



SoftwareReviews

A Division of Info-Tech Research Group

Head-to-Head

Enterprise Performance Management



board

Board

vs



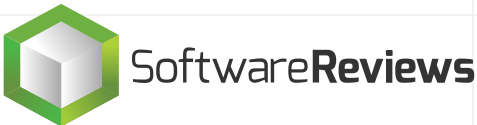
/anaplan

Anaplan Platform










This report has been produced by SoftwareReviews on behalf of Board International based on select data from the August 2024 Data Quadrant Award. For a full report please visit [SoftwareReviews.com](https://www.softwarereviews.com)

REPORT GENERATED DECEMBER 2024

Overview



This page provides a high level summary of product performance within the Enterprise Performance Management category, comparing some of our top value metrics. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair). Use this data to get a sense of the field, and to see how the products you’re considering stack up.

NET SCORE			7.8				vs				7.6		NET SCORE	
			Board						Anaplan Platform					
+95			<div></div>				Net Emotional Footprint				<div></div> +77			
+94			<div></div>				Love/Hate				<div></div> +90			
+94			<div></div>				Importance to Professional Success				<div></div> +83			
88%			<div></div>				Likeliness to Recommend				<div></div> 85%			
84%			<div></div>				Satisfaction of Cost Relative to Value				<div></div> 79%			
8.0			<div></div>				CX Score				<div></div> 7.7			
87%			<div></div>				Plan to Renew				<div></div> 89%			
<div></div>			BEST SCORE						BEST SCORE		<div></div>			

Vendor Capability Summary

SoftwareReviews examines 11 core vendor capabilities common across all Software Vendors. These capabilities represent table-stakes expectations for any software vendor, and are critical to driving a strong, long-term relationship between a vendor and a customer. This page provides definitions of the 11 core vendor capabilities that have been measured.

Breadth of Features:

The ability of the software 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 diversity of the product’s feature set.

Quality of Features:

The ability of the software 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 are purchasing it to do, easily, intuitively, reliably, and effectively.

Product Strategy and Rate of Improvement:

Purchasing software can be a significant commitment, so it is important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who do not stay on top of emerging needs and trends will not enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

Usability And Intuitiveness:

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. This data captures how quickly your users will be able to adopt and leverage the platform.

Ease of Data Integration:

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

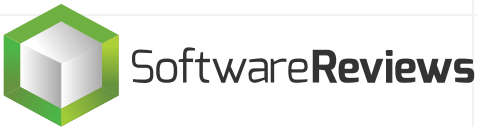
Ease of Administration:

Administrative interfaces shouldn’t be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy so that your IT personnel can resolve issues and perform configurations efficiently and effectively.



Availability and Quality of Training:

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.

Vendor Capability Summary



This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow up on areas of concern during the evaluation and negotiation processes.

NET SCORE		80%	 Board	vs		 Anaplan Platform	80%	NET SCORE
88%	<div></div>	✓	Ease of Administration			<div></div>	83%	
85%	<div></div>	✓	Availability and Quality of Training			<div></div>	84%	
81%	<div></div>	✓	Quality of Features			<div></div>	80%	
81%	<div></div>	✓	Breadth of Features			<div></div>	78%	
80%	<div></div>	✓	Ease of Data Integration			<div></div>	68%	
80%	<div></div>	✓	Usability And Intuitiveness		✓	<div></div>	80%	
78%	<div></div>		Product Strategy and Rate of Improvement		✓	<div></div>	79%	
<div></div>		BEST SCORE			BEST SCORE	<div></div>		

Product Feature Summary

SoftwareReviews examines product features specific to the Enterprise Performance Management software category. Features have been chosen based on market relevancy and typical use within the category. Use this data to compare against your primary use case and identify relative strengths and weaknesses across your shortlisted vendors.

BI and Performance Management:

Includes all aspects of reporting and BI analytics, as well as planning and optimization.

Business Application Integration:

APIs available for straightforward integration with multiple business systems such as ERP or CRM.

Data Visualization:

Visualize customer data in configurable dashboards or reports, and easily share these visualizations with decision makers.

Financial Reporting and Consolidation:

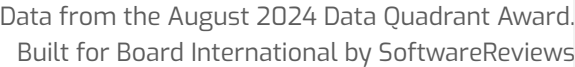
Timely access to financial data and financial information in the forms of reports or online. Financial reporting is generated in specific periods.

Audit and Security:

Includes governance, risk management, compliance, security management, controls and audit.

Data and Analytics:

Predictive analytics, machine learning, data ingestion and visualization; data segmentation; assign attributes to unstructured data; work from segmented data.



Emotional Footprint Summary

Satisfaction with your software vendor is more than strong features at a good price. Your relationship with your vendor will have a significant impact on both your short and long-term satisfaction with the platform. We quantify this relationship in our Emotional Footprint. The information collected 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 and converted to percentages.



The Emotional Footprint Assesses Five Key Areas to Better Evaluate the Vendor Relationship

1

Strategy and
Innovation

2

Service
Experience

3

Product
Experience

4

Negotiation
and Contract

5

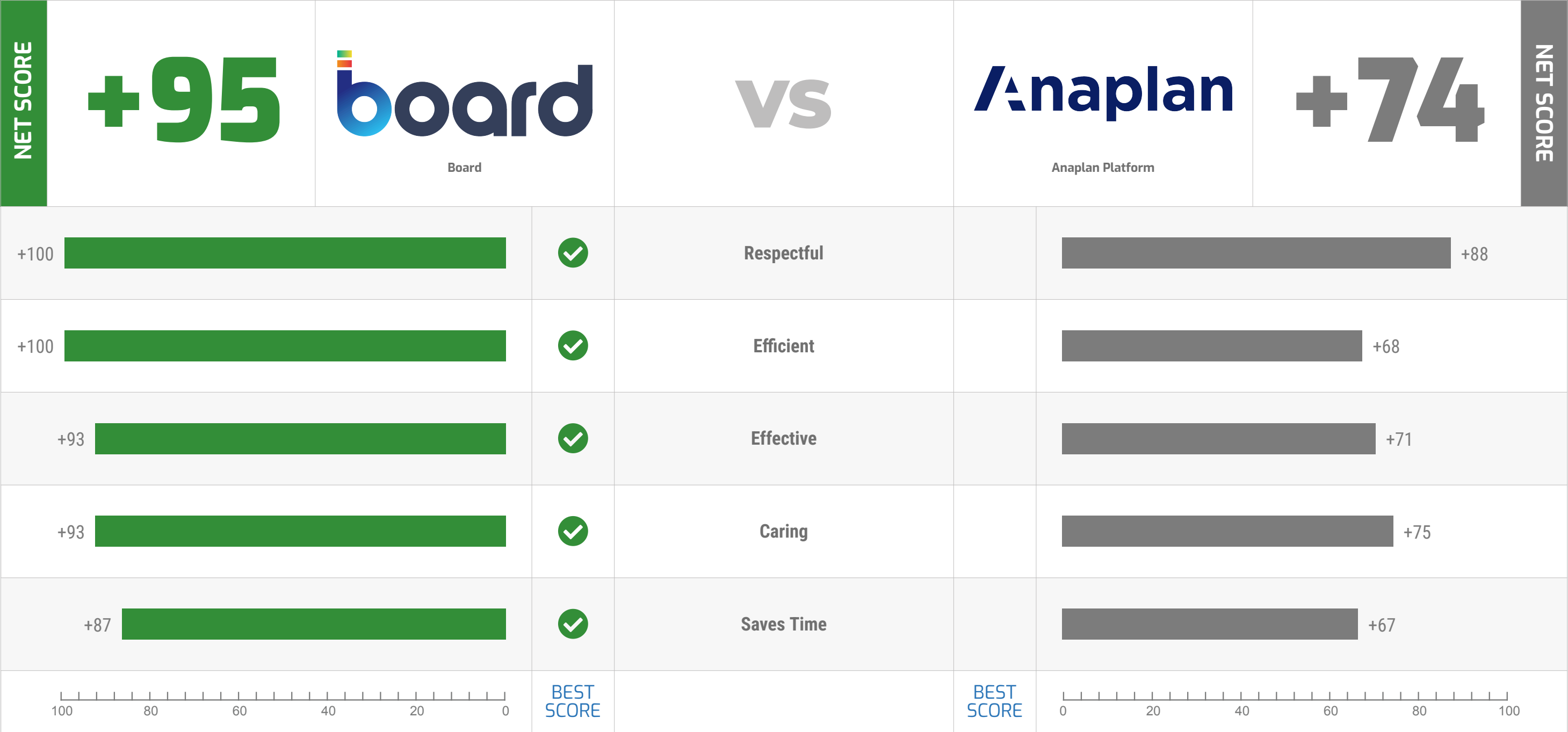
Conflict
Resolution

NET SCORE		+96		board		vs		Anaplan		+79		NET SCORE	
				Board				Anaplan Platform					
+100		<div></div>		✓		Inspiring				<div></div> +87			
+100		<div></div>		✓		Appreciates Incumbent Status				<div></div> +76			
+95		<div></div>		✓		Includes Product Enhancements				<div></div> +71			
+93		<div></div>		✓		Helps Innovate				<div></div> +87			
+89		<div></div>		✓		Continually Improving				<div></div> +74			
100 80 60 40 20 0				BEST SCORE				BEST SCORE		0 20 40 60 80 100			



Service Experience


Good service matters. The last thing you need is to be disrespected by your software vendor or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.



Data from the August 2024 Data Quadrant Award.
Built for Board International by SoftwareReviews



Product Experience

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.

NET SCORE			<div>+96</div> <div> Board</div>		vs		<div>Anaplan</div> <div>Anaplan Platform</div>		NET SCORE		
+100	<div></div>	<div>✓</div>	Security Protects			<div></div>	+87				
+100	<div></div>	<div>✓</div>	Performance Enhancing			<div></div>	+88				
+100	<div></div>	<div>✓</div>	Enables Productivity			<div></div>	+90				
+94	<div></div>	<div>✓</div>	Reliable			<div></div>	+90				
+88	<div></div>	<div>✓</div>	Unique Features			<div></div>	+81				
<div></div>		BEST SCORE			BEST SCORE	<div></div>					



Negotiation & Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

NET SCORE		+91			Board	vs			Anaplan Platform	+69		NET SCORE
+100	<div><div></div></div>	✓	Friendly Negotiation							<div><div></div></div>	+77	
+93	<div><div></div></div>	✓	Transparent							<div><div></div></div>	+71	
+93	<div><div></div></div>	✓	Client's Interest First							<div><div></div></div>	+58	
+88	<div><div></div></div>	✓	Generosity							<div><div></div></div>	+70	
+79	<div><div></div></div>	✓	Over Delivered							<div><div></div></div>	+66	
<div><div></div><div>100806040200</div></div>		BEST SCORE						BEST SCORE		<div><div></div><div>020406080100</div></div>		

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.

NET SCORE			+96			Board	vs			Anaplan Platform	+73		NET SCORE
+100	<div></div>	✓	Trustworthy								+74		
+100	<div></div>	✓	Fair								+79		
+100	<div></div>	✓	Altruistic								+69		
+93	<div></div>	✓	Integrity								+75		
+88	<div></div>	✓	Client Friendly Policies								+69		
<div></div>		BEST SCORE					BEST SCORE		<div></div>				

About SoftwareReviews

With practical advisory services and a data-driven approach, SoftwareReviews' mission is to improve the B2B software experience for all software buyers and providers.

Our pragmatic tools and detailed customer insights help software buyers maximize success with their technology decisions. We collect the most in-depth customer review data from both business and IT professionals to shorten the time to decision and action for software purchasers and improve overall buyer satisfaction.

Combining deep buyer knowledge and experience, SoftwareReviews' go-to-market practice helps technology providers better understand customer needs and accelerates planning and execution of go-to-market and product strategy.

SoftwareReviews is a division of Info-Tech Research Group with over two decades of research-based IT advice and technology implementation.

SoftwareReviews Methodology

SoftwareReviews collects in-depth, first-party feedback from verified end users about their customer experience with their top enterprise software providers. Quantitative and qualitative feedback data is collected via SoftwareReviews' proprietary online survey platform. The survey gathers over 130 data points on each product, allowing the end user to thoroughly evaluate their experiences over their full lifecycle using the software - from their selection experience through their purchase and service experience.

Every review is meticulously checked through a robust quality assurance process to ensure it is submitted by a real person with valid credentials for using the software. End user experience and sentiment measures revealing product feature fit, perceived vendor capabilities, business value drivers, and the quality of the vendor relationship are accessible at both a high level roll up and a more detailed drill down.

SoftwareReviews reports are available to download at [SoftwareReviews.com/categories](https://www.softwarereviews.com/categories).

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