommendations would you give to someone considering this product?

improve usability

Core Competetive Dimensions

Vendor Capability	Satisfaction	Importance
Quality of Training	2	0
Breadth of Features	1	0
Business Value Created	1	21
Ease of Customization	1	12
Ease of Data Integration	1	14
Ease of Implementation	1	0
Ease of Administration	1	6
Product Strategy	2	0
Quality of Features	1	0
Usability	0	0
Vendor Support	1	0

Product Feature	Satisfaction	Importance
BI Platform Administration	1	0
BI Security	1	2
Collaboration	1	0
Data Integration & ETL	2	0
Intelligent Alerts & Notifications	1	5
Metadata Management	1	3
Mobile	1	7
Operational Reporting Capabilities	2	9
Personalized Executive Dashboards	2	9
Predictive & What-If Analysis	1	1
Self-Service & Ad Hoc Capabilities	1	8

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	3
Skill & Staff Fit	0
Social Responsibility	0

Michael Yee

Role: Information Technology
Industry: "Civic and Social Organization"
Licenses: 5
Version:
Involvement: Vendor Management & Renewal
Usage: Previously Used

Recommends 10/10

"systems administrator"

What differenciates SAP BI from other similar products?

What is your favourite aspect of this product?

What do you dislike most about this product?

What recommendations would you give to someone considering this product?

Core Competetive Dimensions

Vendor Capability	Satisfaction	Importance
Quality of Training	3	0
Breadth of Features	3	0
Business Value Created	3	0
Ease of Customization	3	0
Ease of Data Integration	3	0
Ease of Implementation	-	0
Ease of Administration	3	24
Product Strategy	3	0
Quality of Features	3	0
Usability	3	0
Vendor Support	3	0

Product Feature	Satisfaction	Importance
BI Platform Administration	3	0
BI Security	3	0
Collaboration	3	16
Data Integration & ETL	3	5
Intelligent Alerts & Notifications	3	0
Metadata Management	3	0
Mobile	3	0
Operational Reporting Capabilities	3	0
Personalized Executive Dashboards	3	0
Predictive & What-If Analysis	3	0
Self-Service & Ad Hoc Capabilities	3	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	4
Sales Experience	0
Cost	29
Existing Relationship	2
Managing Risk	2
Political Reasons	0
Previously Installed	2
Vendor Reputation	10
Vendor Market Share	1
Skill & Staff Fit	3
Social Responsibility	2

Dustin Gleason

Role: Information Technology
Industry: "Broadcast Media"
Licenses: 5600
Version:
Involvement: IT Development, Integration & Administration
Usage: Weekly

Does Not Recommend 6/10

"Pretty standard"

What differenciates SAP BI from other similar products?

Wide adoption and experienced integration with vendor.

What is your favourite aspect of this product?

Business benefit can be significant.

What do you dislike most about this product?

Cumbersome and slow. Needs to be configured properly to get proper statistics. Reports can be misleading and be negatively impactful for business.

What recommendations would you give to someone considering this product?

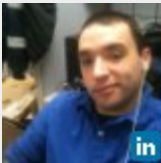*Hire proper staff to get pertinent data, otherwise the whole thing is a waste and can actually be damaging.*

Core Competetive Dimensions

Vendor Capability	Satisfaction	Importance
Quality of Training	-	0
Breadth of Features	2	4
Business Value Created	2	19
Ease of Customization	2	3
Ease of Data Integration	1	2
Ease of Implementation	1	5
Ease of Administration	2	12
Product Strategy	2	6
Quality of Features	2	4
Usability	2	4
Vendor Support	2	7

Product Feature	Satisfaction	Importance
BI Platform Administration	2	5
BI Security	0	1
Collaboration	0	2
Data Integration & ETL	1	4
Intelligent Alerts & Notifications	1	2
Metadata Management	2	6
Mobile	-	0
Operational Reporting Capabilities	3	3
Personalized Executive Dashboards	2	2
Predictive & What-If Analysis	1	3
Self-Service & Ad Hoc Capabilities	0	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	6
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

Joseph Bright

Role: Information Technology
Industry: "Information Technology and Services"
Licenses: 5000
Version:
Involvement: IT Development, Integration & Administration
Usage: Daily

Neutral
7/10

"Crystal Reports is great for users"

What differenciates SAP BI from other similar products?

it is a great addition to any SAP inplementation

What is your favourite aspect of this product?

seamless intergration with SAP.

What do you dislike most about this product?

it does take some training to create individual dashboards.

What recommendations would you give to someone considering this product?

If you have SAP you should consider getting Crystal Reports, its a great addition.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	0
2	Breadth of Features	5
2	Business Value Created	50
2	Ease of Customization	0
2	Ease of Data Integration	5
2	Ease of Implementation	5
2	Ease of Administration	5
2	Product Strategy	0
2	Quality of Features	5
3	Usability	5
2	Vendor Support	5

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
2	BI Security	0
2	Collaboration	0
2	Data Integration & ETL	0
2	Intelligent Alerts & Notifications	0
2	Metadata Management	0
1	Mobile	0
2	Operational Reporting Capabilities	0
2	Personalized Executive Dashboards	0
1	Predictive & What-If Analysis	0
2	Self-Service & Ad Hoc Capabilities	10

COST, ORGANIZATION & ARCHITECTURAL FIT	
Architectural Fit	0
Sales Experience	0
Cost	5
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

Joseph Bright

Role: Information Technology
Industry: "Information Technology and Services"
Licenses: 5000
Version:
Involvement: IT Development, Integration & Administration
Usage: Weekly

Recommends
9/10

"SAP PAR is great for end users"

What differenciates SAP BI from other similar products?

Seamless integration with other SAP products

What is your favourite aspect of this product?

Seamless integration with other SAP products

What do you dislike most about this product?

No complaints from me

What recommendations would you give to someone considering this product?

IF you have an SAP environment this is a great addition.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	0
2	Breadth of Features	5
3	Business Value Created	50
2	Ease of Customization	5
2	Ease of Data Integration	0
2	Ease of Implementation	5
2	Ease of Administration	5
2	Product Strategy	0
3	Quality of Features	5
2	Usability	5
2	Vendor Support	5

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
2	BI Security	0
1	Collaboration	0
2	Data Integration & ETL	0
2	Intelligent Alerts & Notifications	0
2	Metadata Management	0
-	Mobile	0
3	Operational Reporting Capabilities	5
3	Personalized Executive Dashboards	0
2	Predictive & What-If Analysis	0
2	Self-Service & Ad Hoc Capabilities	5

COST, ORGANIZATION & ARCHITECTURAL FIT	
Architectural Fit	0
Sales Experience	0
Cost	5
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

Joseph Bright

Role: Information Technology
Industry: "Information Technology and Services"
Licenses: 5000
Version:
Involvement: IT Development, Integration & Administration
Usage: Occasionally

Recommends
9/10

"SAP Lumira is great for end users"

What differenciates SAP BI from other similar products?

Seamless Integration with SAP

What is your favourite aspect of this product?

Seamless Integration with SAP

What do you dislike most about this product?

No complaints from me.

What recommendations would you give to someone considering this product?

THis is a great add on to a SAP environment and you can pull data from other sources too which is nice.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	0
2	Breadth of Features	5
2	Business Value Created	50
3	Ease of Customization	5
3	Ease of Data Integration	0
2	Ease of Implementation	5
3	Ease of Administration	5
2	Product Strategy	0
3	Quality of Features	5
2	Usability	5
2	Vendor Support	5

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
2	BI Security	0
2	Collaboration	0
2	Data Integration & ETL	0
2	Intelligent Alerts & Notifications	0
2	Metadata Management	0
-	Mobile	0
3	Operational Reporting Capabilities	5
3	Personalized Executive Dashboards	5
2	Predictive & What-If Analysis	0
3	Self-Service & Ad Hoc Capabilities	5

COST, ORGANIZATION & ARCHITECTURAL FIT	
Architectural Fit	0
Sales Experience	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

Timothy Samandari

Role: Information Technology
Industry: "Computer Software"
Licenses: 10
Version: SAP Lumira
Involvement: IT Development, Integration & Administration
Usage: Occasionally

Neutral
7/10

"IF you have SAP and need reports and basic BI then not much of a choice, have to use this."

What differenciates SAP BI from other similar products?

Created for SAP.

What is your favourite aspect of this product?

Gets rid of having to jump through major hurdles trying to do reporting from SAP if using another platform. Allows for not having to grant developers read access directly to the production database. Helpful during IT auditing.

What do you dislike most about this product?

Haven't had training on it yet, so far seems a little difficult to go beyond a simple report with a few columns and basic totaling.

What recommendations would you give to someone considering this product?

Have to get it if there is a need, not much a choice, just recommend internal staff gets the needed training in order to be productive.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	0
-	Breadth of Features	20
1	Business Value Created	0
0	Ease of Customization	0
2	Ease of Data Integration	0
-	Ease of Implementation	0
-	Ease of Administration	0
-	Product Strategy	0
-	Quality of Features	0
-	Usability	0
2	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	BI Platform Administration	0
-	BI Security	0
-	Collaboration	0
-	Data Integration & ETL	0
-	Intelligent Alerts & Notifications	0
-	Metadata Management	0
-	Mobile	0
-	Operational Reporting Capabilities	0
-	Personalized Executive Dashboards	0
-	Predictive & What-If Analysis	0
-	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	0
Existing Relationship	15
Managing Risk	0
Political Reasons	0
Previously Installed	40
Vendor Reputation	25
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

Aaron Green

Role: Industry Specific Role
Industry: "Internet"
Licenses:
Version: SAP Lumira
Involvement: End User of Application
Usage: Previously Used

Neutral
7/10

"Excellent Tool"

What differenciates SAP BI from other similar products?

The ease of inputting data into customizing the desired flow and panel. Factual charts and graphs integrated to the data and the percentage possibilities are well projected.

What is your favourite aspect of this product?

I really like the ability to visualize and interpret the summary of reports

What do you dislike most about this product?

Embedding your visualization on a website with real time data is not that easy

What recommendations would you give to someone considering this product?

Has good connective with all most all types of data source, if you are having SAP BW, SAP BO it will be very easy to create visualization

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
1	Quality of Training	0
2	Breadth of Features	20
2	Business Value Created	0
2	Ease of Customization	0
2	Ease of Data Integration	20
2	Ease of Implementation	0
2	Ease of Administration	0
2	Product Strategy	0
1	Quality of Features	20
2	Usability	0
1	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
2	BI Security	0
1	Collaboration	0
2	Data Integration & ETL	0
2	Intelligent Alerts & Notifications	0
2	Metadata Management	0
-	Mobile	0
2	Operational Reporting Capabilities	20
2	Personalized Executive Dashboards	20
2	Predictive & What-If Analysis	0
2	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

David Nuss

Role: C-Level
Industry: "Information Technology and Services"
Licenses: 1
Version: SAP Cloud for Analytics
Involvement: IT Leader/Management
Usage: Previously Used

Neutral
7/10

"My SAP BI Review"

What differenciates SAP BI from other similar products?

Large scale

What is your favourite aspect of this product?

Not sure specifically

What do you dislike most about this product?

Complexity

What recommendations would you give to someone considering this product?

Staff accordingly

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
-	Quality of Training	0
-	Breadth of Features	0
-	Business Value Created	0
-	Ease of Customization	0
-	Ease of Data Integration	0
-	Ease of Implementation	0
-	Ease of Administration	10
-	Product Strategy	0
-	Quality of Features	0
-	Usability	10
-	Vendor Support	10

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	BI Platform Administration	10
-	BI Security	10
-	Collaboration	0
-	Data Integration & ETL	0
-	Intelligent Alerts & Notifications	0
-	Metadata Management	0
-	Mobile	10
-	Operational Reporting Capabilities	0
-	Personalized Executive Dashboards	0
-	Predictive & What-If Analysis	10
-	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	10
Existing Relationship	0
Managing Risk	0
Political Reasons	10
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	10
Social Responsibility	0

Rashid Muhammad

Role: Information Technology
Industry: "Hospital and Health Care"
Licenses: 10000
Version: SAP BusinessObjects
Involvement: IT Development, Integration & Administration
Usage: Daily

Does Not Recommend
5/10

"software with strong base but 80's style"

What differenciates SAP BI from other similar products?

end to end solution even though software looks old and frustrates users in some basic functionality

What is your favourite aspect of this product?

this software has strong security to data and software

What do you dislike most about this product?

1980's look and feel, functionality

What recommendations would you give to someone considering this product?

if you want to spend big $'s, lengthier implementation, strong security and frustrated end user go for it.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	0
1	Breadth of Features	6
1	Business Value Created	0
1	Ease of Customization	2
1	Ease of Data Integration	7
0	Ease of Implementation	5
0	Ease of Administration	9
0	Product Strategy	0
1	Quality of Features	0
0	Usability	8
1	Vendor Support	6

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
0	BI Platform Administration	3
2	BI Security	7
0	Collaboration	0
1	Data Integration & ETL	5
0	Intelligent Alerts & Notifications	0
1	Metadata Management	2
1	Mobile	0
1	Operational Reporting Capabilities	6
1	Personalized Executive Dashboards	2
-	Predictive & What-If Analysis	0
1	Self-Service & Ad Hoc Capabilities	6

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	9
Sales Experience	0
Cost	8
Existing Relationship	0
Managing Risk	3
Political Reasons	0
Previously Installed	0
Vendor Reputation	4
Vendor Market Share	2
Skill & Staff Fit	0
Social Responsibility	0

Alex Nesta

Role: Information Technology
Industry: "Information Technology and Services"
Licenses:
Version: SAP BusinessObjects
Involvement: End User of Application
Usage: Rarely or Never

Neutral
7/10

"sure thing"

What differenciates SAP BI from other similar products?

not sure there

What is your favourite aspect of this product?

not sure there

What do you dislike most about this product?

not sure there

What recommendations would you give to someone considering this product?

not sure there

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
-	Quality of Training	1
-	Breadth of Features	1
-	Business Value Created	1
-	Ease of Customization	1
-	Ease of Data Integration	1
-	Ease of Implementation	1
-	Ease of Administration	1
-	Product Strategy	1
-	Quality of Features	1
-	Usability	1
-	Vendor Support	1

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	BI Platform Administration	1
-	BI Security	1
-	Collaboration	1
-	Data Integration & ETL	1
-	Intelligent Alerts & Notifications	1
-	Metadata Management	1
-	Mobile	49
-	Operational Reporting Capabilities	1
-	Personalized Executive Dashboards	1
-	Predictive & What-If Analysis	1
-	Self-Service & Ad Hoc Capabilities	1

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	1
Sales Experience	1
Cost	20
Existing Relationship	1
Managing Risk	1
Political Reasons	1
Previously Installed	1
Vendor Reputation	1
Vendor Market Share	1
Skill & Staff Fit	1
Social Responsibility	1

Anthony Italiano

Role: Information Technology
Industry: "Computer Software"
Licenses: 10
Version: SAP BusinessObjects
Involvement: IT Leader/Management
Usage: Daily

Neutral
8/10

"Application Specialist"

What differenciates SAP BI from other similar products?

The scale of the vendor

What is your favourite aspect of this product?

All the features available

What do you dislike most about this product?

Tech support is overseas

What recommendations would you give to someone considering this product?

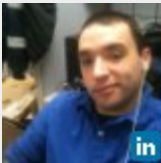Use a consultant to help set it up

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	0
2	Breadth of Features	5
2	Business Value Created	0
2	Ease of Customization	5
1	Ease of Data Integration	5
1	Ease of Implementation	0
2	Ease of Administration	10
2	Product Strategy	0
2	Quality of Features	5
2	Usability	0
0	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
2	BI Security	0
2	Collaboration	0
2	Data Integration & ETL	0
2	Intelligent Alerts & Notifications	0
2	Metadata Management	5
-	Mobile	0
2	Operational Reporting Capabilities	20
2	Personalized Executive Dashboards	10
2	Predictive & What-If Analysis	0
2	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	5
Sales Experience	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	5
Vendor Reputation	10
Vendor Market Share	10
Skill & Staff Fit	5
Social Responsibility	0

Joseph Bright

Role: Information Technology
Industry: "Information Technology and Services"
Licenses: 5000
Version: SAP BusinessObjects
Involvement: IT Development, Integration & Administration
Usage: Daily

Recommends
9/10

"SAP BI is great for end users"

What differenciates SAP BI from other similar products?

SAP is the industry standard and BI goes hand and hand with it

What is your favourite aspect of this product?

The ability to create custom reports easily.

What do you dislike most about this product?

It takes some training to get used to using it.

What recommendations would you give to someone considering this product?

If you have SAP, BI is a must.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
1	Quality of Training	0
2	Breadth of Features	5
3	Business Value Created	50
1	Ease of Customization	5
2	Ease of Data Integration	0
2	Ease of Implementation	5
2	Ease of Administration	5
2	Product Strategy	5
3	Quality of Features	5
2	Usability	10
3	Vendor Support	5

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	BI Platform Administration	0
3	BI Security	0
2	Collaboration	0
2	Data Integration & ETL	0
2	Intelligent Alerts & Notifications	0
2	Metadata Management	0
2	Mobile	0
3	Operational Reporting Capabilities	5
3	Personalized Executive Dashboards	0
2	Predictive & What-If Analysis	0
2	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

Bailey Donovan

Role: Information Technology
Industry: "Marketing and Advertising"
Licenses:
Version: SAP BusinessObjects
Involvement: End User of Application
Usage: Rarely or Never

Does Not Recommend
1/10

"Not applicable "

What differenciates SAP BI from other similar products?

N/A Not applicable

What is your favourite aspect of this product?

N/A Not applicable

What do you dislike most about this product?

N/A Not applicable

What recommendations would you give to someone considering this product?

N/A Not applicable

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
-	Quality of Training	0
-	Breadth of Features	0
-	Business Value Created	0
-	Ease of Customization	0
-	Ease of Data Integration	0
-	Ease of Implementation	0
-	Ease of Administration	0
-	Product Strategy	0
-	Quality of Features	0
-	Usability	0
-	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	BI Platform Administration	0
-	BI Security	0
-	Collaboration	0
-	Data Integration & ETL	0
-	Intelligent Alerts & Notifications	8
-	Metadata Management	15
-	Mobile	10
-	Operational Reporting Capabilities	17
-	Personalized Executive Dashboards	50
-	Predictive & What-If Analysis	0
-	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	0
Skill & Staff Fit	0
Social Responsibility	0

Anthony Sokolik

Role: Information Technology
Industry: "Computer Software"
Licenses: 1000
Version: SAP BusinessObjects
Involvement: Vendor Selection & Purchasing
Usage: Occasionally

Neutral
7/10

"Great product"

What differenciates SAP BI from other similar products?

Clear industry leader with great interface

What is your favourite aspect of this product?

User interface

What do you dislike most about this product?

Sometimes is overly complex

What recommendations would you give to someone considering this product?

Definitely do your research and don't be afraid to partner with a third party implementor

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	2
2	Breadth of Features	0
2	Business Value Created	0
2	Ease of Customization	5
2	Ease of Data Integration	2
2	Ease of Implementation	2
2	Ease of Administration	3
2	Product Strategy	1
2	Quality of Features	2
2	Usability	3
-	Vendor Support	2

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
2	BI Security	2
2	Collaboration	4
2	Data Integration & ETL	5
2	Intelligent Alerts & Notifications	11
2	Metadata Management	4
-	Mobile	0
2	Operational Reporting Capabilities	7
2	Personalized Executive Dashboards	9
2	Predictive & What-If Analysis	2
2	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	3
Sales Experience	3
Cost	0
Existing Relationship	0
Managing Risk	6
Political Reasons	5
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	6
Skill & Staff Fit	6
Social Responsibility	5

Shali Sg

Role: Information Technology
Industry: "Information Technology and Services"
Licenses: 5
Version: SAP BusinessObjects
Involvement: IT Leader/Management
Usage: Weekly

Does Not Recommend
6/10

"Easy to use, but a bit pricey."

What differenciates SAP BI from other similar products?

Easy to use, but a bit pricey.

What is your favourite aspect of this product?

Easy to use as part of SAP suite

What do you dislike most about this product?

The implementation cost and maintenance of the licence renewal

What recommendations would you give to someone considering this product?

based on the business requirement if needed will definitely recommended this product if that can be affordable.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
1	Quality of Training	0
1	Breadth of Features	0
2	Business Value Created	10
1	Ease of Customization	10
2	Ease of Data Integration	5
1	Ease of Implementation	0
2	Ease of Administration	0
2	Product Strategy	6
1	Quality of Features	0
2	Usability	0
3	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	14
2	BI Security	0
2	Collaboration	8
1	Data Integration & ETL	0
2	Intelligent Alerts & Notifications	0
1	Metadata Management	0
1	Mobile	0
1	Operational Reporting Capabilities	8
1	Personalized Executive Dashboards	6
2	Predictive & What-If Analysis	0
2	Self-Service & Ad Hoc Capabilities	4

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	0
Existing Relationship	7
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	0
Vendor Market Share	7
Skill & Staff Fit	15
Social Responsibility	0

Daniel Bourquin

Role: Information Technology
Industry: "Information Technology and Services"
Licenses: 350
Version: SAP BusinessObjects
Involvement: Vendor Selection & Purchasing
Usage: Occasionally

Neutral
8/10

"Nice Features but you need an experienced IT team"

What differenciates SAP BI from other similar products?

its tight integration with SAP ERP

What is your favourite aspect of this product?

features and functionality

What do you dislike most about this product?

A little pricey overall

What recommendations would you give to someone considering this product?

find an experienced team and bring them onboard

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
-	Quality of Training	0
2	Breadth of Features	6
2	Business Value Created	6
2	Ease of Customization	3
1	Ease of Data Integration	12
2	Ease of Implementation	9
2	Ease of Administration	2
2	Product Strategy	0
2	Quality of Features	7
1	Usability	0
2	Vendor Support	6

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
-	BI Security	0
-	Collaboration	0
2	Data Integration & ETL	8
2	Intelligent Alerts & Notifications	0
-	Metadata Management	0
2	Mobile	0
2	Operational Reporting Capabilities	0
3	Personalized Executive Dashboards	5
2	Predictive & What-If Analysis	0
2	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	7
Sales Experience	0
Cost	16
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	3
Vendor Market Share	3
Skill & Staff Fit	7
Social Responsibility	0

John Watts

Role: Information Technology
Industry: "Information Technology and Services"
Licenses:
Version: SAP BusinessObjects
Involvement: IT Leader/Management
Usage: Weekly

Does Not Recommend
5/10

"SAP BI Review"

What differenciates SAP BI from other similar products?

What is your favourite aspect of this product?

What do you dislike most about this product?

What recommendations would you give to someone considering this product?

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
1	Quality of Training	3
-	Breadth of Features	2
-	Business Value Created	1
1	Ease of Customization	2
1	Ease of Data Integration	3
1	Ease of Implementation	4
1	Ease of Administration	3
-	Product Strategy	2
1	Quality of Features	3
1	Usability	2
1	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
-	BI Platform Administration	2
-	BI Security	2
-	Collaboration	3
1	Data Integration & ETL	3
1	Intelligent Alerts & Notifications	2
1	Metadata Management	3
1	Mobile	1
1	Operational Reporting Capabilities	3
-	Personalized Executive Dashboards	1
-	Predictive & What-If Analysis	1
-	Self-Service & Ad Hoc Capabilities	2

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	2
Sales Experience	1
Cost	2
Existing Relationship	0
Managing Risk	2
Political Reasons	0
Previously Installed	0
Vendor Reputation	2
Vendor Market Share	2
Skill & Staff Fit	3
Social Responsibility	1

Christopher Cheshire

Role: Information Technology
Industry: "Computer Software"
Licenses: 1
Version: SAP Crystal
Involvement: IT Development, Integration & Administration
Usage: Weekly

Neutral
7/10

"SAP Review"

What differenciates SAP BI from other similar products?

Lots of dev resources online

What is your favourite aspect of this product?

.NET Integration integration with Visual Studio

What do you dislike most about this product?

Unhelpful errors

What recommendations would you give to someone considering this product?

Get official support package

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	0
2	Breadth of Features	5
2	Business Value Created	6
0	Ease of Customization	17
2	Ease of Data Integration	3
2	Ease of Implementation	0
2	Ease of Administration	0
2	Product Strategy	5
2	Quality of Features	5
1	Usability	0
1	Vendor Support	8

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
1	BI Platform Administration	0
1	BI Security	7
1	Collaboration	0
0	Data Integration & ETL	0
1	Intelligent Alerts & Notifications	0
1	Metadata Management	5
1	Mobile	0
1	Operational Reporting Capabilities	0
1	Personalized Executive Dashboards	0
1	Predictive & What-If Analysis	0
1	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	7
Sales Experience	0
Cost	0
Existing Relationship	0
Managing Risk	5
Political Reasons	0
Previously Installed	5
Vendor Reputation	0
Vendor Market Share	7
Skill & Staff Fit	8
Social Responsibility	7

Nabil Zaki

Role: Information Technology
Industry: "Automotive"
Licenses: 1
Version: SAP Crystal
Involvement: IT Leader/Management
Usage: Occasionally

Recommends
9/10

"SAP BI Review Pilot"

What differenciates SAP BI from other similar products?

Did not use other products

What is your favourite aspect of this product?

SAP support

What do you dislike most about this product?

Price relatively high

What recommendations would you give to someone considering this product?

If you can afford it it's a good product

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	10
3	Breadth of Features	5
3	Business Value Created	10
2	Ease of Customization	0
2	Ease of Data Integration	5
2	Ease of Implementation	0
3	Ease of Administration	0
2	Product Strategy	0
2	Quality of Features	10
2	Usability	0
3	Vendor Support	10

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	BI Platform Administration	0
2	BI Security	10
2	Collaboration	0
2	Data Integration & ETL	0
2	Intelligent Alerts & Notifications	0
2	Metadata Management	5
2	Mobile	5
2	Operational Reporting Capabilities	5
2	Personalized Executive Dashboards	0
2	Predictive & What-If Analysis	0
3	Self-Service & Ad Hoc Capabilities	0

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	0
Sales Experience	0
Cost	10
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Vendor Reputation	5
Vendor Market Share	10
Skill & Staff Fit	0
Social Responsibility	0

omar ghaznavi

Role: Information Technology
Industry: "Higher Education"
Licenses: 10
Version: SAP Crystal
Involvement: Vendor Selection & Purchasing
Usage: Occasionally

Does Not Recommend
5/10

"Nice product, very feature rich"

What differenciates SAP BI from other similar products?

Does not have many enterprise features.

What is your favourite aspect of this product?

Feature rich, but expensive.

What do you dislike most about this product?

Lacks mobile friendliness.

What recommendations would you give to someone considering this product?

Ease of use and customization.

Core Competetive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Quality of Training	2
1	Breadth of Features	2
1	Business Value Created	3
2	Ease of Customization	4
1	Ease of Data Integration	4
1	Ease of Implementation	3
2	Ease of Administration	2
2	Product Strategy	3
1	Quality of Features	4
2	Usability	4
1	Vendor Support	1

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
1	BI Platform Administration	2
2	BI Security	1
1	Collaboration	4
2	Data Integration & ETL	3
1	Intelligent Alerts & Notifications	5
1	Metadata Management	3
2	Mobile	4
2	Operational Reporting Capabilities	2
1	Personalized Executive Dashboards	1
2	Predictive & What-If Analysis	3
1	Self-Service & Ad Hoc Capabilities	2

COST, ORGANIZATION & ARCHITECTURAL FIT

Architectural Fit	5
Sales Experience	5
Cost	2
Existing Relationship	3
Managing Risk	3
Political Reasons	4
Previously Installed	2
Vendor Reputation	4
Vendor Market Share	3
Skill & Staff Fit	4
Social Responsibility	3