

PRODUCT SCORECARD

Dundas BI

Business Intelligence

**Improving and Accelerating Enterprise
Software Evaluation and Selection**

www.dundas.com

500 – 250 Ferrand Drive
Toronto, Ontario
Canada

(416) 467-5100

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Reviews

Dundas BI Product Scorecard Contents

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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

64

Dundas BI

Dundas BI

BUSINESS INTELLIGENCE

Dundas BI gives you full control over your data so you can create stunning dashboards, embedded analytics and a personal user experience. Your business gets more than just data exploration, it gets the perfect delivery needed to act on it.

www.dundas.com

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The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).



8.1/10 COMPOSITE SCORE

Likelihood to Recommend



RANK OUT OF 14

1st

LIKELINESS TO RECOMMEND

85%

BUSINESS INTELLIGENCE CATEGORY

Plan to Renew



RANK OUT OF 14

2nd

PLAN TO RENEW

98%

BUSINESS INTELLIGENCE CATEGORY

Satisfaction that Cost is Fair Relative to Value



RANK OUT OF 14

1st

SATISFACTION

83%

BUSINESS INTELLIGENCE CATEGORY

Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher Dundas 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 Dundas BI capabilities?

Vendor Support

54%
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.



Ranked 1st
of 14 in Business Intelligence

84%
SATISFACTION
74%
CATEGORY AVERAGE

Product Strategy and Rate of Improvement

40%
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.



Ranked 1st
of 14 in Business Intelligence

81%
SATISFACTION
75%
CATEGORY AVERAGE

Ease of Data Integration

38%
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.



Ranked 4th
of 14 in Business Intelligence

79%
SATISFACTION
76%
CATEGORY AVERAGE

Breadth of Features

45%
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.



Ranked 1st
of 14 in Business Intelligence

82%
SATISFACTION
77%
CATEGORY AVERAGE

Business Value Created

41%
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.



Ranked 2nd
of 14 in Business Intelligence

82%
SATISFACTION
77%
CATEGORY AVERAGE

Quality of Features

41%
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.



Ranked 6th
of 14 in Business Intelligence

79%
SATISFACTION
78%
CATEGORY AVERAGE

Ease of IT Administration

47%
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.



Ranked 1st
of 14 in Business Intelligence

81%
SATISFACTION
75%
CATEGORY AVERAGE

Ease of Implementation

41%
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.



Ranked 3rd
of 14 in Business Intelligence

79%
SATISFACTION
76%
CATEGORY AVERAGE

Usability and Intuitiveness

33%
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.



Ranked 8th
of 14 in Business Intelligence

76%
SATISFACTION
76%
CATEGORY AVERAGE

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 Dundas BI features and functionalities?

BUSINESS INTELLIGENCE

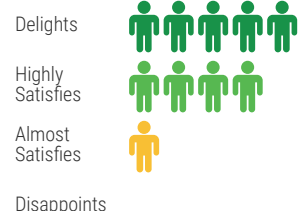
MANDATORY FEATURES

Personalized Executive Dashboards

46%
OF CLIENTS
ARE DELIGHTED

Displays actionable key performance indicators (KPIs) for corporate officers.

DEGREE OF SATISFACTION



Ranked 1st

of 14 in Business Intelligence

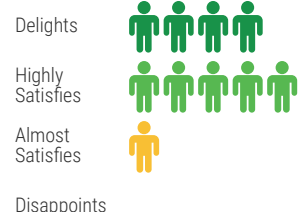
84%
SATISFACTION
77%
CATEGORY AVERAGE

BI Platform Administration

40%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 1st

of 14 in Business Intelligence

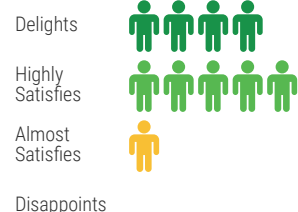
81%
SATISFACTION
76%
CATEGORY AVERAGE

BI Security

38%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 3rd

of 14 in Business Intelligence

82%
SATISFACTION
77%
CATEGORY AVERAGE

Self Service and Ad Hoc Capabilities

26%
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



Ranked 6th

of 14 in Business Intelligence

76%
SATISFACTION
74%
CATEGORY AVERAGE

Mobile

28%
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



Ranked 10th

of 14 in Business Intelligence

69%
SATISFACTION
70%
CATEGORY AVERAGE

Metadata Management

27%
OF CLIENTS
ARE DELIGHTED

A metadata 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



Ranked 13th

of 14 in Business Intelligence

68%
SATISFACTION
74%
CATEGORY AVERAGE

SECONDARY FEATURES

Operational Reporting Capabilities

35%
OF CLIENTS
ARE DELIGHTED

Real-time detailed reporting to support operational business processes.

DEGREE OF SATISFACTION



Ranked 3rd

of 14 in Business Intelligence

81%
SATISFACTION
79%
CATEGORY AVERAGE

Intelligent Alerts and Notifications

25%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 11th

of 14 in Business Intelligence

72%
SATISFACTION
73%
CATEGORY AVERAGE

Collaboration

27%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 12th

of 14 in Business Intelligence

71%
SATISFACTION
73%
CATEGORY AVERAGE

Data Integration and ETL

22%
OF CLIENTS
ARE DELIGHTED

Integration of data from multiple 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



Ranked 13th

of 14 in Business Intelligence

71%
SATISFACTION
75%
CATEGORY AVERAGE

Predictive and What If Analysis

9%
OF CLIENTS
ARE DELIGHTED

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

DEGREE OF SATISFACTION



Ranked 13th

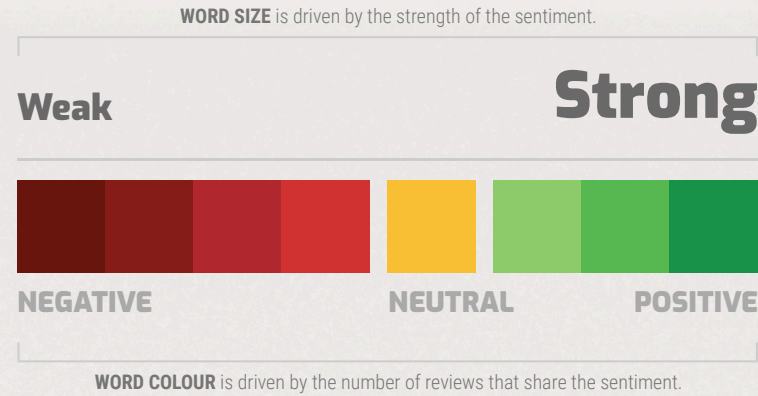
of 14 in Business Intelligence

66%
SATISFACTION
75%
CATEGORY AVERAGE

DUNDAS BI

Word Cloud

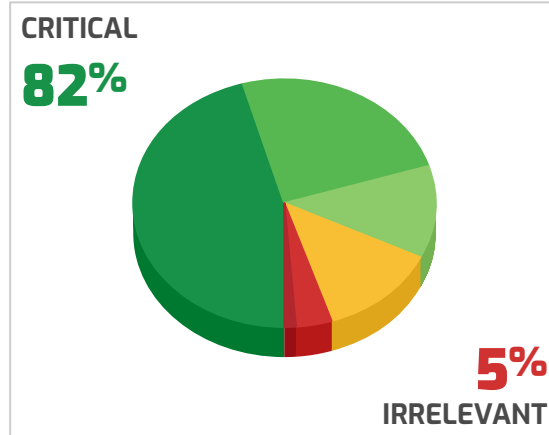
As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its 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.



DUNDAS BI Emotional Footprint

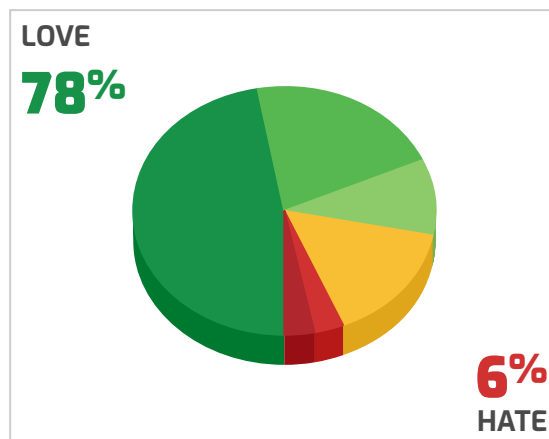
Importance to Professional Success

How important is Dundas BI to your current professional success?



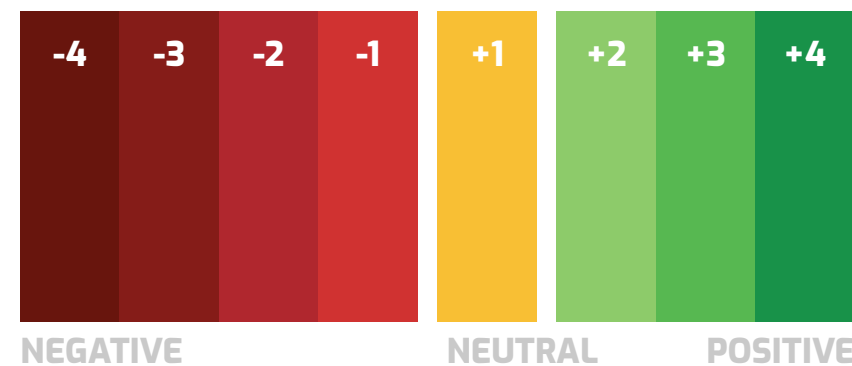
Strength of Emotional Connection

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



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



$\% \text{ POSITIVE} - \% \text{ NEGATIVE} = \text{NET EMOTIONAL FOOTPRINT}$

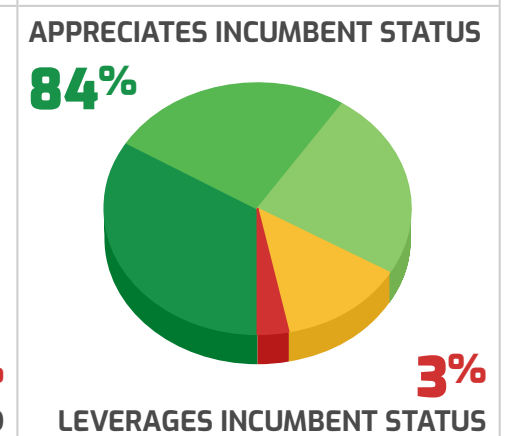
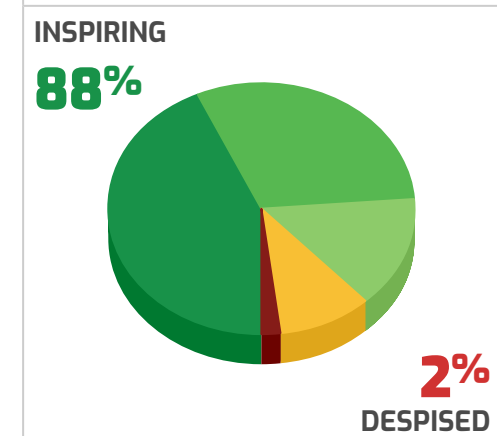
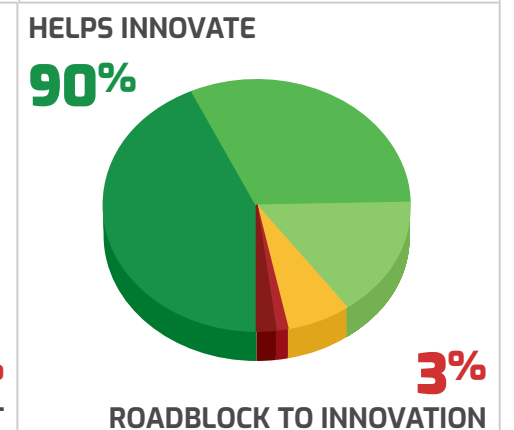
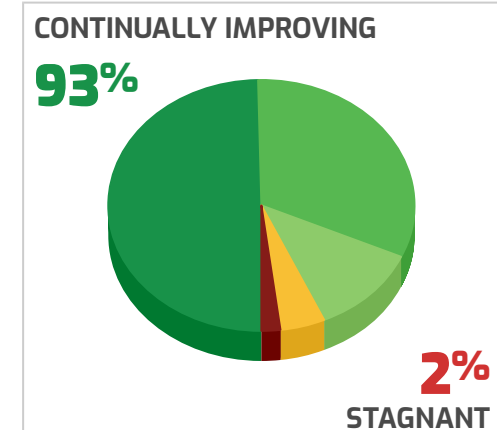
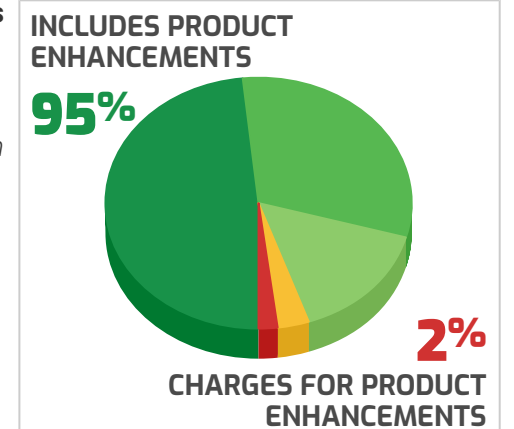
NET EMOTIONAL FOOTPRINT
DUNDAS BI

+84

Strategy and 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 Dundas BI's Strategy and Innovation





Relationships and Interaction

When interacting with Dundas 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 and relationships with Dundas BI, please summarize what you experienced

93%

POSITIVE SENTIMENTS

1%

NEGATIVE SENTIMENTS

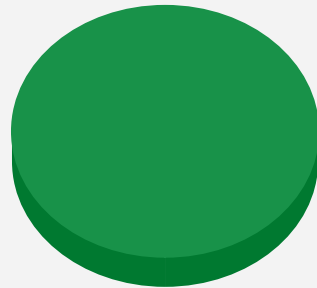
NET RELATIONSHIP FOOTPRINT

+92

Sales Team

EFFECTIVE / KNOWLEDGEABLE

100%

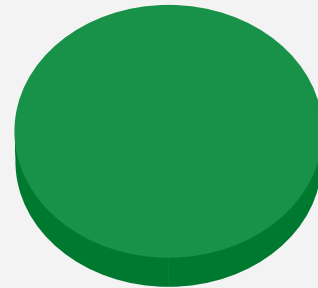


0%

INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING

100%



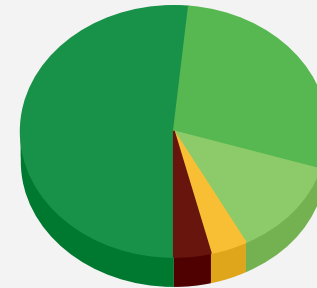
0%

INDIFFERENT / UNPLEASANT

Technical and Product Specialists

EFFECTIVE / KNOWLEDGEABLE

92%

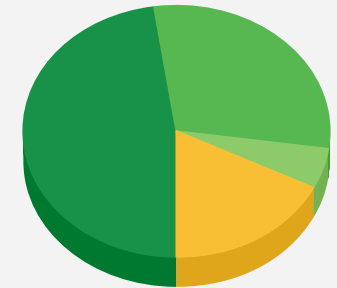


4%

INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING

82%



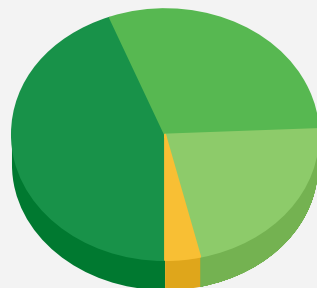
0%

INDIFFERENT / UNPLEASANT

Client Service Team

EFFECTIVE / KNOWLEDGEABLE

96%

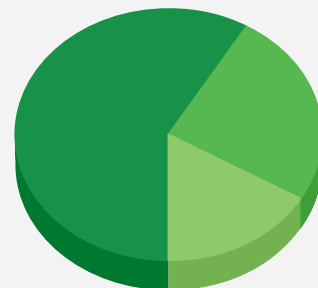


0%

INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING

100%



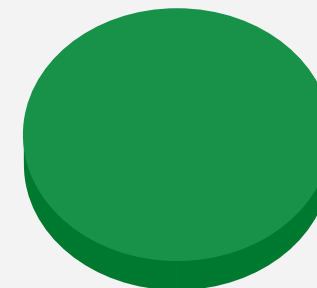
0%

INDIFFERENT / UNPLEASANT

Leadership Team

EFFECTIVE / KNOWLEDGEABLE

100%

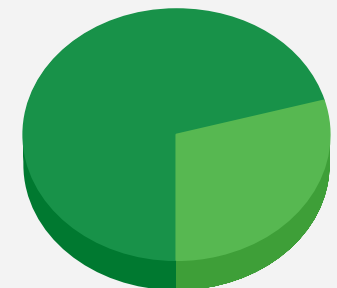


0%

INEFFECTIVE / UNHELPFUL

FRIENDLY / CARING

100%



0%

INDIFFERENT / UNPLEASANT

Market Size Comparison

Most products aren't well-suited for businesses of all shapes and sizes. See which market segment Dundas 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	MEDIUM	LARGE	BEST FIT
NET PROMOTER	<p>+50 NET PROMOTER SCORE</p> <p>Promoters 58%</p> <p>Passives 34%</p> <p>Detractors 8%</p>	<p>+40 NET PROMOTER SCORE</p> <p>Promoters 50%</p> <p>Passives 40%</p> <p>Detractors 10%</p>	<p>+71 NET PROMOTER SCORE</p> <p>Promoters 77%</p> <p>Passives 17%</p> <p>Detractors 6%</p>	
CAPABILITY SATISFACTION	<p>Delighted 43%</p> <p>Highly Satisfied 39%</p> <p>Almost Satisfied 15%</p> <p>Disappointed 3%</p>	<p>Delighted 38%</p> <p>Highly Satisfied 41%</p> <p>Almost Satisfied 20%</p> <p>Disappointed 1%</p>	<p>Delighted 39%</p> <p>Highly Satisfied 45%</p> <p>Almost Satisfied 14%</p> <p>Disappointed 2%</p>	
FEATURE SATISFACTION	<p>Delighted 38%</p> <p>Highly Satisfied 39%</p> <p>Almost Satisfied 18%</p> <p>Disappointed 5%</p>	<p>Delighted 23%</p> <p>Highly Satisfied 53%</p> <p>Almost Satisfied 23%</p> <p>Disappointed 1%</p>	<p>Delighted 26%</p> <p>Highly Satisfied 50%</p> <p>Almost Satisfied 23%</p> <p>Disappointed 1%</p>	
IMPLEMENTATION SATISFACTION	<p>Delighted 50%</p> <p>Highly Satisfied 35%</p> <p>Almost Satisfied 15%</p> <p>Disappointed 0%</p>	<p>Delighted 38%</p> <p>Highly Satisfied 19%</p> <p>Almost Satisfied 38%</p> <p>Disappointed 5%</p>	<p>Delighted 19%</p> <p>Highly Satisfied 66%</p> <p>Almost Satisfied 15%</p> <p>Disappointed 0%</p>	
COST SATISFACTION	<p>Delighted 30%</p> <p>Highly Satisfied 40%</p> <p>Almost Satisfied 30%</p> <p>Disappointed 0%</p>	<p>Delighted 67%</p> <p>Highly Satisfied 16%</p> <p>Almost Satisfied 17%</p> <p>Disappointed 0%</p>	<p>Delighted 79%</p> <p>Highly Satisfied 0%</p> <p>Almost Satisfied 21%</p> <p>Disappointed 0%</p>	
ORG FIT	<p>1: COST 2: SKILL AND STAFF FIT 3: REPUTATION OF THE VENDOR</p>	<p>1: COST 2: REPUTATION OF THE VENDOR 3: ARCHITECTURAL PLATFORM FIT</p>	<p>1: COST 2: MANAGING RISK AND POTENTIAL FAILURE 3: SKILL AND STAFF FIT</p>	
IMPORTANCE	<p>CAP 45%</p> <p>COST 4% FEAT 33%</p> <p>ORG 18%</p>	<p>CAP 45%</p> <p>COST 3% FEAT 34%</p> <p>ORG 18%</p>	<p>CAP 58%</p> <p>COST 3% FEAT 28%</p> <p>ORG 11%</p>	
PLAN TO RENEW	100%	93%	100%	

Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement Dundas BI?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	8%	89%	89%	89%	100%
2	16%	78%	63%	64%	100%
3	37%	86%	80%	72%	100%
4	10%	92%	86%	83%	100%
5	16%	92%	89%	84%	100%
6-10	13%	96%	84%	83%	100%
11+	--	--	--	--	--
AVERAGE		85%	80%	75%	98%

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

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

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	73%	85%	78%	73%	100%
END USER OF APPLICATION	48%	86%	81%	76%	96%
INITIAL IMPLEMENTATION	40%	89%	82%	77%	100%
VENDOR SELECTION AND PURCHASING	27%	92%	86%	82%	93%
IT LEADER OR MANAGER	24%	84%	77%	72%	100%
BUSINESS LEADER OR MANAGER	17%	84%	84%	75%	100%
VENDOR MANAGEMENT AND RENEWAL	11%	85%	80%	72%	100%
AVERAGE		85%	80%	75%	98%

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
INFORMATION TECHNOLOGY	71%	85%	77%	74%	100%
CONSULTANT	10%	84%	88%	73%	100%
OPERATIONS	7%	77%	77%	72%	100%
INDUSTRY SPECIFIC ROLE	4%	82%	85%	77%	56%
C-LEVEL	3%	87%	86%	76%	100%
FINANCE	2%	100%	93%	93%	67%
SALES AND MARKETING	2%	100%	100%	84%	100%
PUBLIC SECTOR	1%	89%	90%	96%	100%
VENDOR MANAGEMENT	--	--	--	--	--
HUMAN RESOURCES	--	--	--	--	--
STUDENT OR ACADEMIC	--	--	--	--	--
AVERAGE		85%	80%	75%	98%

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

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

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
DAILY	72%	86%	80%	75%	100%
WEEKLY	17%	83%	79%	75%	89%
OCCASIONALLY	11%	83%	81%	77%	100%
RARELY OR NEVER	--	--	--	--	--
PREVIOUSLY USED	--	--	--	--	--
AVERAGE		85%	80%	75%	98%