

The Planning Survey 21

The voice of the planning software user community

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

OneStream





KPI results

58 top rankings
and
34 leading positions

in 4 different peer groups.

THE PLANNING SURVEY 21



Recommendation

100%

of surveyed users say they would **recommend*** OneStream.

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

THE PLANNING SURVEY 21



Flexibility

73%

of surveyed users chose OneStream because of its **flexibility**.*

** Compared to 51% for the average planning tool.*

THE PLANNING SURVEY 21



Vendor support

98%

of surveyed users rate OneStream's **vendor support** as **excellent** or **good**.*

** Compared to 75% for the average planning tool.*

THE PLANNING SURVEY 21



Satisfaction

98%

of surveyed users are **satisfied** with OneStream.*

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

THE PLANNING SURVEY 21



Price to value

93%

of surveyed users rate OneStream's **price to value** as **excellent** or **good**.*

** Compared to 75% for the average planning tool.*

THE PLANNING SURVEY 21

Peer Group
Large/Enterprise-Wide
Implementations

- 1.** Top-ranked in
Project Success
Price to Value
Recommendation
Vendor Support
Implementer Support
Product Satisfaction
Customer Satisfaction
Data Integration
Planning Content
Planning Functionality
Workflow
Forecasting
Simulation
Reporting/Analysis
Financial Consolidation
Functionality
Ease of Use
Sales Experience
Customer Experience
Competitive Win Rate

- Leader in**
Business Benefits
Business Value
Flexibility
Performance Satisfaction
Competitiveness

The Planning Survey 21: OneStream Highlights



Peer Group
Financial Performance Management Products

- 1.** Top-ranked in
Recommendation
Vendor Support
Implementer Support
Product Satisfaction
Customer Satisfaction
Workflow
Forecasting
Simulation
Reporting/Analysis
Financial Consolidation
Functionality
Performance Satisfaction
Sales Experience
Competitive Win Rate
Competitiveness

- Leader in**
Project Success
Price to Value
Data Integration
Planning Content
Planning Functionality
Ease of Use
Flexibility
Customer Experience

BARC Summary

With 58 top ranks and 34 leading positions across four different peer groups, OneStream once again achieves an outstanding set of results in this year's Planning Survey. Convincing ratings in numerous important KPIs help to consolidate its position as a market leading CPM platform that delivers considerable benefits to its customers. Companies can benefit from using OneStream in terms of improved employee satisfaction, improved integration of strategic and operational planning and improved integration of planning with reporting/analysis. Overall, these benefits lead to an increased competitive advantage and a better quality of planning results for many customers. A perfect 100 percent of OneStream users say they would definitely or probably recommend their planning product to other organizations – an incredibly high result, which is a great indicator of customer satisfaction with the vendor and its product.

Peer Group
Global Vendors

1. Top-ranked in
Recommendation
Vendor Support
Implementer Support
Product Satisfaction
Customer Satisfaction
Workflow
Forecasting
Simulation
Reporting/Analysis
Financial Consolidation
Functionality
Sales Experience
Competitive Win Rate

Leader in
Business Benefits
Project Success
Business Value
Price to Value
Data Integration
Planning Content
Planning Functionality
Ease of Use
Flexibility
Performance Satisfaction
Customer Experience
Competitiveness

The Planning Survey 21: OneStream Highlights



Peer Group
Performance
Management Specialists

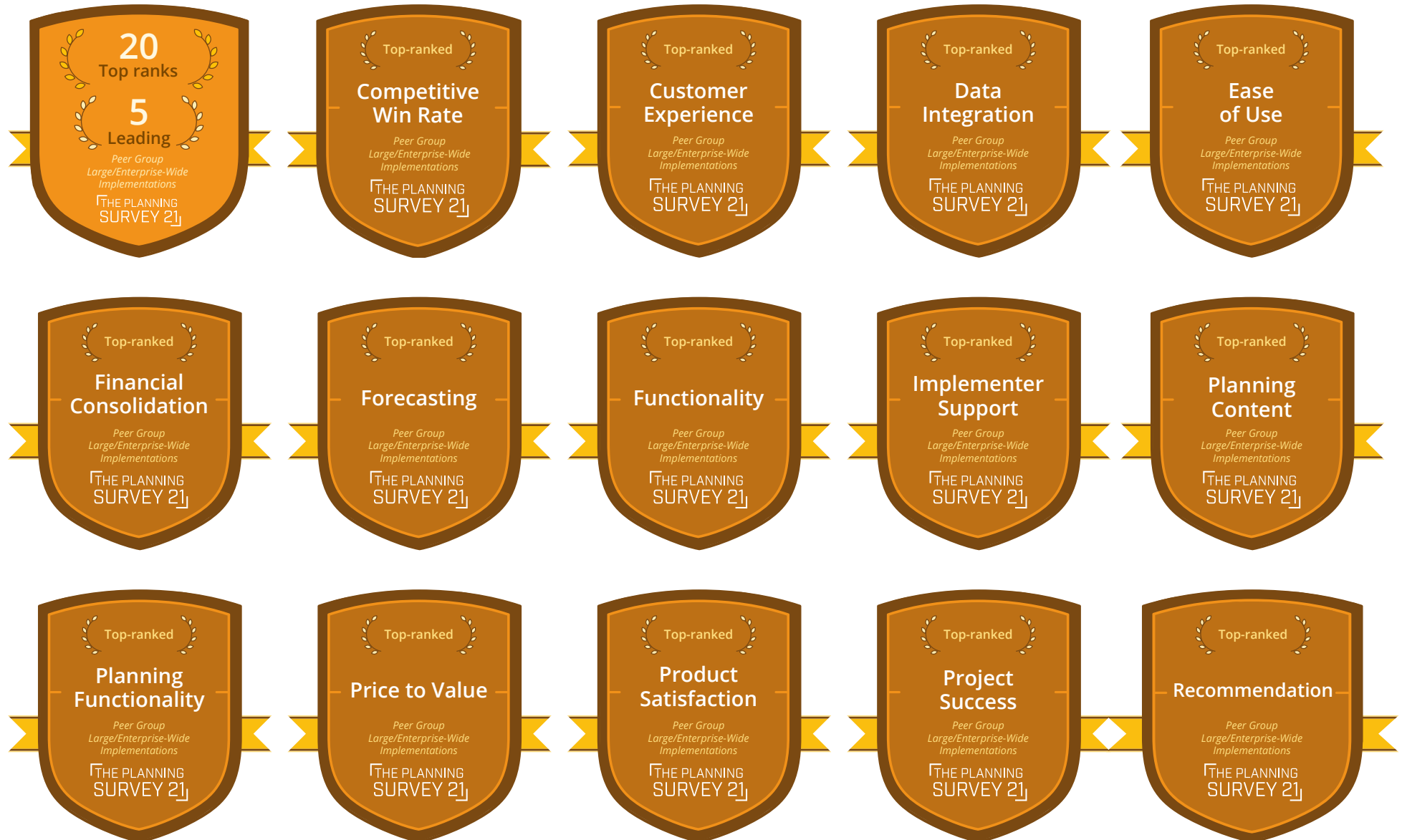
1. Top-ranked in
Recommendation
Product Satisfaction
Customer Satisfaction
Workflow
Reporting/Analysis
Financial Consolidation
Functionality
Sales Experience
Competitive Win Rate
Competitiveness

Leader in
Price to Value
Vendor Support
Implementer Support
Data Integration
Planning Content
Forecasting
Simulation
Flexibility
Customer Experience



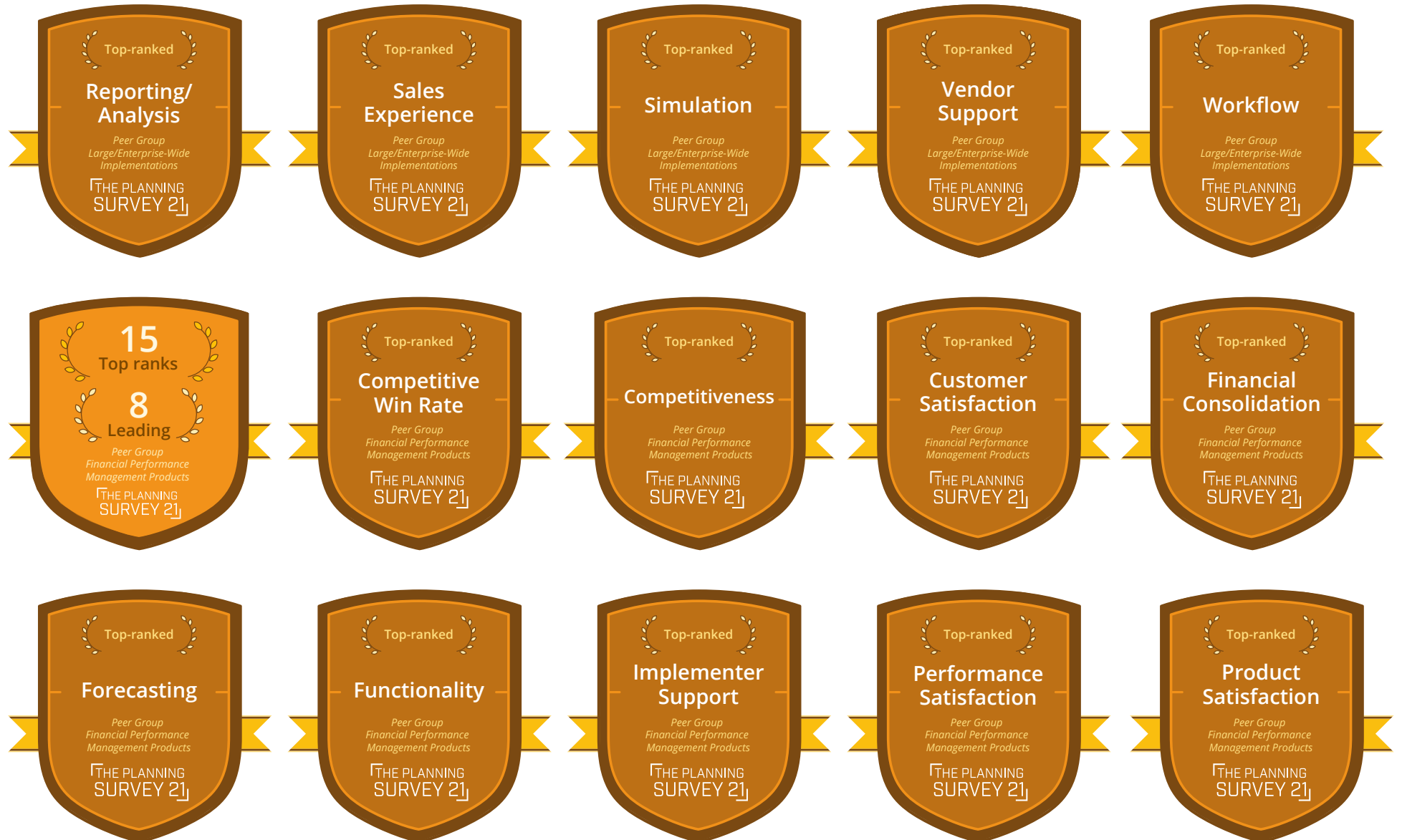


The Planning Survey 21: OneStream Top Ranks



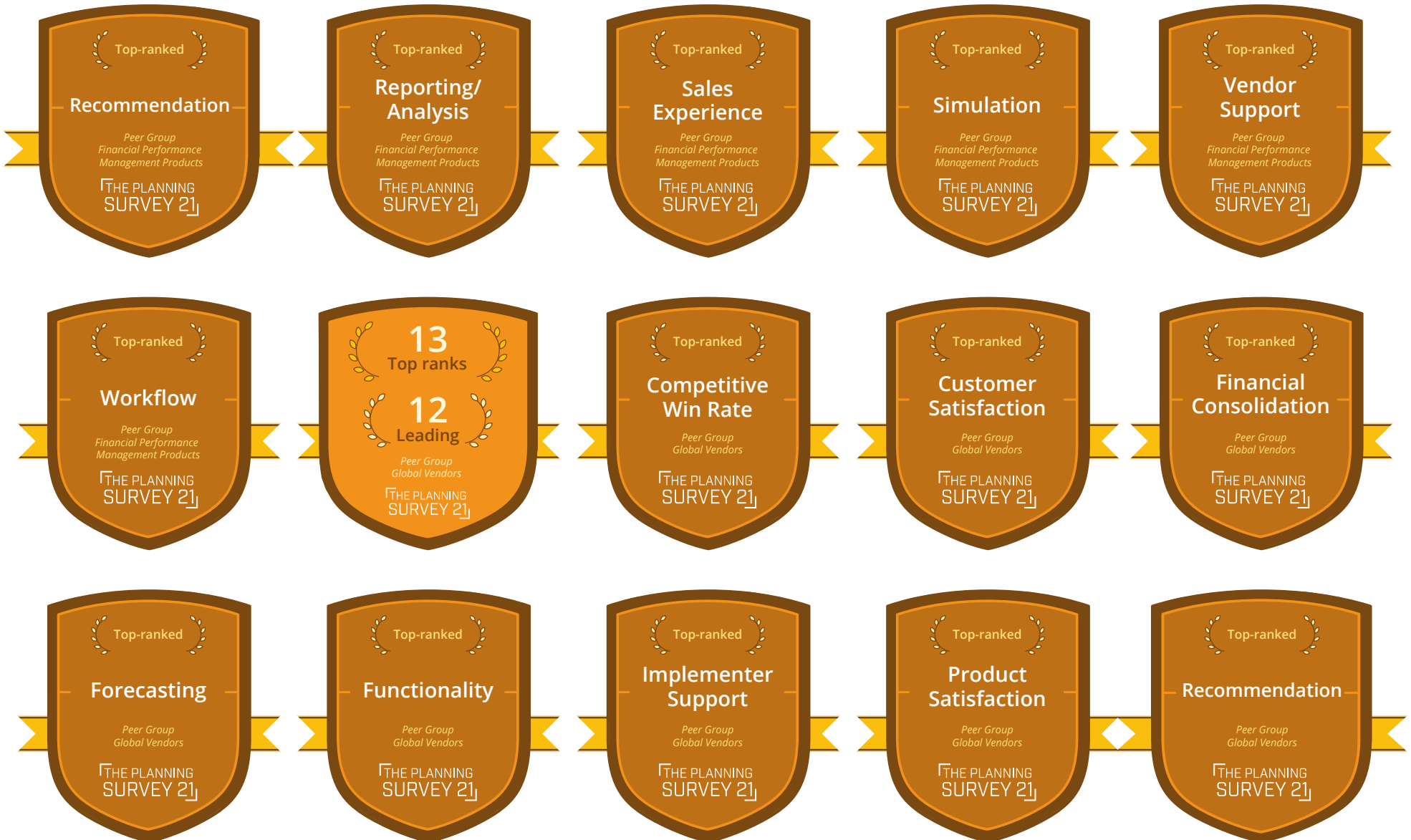


The Planning Survey 21: OneStream Top Ranks



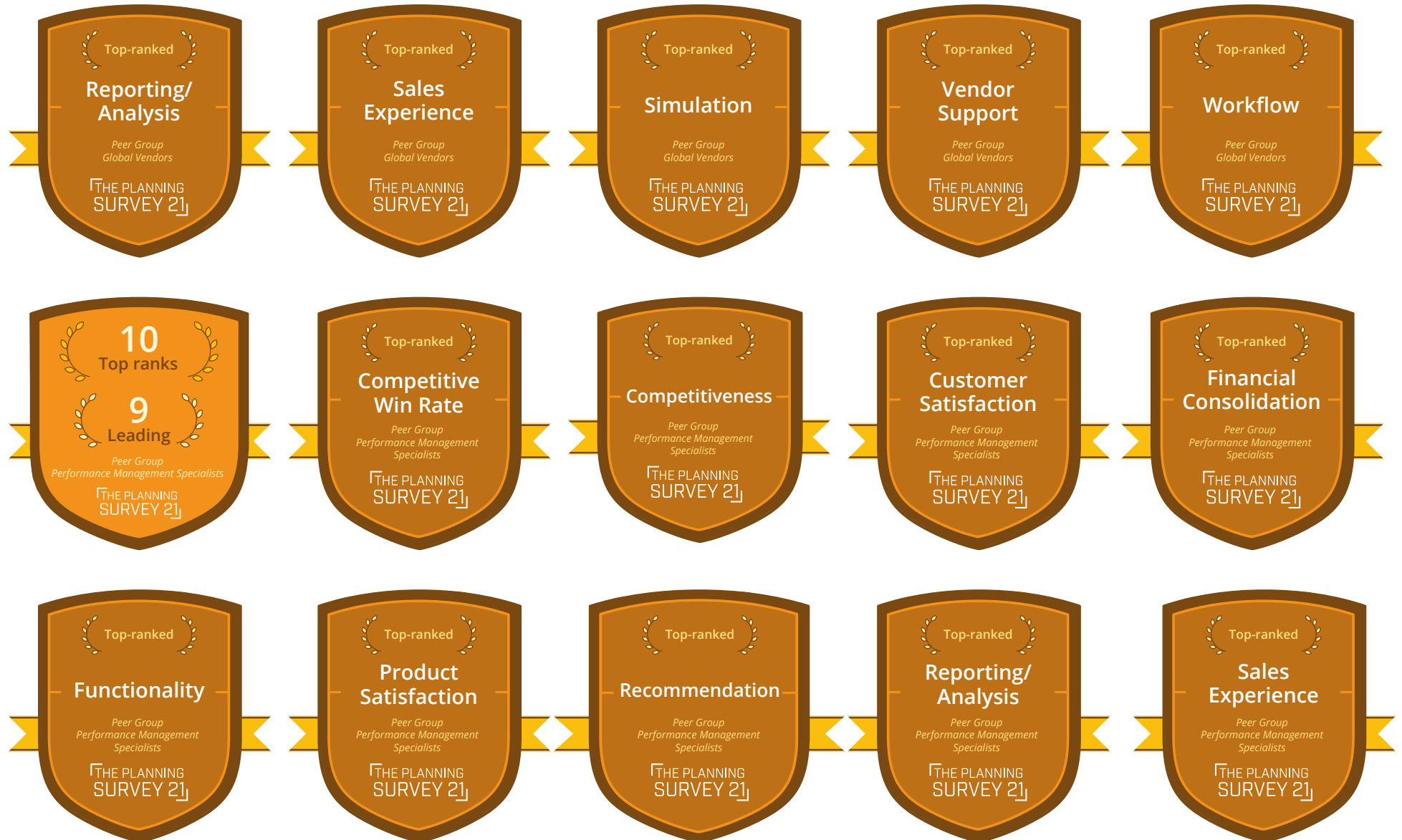


The Planning Survey 21: OneStream Top Ranks





The Planning Survey 21: OneStream Top Ranks





Fantastic software, a pleasure to use.

THE PLANNING SURVEY 21

Consultant, consulting, >2,500 employees

OneStream is definitely the leader in consolidation, FP&A and integration. It's capable of far more than any individual company will likely use.

THE PLANNING SURVEY 21

Consultant, consulting, 100-2,500 employees

Definitely the most innovative product on the market.

THE PLANNING SURVEY 21

Consultant, consulting, <100 employees

They are a fantastic company who created a well integrated platform which is easy to use all the way around and outperforms all products I have personally used in the past.

THE PLANNING SURVEY 21

Person responsible/Project manager for departmental BI, manufacturing, 100-2,500 employees

I have worked on other systems and OneStream, by far, is the best.

THE PLANNING SURVEY 21

Line of business employee, retail/wholesale/trade, 100-2,500 employees



What Customers Like Most

Ability to handle large amounts of data.
Flexibility for users to perform complex tasks.

THE PLANNING
SURVEY 21

Person responsible/Project manager for departmental BI, telecommunications, >2,500 employees

OneStream has extreme flexibility.
You really are limited only by your imagination and skillset.

THE PLANNING
SURVEY 21

Consultant, consulting, 100-2,500 employees

I believe the single best thing about OneStream is that you are able to have everything under one platform. Currently, we are utilizing consolidations, planning, and reconciliations. Further, we are in the process of implementing lease accounting.

THE PLANNING
SURVEY 21

Person responsible/Project manager for departmental BI, manufacturing, >2,500 employees

Flexibility, ease of use, common platform, continuous new and improved functionality from the vendor.

THE PLANNING
SURVEY 21

Person responsible/Project manager for departmental BI, manufacturing, >2,500 employees

Ease of use, support, low cost of ownership. Simplicity in design. One platform for many use cases, data resides in one application. Good end-user adoption.

THE PLANNING
SURVEY 21

Person responsible/Project manager for BI from IT department, manufacturing, >2,500 employees





You will not regret it.

THE PLANNING SURVEY 21

Consultant, consulting, >2,500 employees



Just go for it. This tool can bring more visibility and efficiency into your process.

THE PLANNING SURVEY 21

IT employee, manufacturing, >2,500 employees



Go for it! Best product in EPM.

THE PLANNING SURVEY 21

Consultant, consulting, 100-2,500 employees



I have had many reference calls and I always tell them about the flexibility the system has and of course the support is top notch.

THE PLANNING SURVEY 21

Line of business employee, retail/wholesale/trade, 100-2,500 employees



Set an honest level of expectations and be welcome to change for the better.

THE PLANNING SURVEY 21

Accounting specialist and system administrator, retail/wholesale/trade, 100-2,500 employees





THE PLANNING SURVEY 21

The Planning Survey 21 is based on findings from the world's largest and most comprehensive survey of planning software users, conducted from November 2020 to February 2021. In total, 1,422 people responded to the survey with 1,151 answering a series of detailed questions about their use of a named product. Altogether, 21 products (or groups of products) are analyzed in detail.

The Planning Survey 21 examines user feedback on planning product selection and usage across 29 criteria (KPIs) including Business Benefits, Project Success, Business Value, Recommendation, Customer Satisfaction, Customer Experience, Planning Functionality and Competitiveness.

This document contains just a selection of the headline findings for OneStream. It does not show all the KPI results and focuses mainly on the positive findings.

For more information on the survey, visit [The BI Survey website](#).

OneStream Overview

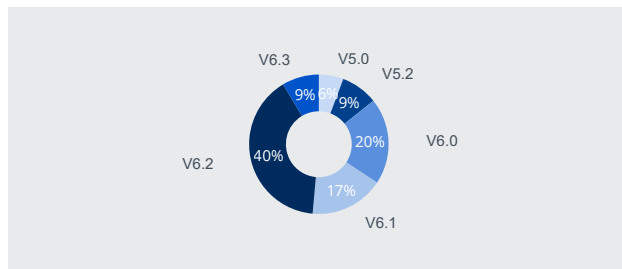
OneStream Software is an independent US-based CPM software company backed by the private equity investor KKR. The vendor was founded by the people who also created Oracle Hyperion Financial Management and UpStream Software, now known as Oracle Hyperion Financial Data Quality Management (FDM). Currently, OneStream has 12 offices in the US, Europe and APAC regions with more than 750 employees globally.

OneStream was first released in 2011 with the aim of creating a single platform that offered a unified approach to support all the various CPM processes and information streams in organizations. The platform integrates financial consolidation and close, planning, budgeting and forecasting, reporting, analysis and financial data quality management in one single application. In addition to the platform's standard functionality, the OneStream MarketPlace provides more than 50 productivity and business solutions to extend the platform with additional capabilities, such as predictive analytics, account reconciliations, transaction matching and specialty planning solutions. All OneStream-developed MarketPlace solutions are fully supported and available free of charge to active customers. OneStream is available for deployment in the Microsoft Azure cloud.

OneStream targets mostly finance and business users in mid-sized and large global organizations across all industries. The vendor employs a direct sales model alongside a comprehensive partner network to support customers with implementation services. According to the vendor, more than 700 customers currently use OneStream.

Versions used

n=43



OneStream is a financial consolidation and planning platform with built-in financial data quality functionality that focuses on supporting the full range of financial performance management. The product provides a proprietary in-memory financial analytic engine with built-in financial intelligence (e.g., supporting complex financial consolidations) that uses ROLAP storage in Microsoft SQL Server. Company-wide consolidated financial results statements and plans at subsidiary or group level can be created using OneStream. In addition, OneStream invented Extensible Dimensionality®, which provides the ability to extend the account and other dimension structures to support both corporate and line-of-business financial and operational planning and reporting in one single solution. Moreover, OneStream provides fully supported operational planning solutions in its MarketPlace. These feed into the financial model including workforce, capex, cash and sales planning. For predictive planning and forecasting, OneStream's Predictive Analytics 123 solution offers built-in predictive models and forecast methods that can be leveraged within financial and operational planning and forecasting scenarios.

In addition to its financial consolidation and planning capabilities, OneStream also integrates functionality for BI and analytics. For individual, flexible (ad hoc) reporting and analysis, the product includes a spreadsheet interface or Excel add-in. Interactive dashboards can bring key financial and operational metrics together by combining tables, charts, graphs and other visualizations. Furthermore, OneStream offers Analytic Blend, including a new relational column store engine that blends detailed operational data with financial data. Financial analytics, detailed operational analysis or a "blended" view of both can be presented within the same dashboard.

OneStream customer responses

This year we had 43 responses from OneStream users. At the time of the survey, 40 percent of them were using version 6.2, 20 percent version 6.0, 17 percent version 6.1, 9 percent version 6.3, 9 percent version 5.2 and the remaining 6 percent were using version 5.0.



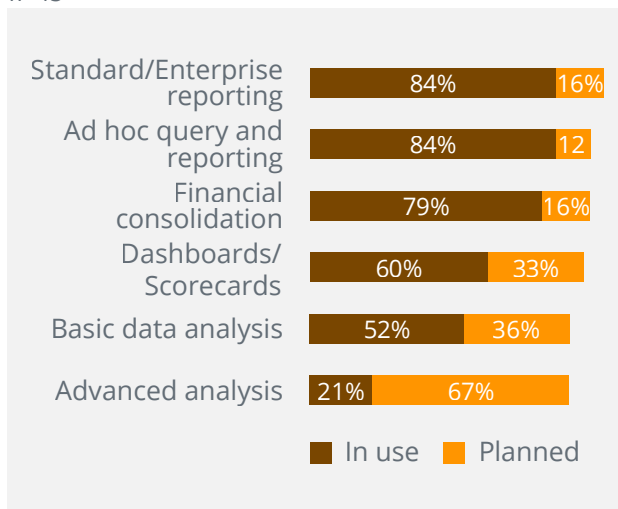
User and Use Case Demographics

BARC Comment

Besides planning, customers mainly use OneStream for standard/enterprise reporting (84 percent), ad hoc query and reporting (84 percent) and financial consolidation (79 percent). 67 percent of respondents plan to use it for advanced analysis in the future. OneStream targets mid-sized to large organizations across all industries. 60 percent of our sample of OneStream customers come from large companies (more than 2,500 employees) with a median of 120 users (including 50 using planning functionality), but the mean of 618 users (242 for planning) indicates there are also several larger implementations. 53 percent of OneStream users are planning users – significantly below the survey average of 66 percent – reflecting the fact that OneStream is essentially an integrated platform that unifies several CPM processes such as financial consolidation, planning, budgeting, reporting, analysis and data quality in one single application.

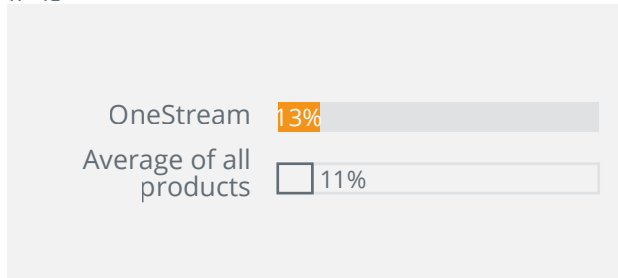
Current vs. planned use (besides planning)

n=43



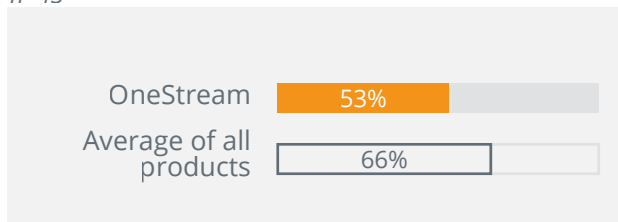
Percentage of employees using OneStream

n=43



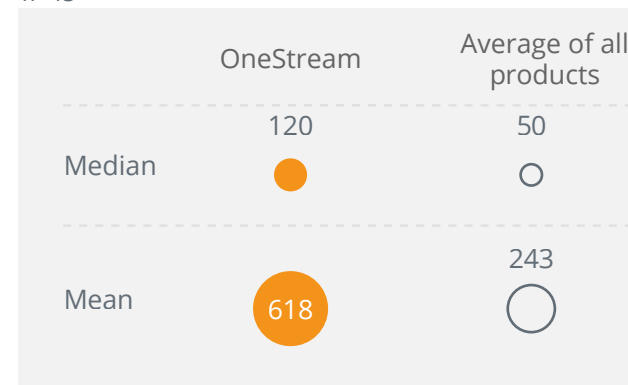
Planning users (as a percentage of all users)

n=43



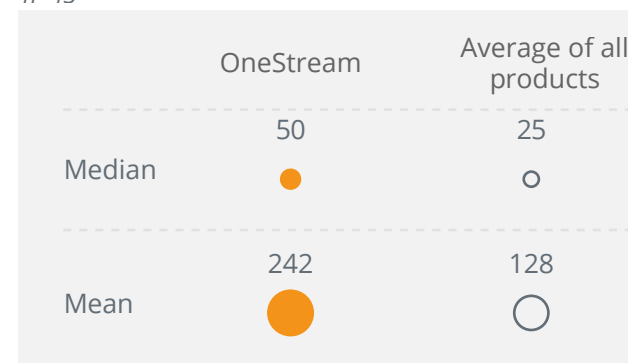
Total number of users per company

n=43



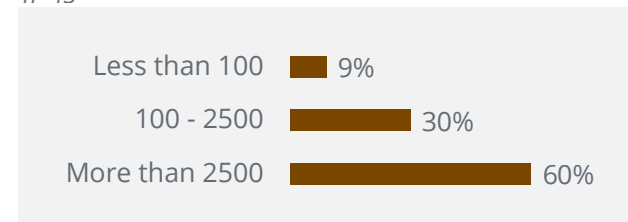
Planning users per company

n=43



Company size (employees)

n=43





Peer Groups and KPIs

The KPIs

The Planning Survey 21 provides the reader with well-designed KPI dashboards packed with concise information, which can be absorbed at a glance. The KPIs all follow these simple rules:

- Only measures that have a clear good/bad trend are used as the basis for KPIs.
- KPIs may be based on one or more measures from The Planning Survey.
- Only products with samples of at least 15 - 30 (depending on the KPI) for each of the questions that feed into the KPI are included.
- For quantitative data, KPIs are converted to a scale of 1 to 10 (worst to best).
- A linear min-max transformation is applied, which preserves the order of, and the relative distance between, products' scores.

The terms 'top-ranked' and 'leader' are used in the chart titles. 'Top-ranked' indicates first position. 'Leader' usually denotes a position in the top 25-35% of products listed in the chart.

Peer Group Classification

The Planning Survey 21 features a range of different types of planning, budgeting and forecasting products so we use peer groups to help identify competing products. The peer groups have been defined by BARC analysts using their experience and judgment, with segmentation based on the following key factors:

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

OneStream features in the following peer groups:

- Financial Performance Management Products
- Performance Management Specialists
- Large/Enterprise-Wide Implementations
- Global Vendors

Peer Groups Overview

Integrated Corporate Planning Products: Integrated corporate planning products are focused on flexibly supporting a wide range of individual sub-plans in an integrated corporate planning approach. This not only includes sales and operations planning but also financial planning. Often, these products offer predefined planning solutions designed for particular applications (e.g., integrated financial planning, HR).

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

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

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

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

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

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

Global Vendors: Global vendors have a truly global sales and marketing reach. They are present worldwide, and their products are used all around the world.

Business Benefits

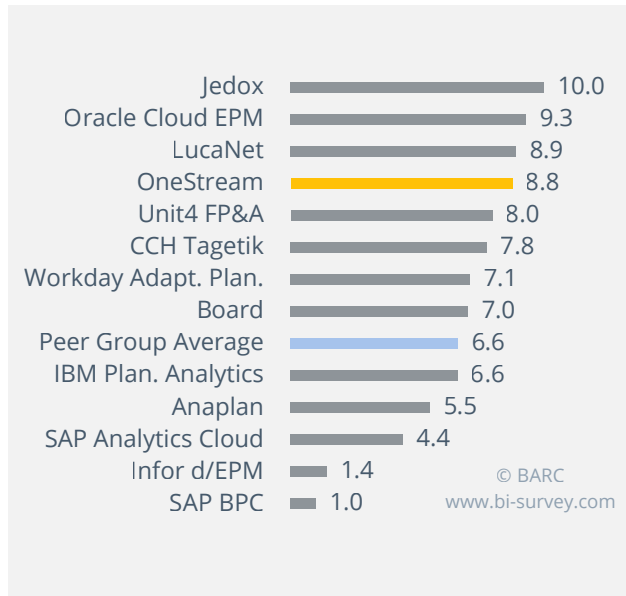


This KPI is based on the achievement level of a variety of business benefits.

Business Benefits – Leader



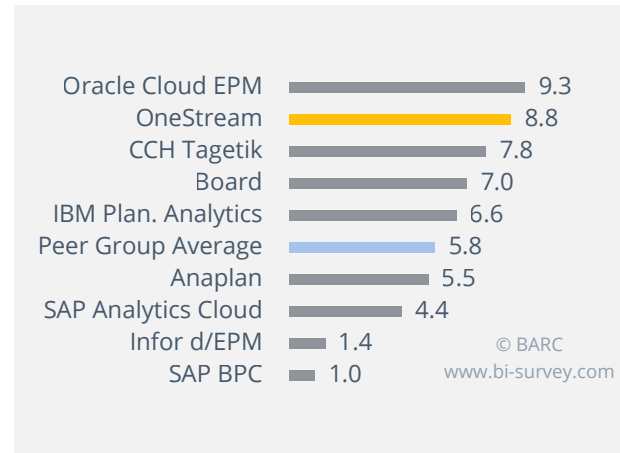
Peer group: Global Vendors



Business Benefits – Leader



Peer group: Large/Enterprise-Wide Implementations



Business Benefits



Planning and CPM products are used to achieve benefits in various areas and to make better decisions based on data. The Planning Survey results show that OneStream customers have been able to achieve a wide variety of business benefits from using the vendor’s integrated CPM platform that unifies financial consolidation and close, planning, budgeting and forecasting, reporting, analysis and financial data quality management in one single application. Consequently, OneStream is ranked as a leader for *Business Benefits* in two of its peer groups. Business benefits such as improved employee satisfaction, improved integration of strategic and operational planning, increased competitive advantage and improved integration of planning with reporting/analysis are achieved by an above-average proportion of OneStream users compared to other planning products. Overall, these benefits lead to a better quality of planning results for many customers.

Project Success

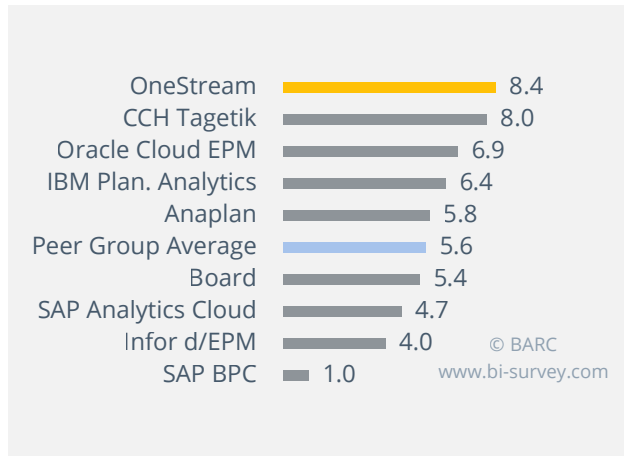


This KPI is based on the implementation satisfaction level and the frequency of projects completed on time and on budget.

Project Success – Top-ranked

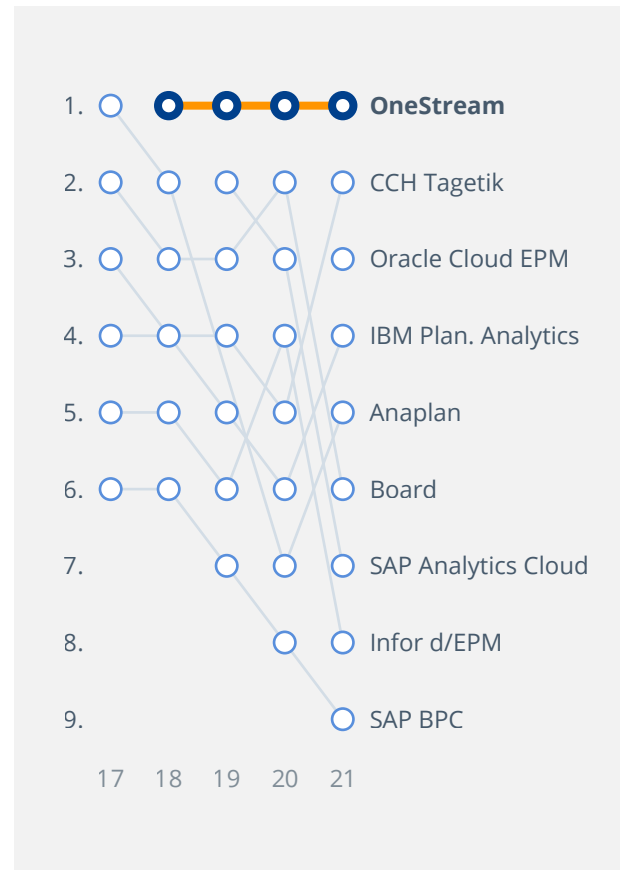


Peer group: Large/Enterprise-Wide Implementations



Consistently top-ranked in Project Success

Peer group: Large/Enterprise-Wide Implementations



Project Success

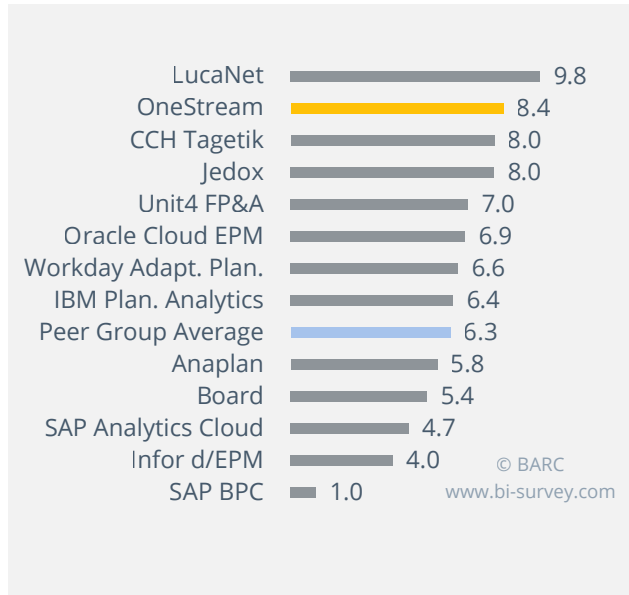


According to customers, projects with OneStream are often successful. OneStream's typical target group – finance and business users in mid-sized and large global organizations across all industries – are very satisfied with their projects, implemented by either OneStream itself or by one of its partners. Consequently, the product is top-ranked for *Project Success* in the *Large/Enterprise-Wide Implementations* peer group for the fourth year in a row and achieves leading ranks in two of its other peer groups. The level of implementation satisfaction and the frequency of projects completed on time and on budget are high. Project goals defined at the outset are often reached. Successful projects are the building blocks for customer satisfaction and the business value a product can create and are key to achieving OneStream's mission statement "Every customer must be a reference and success".

Project Success – Leader



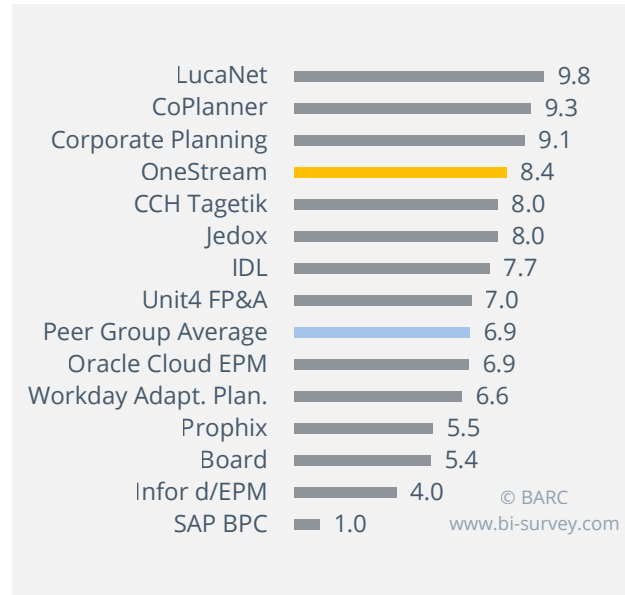
Peer group: Global Vendors



Project Success – Leader



Peer group: Financial Performance Management Products



Business Value

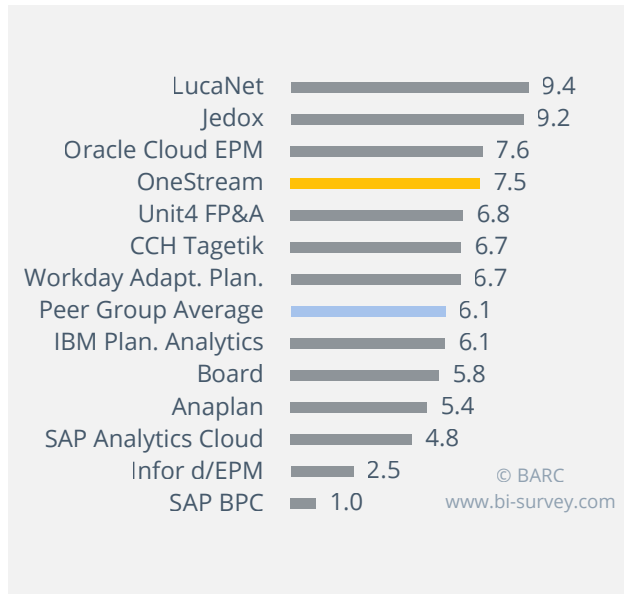


This KPI combines the *Business Benefits*, *Project Success* and *Project Length* KPIs.

Business Value – Leader



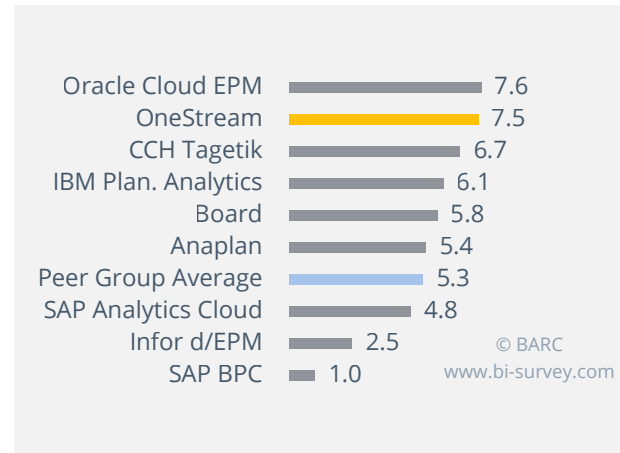
Peer group: Global Vendors



Business Value – Leader



Peer group: Large/Enterprise-Wide Implementations



Business Value

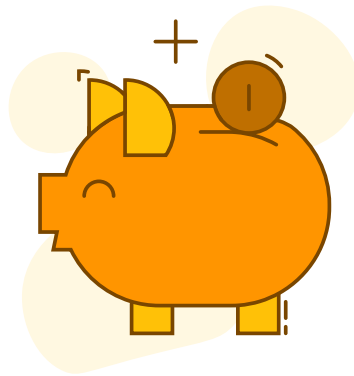


BARC

Viewpoint

Business Value aggregates the *Business Benefits*, *Project Success* and *Project Length* KPIs. A good proportion of OneStream customers have achieved a wide variety of business benefits from using the vendor's integrated CPM platform. Business benefits such as improved employee satisfaction, improved integration of strategic and operational planning, increased competitive advantage and improved integration of planning with reporting/analysis are achieved by an above-average proportion of OneStream users compared to other planning products. Overall, these benefits lead to a better quality of planning results for many customers. Furthermore, projects with OneStream are often successful. The level of implementation satisfaction and the frequency of projects completed on time and on budget are high. Project goals defined at the outset are often reached. Customers confirm that the product creates real business value for their companies and rate it a leader for *Business Value* in the *Global Vendors* and *Large/Enterprise-Wide Implementations* peer groups.

Price to Value

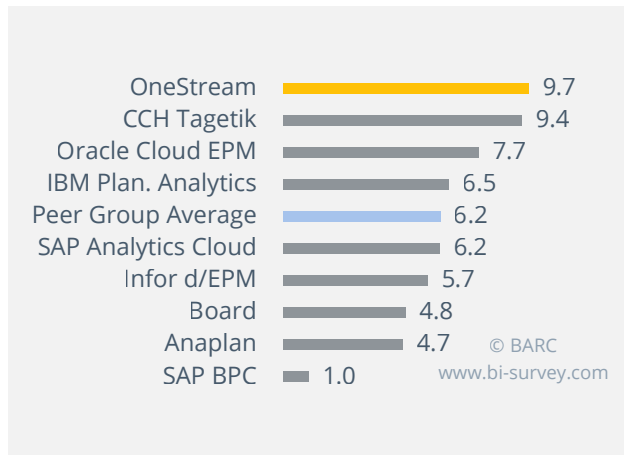


This KPI is based on how users rate their BI tool in terms of price to value.

Price to Value – Top-ranked

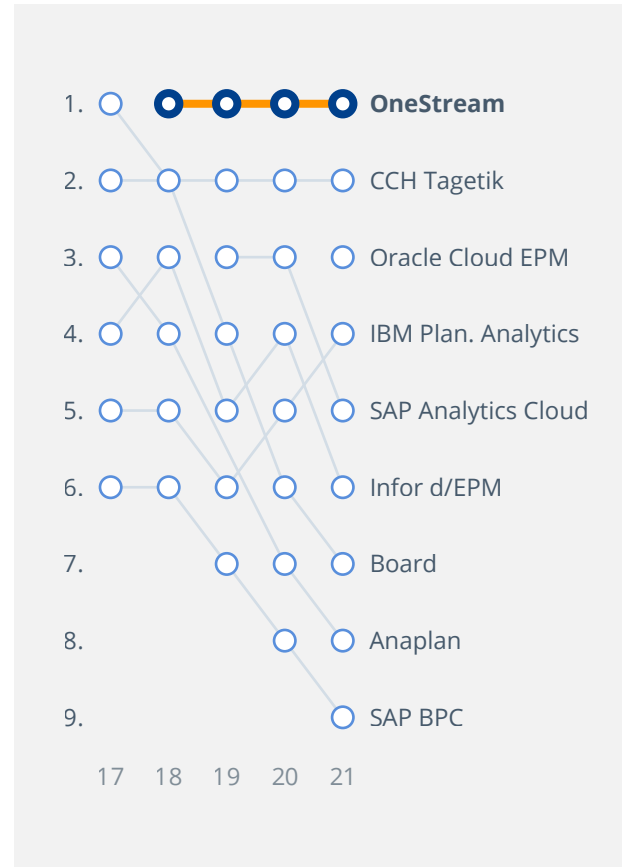


Peer group: Large/Enterprise-Wide Implementations



Consistently top-ranked in Price to Value

Peer group: Large/Enterprise-Wide Implementations



Price to Value

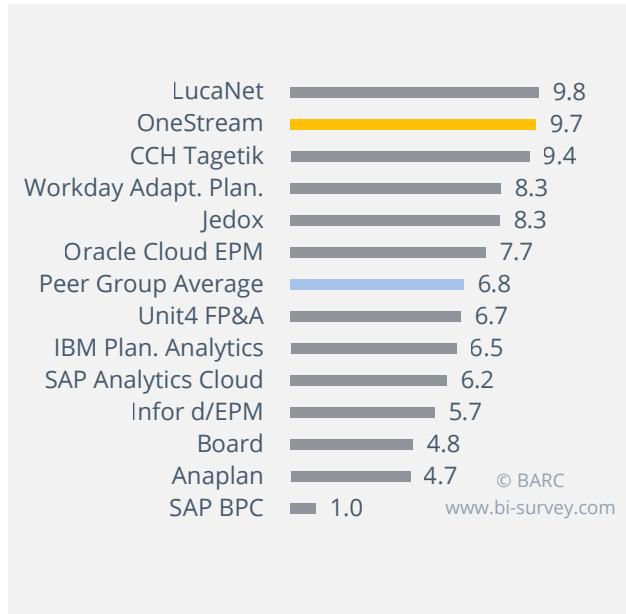


Customers consider OneStream to be attractively priced, offering good value and comprehensive functionality to address a variety of corporate and financial performance management use cases. OneStream tops the *Large/Enterprise-Wide Implementations* peer group and is among the leaders in its other peer groups for *Price to Value*. Standard licensing of the product is based on a named user software-as-a-service pricing model leveraging the Microsoft Azure cloud. OneStream can also offer a non-cloud subscription (customer-hosted) or on-premises / perpetual licensing as needed. For subscribers, the fee for support and maintenance is included.

Price to Value – Leader



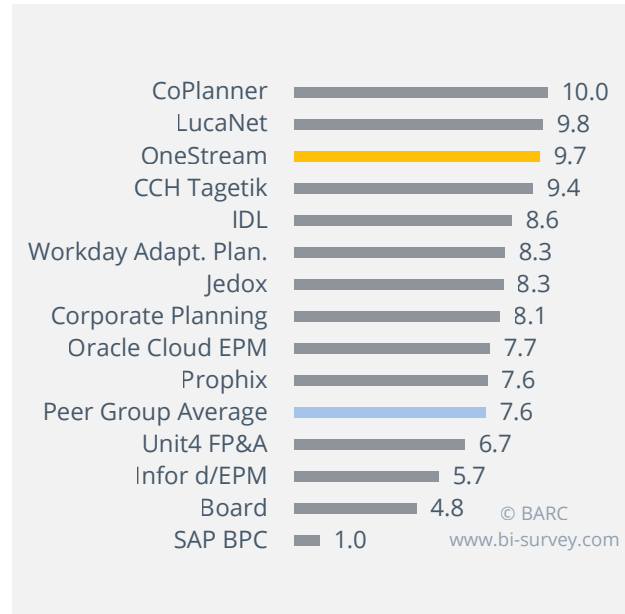
Peer group: Global Vendors



Price to Value – Leader



Peer group: Financial Performance Management Products



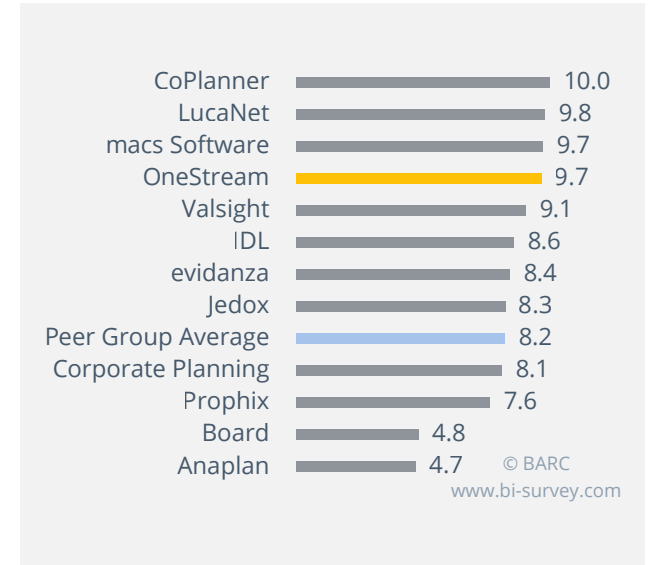
Price to Value



Price to Value – Leader



Peer group: Performance Management Specialists



Recommendation

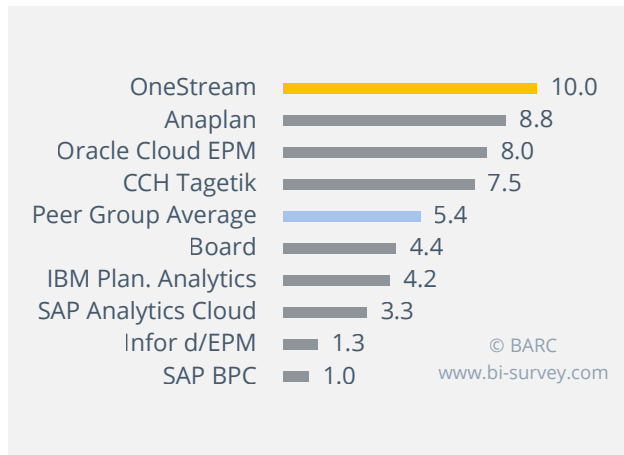


This KPI is based on the proportion of users that say they would recommend the product to others.

Recommendation – Top-ranked

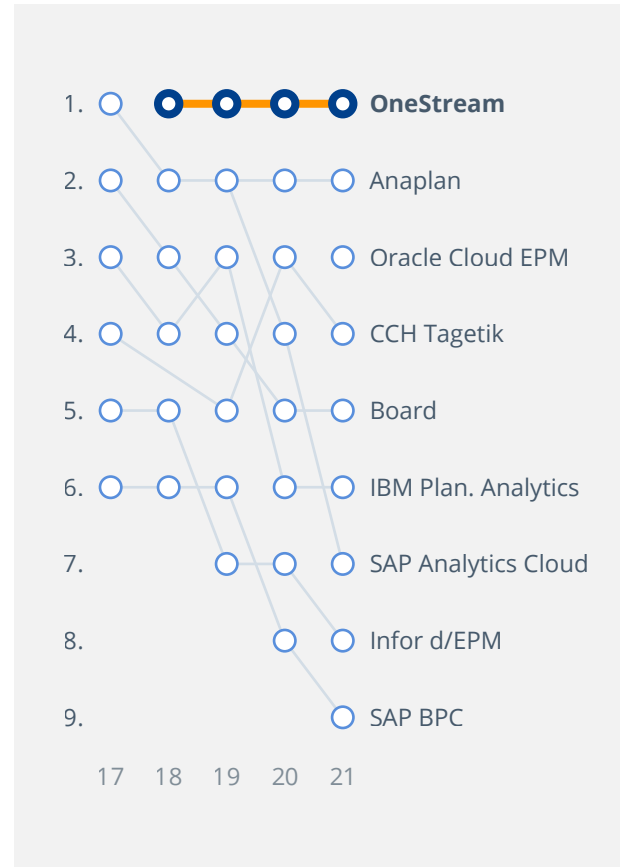


Peer group: Large/Enterprise-Wide Implementations



Consistently top-ranked in Recommendation

Peer group: Large/Enterprise-Wide Implementations



Recommendation

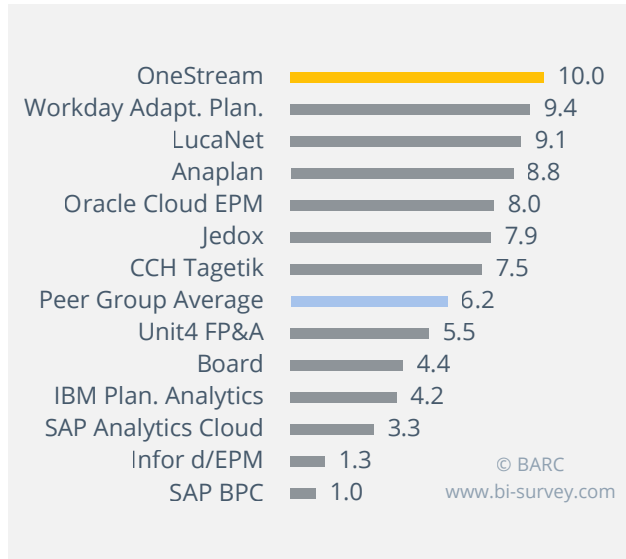


A perfect 100 percent of OneStream users say they would definitely or probably recommend their planning product to other organizations – an incredibly high result, which is a great indicator of customer satisfaction with the vendor and its product. This suggests that the vendor is able to keep its word with regard to its mission statement: “Every customer must be a reference and success”. OneStream has won the *Recommendation* KPI in all its peer groups for the last four years now. The Planning Survey confirms that the vendor has a very satisfied and loyal customer base. Customers benefit from OneStream’s integrated CPM platform that unifies financial consolidation and close, planning, budgeting and forecasting, reporting, analysis and financial data quality management in one single application. According to customers, the product creates real business value.

Recommendation – Top-ranked



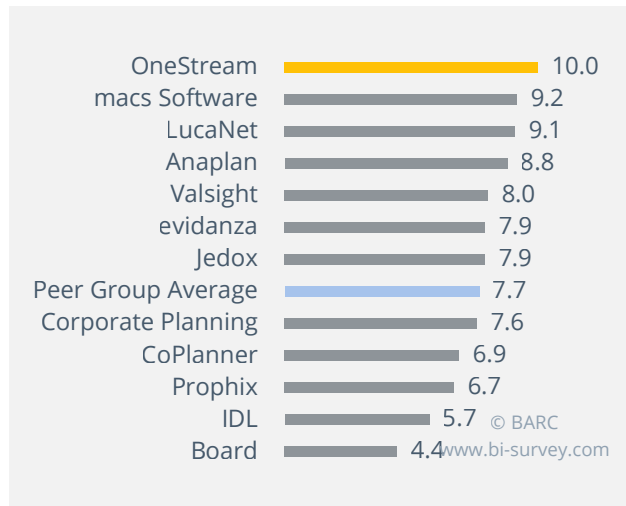
Peer group: Global Vendors



Recommendation – Top-ranked

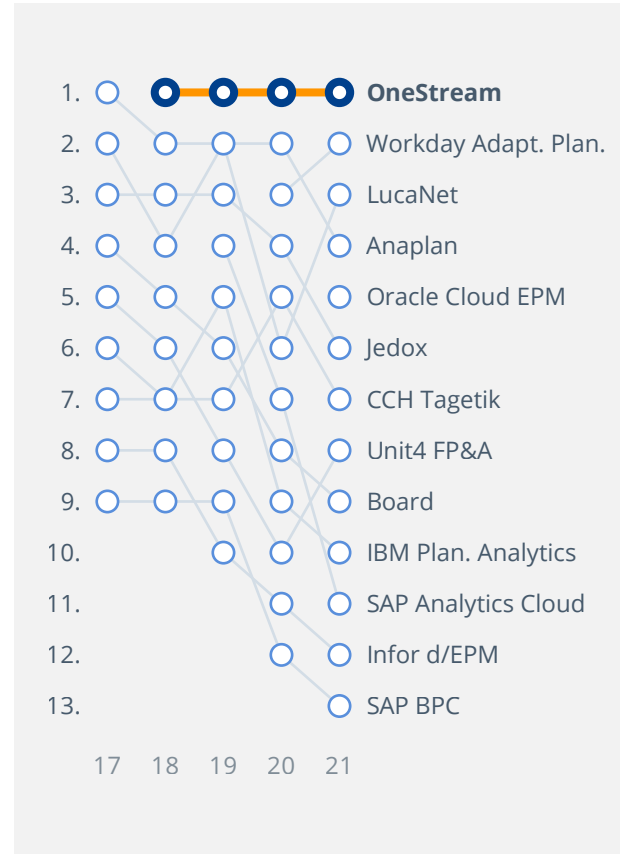


Peer group: Performance Management Specialists



Consistently top-ranked in Recommendation

Peer group: Global Vendors

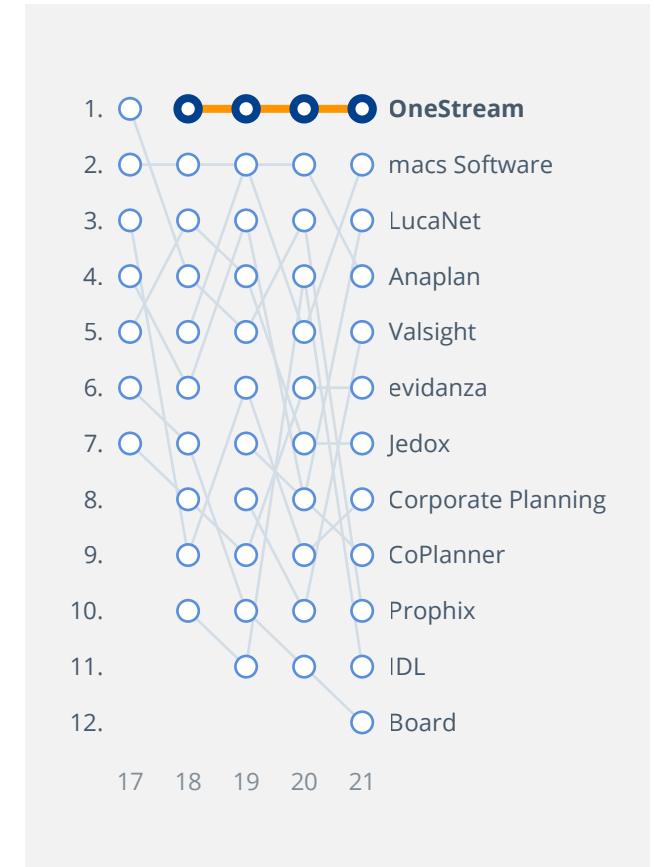


Recommendation



Consistently top-ranked in Recommendation

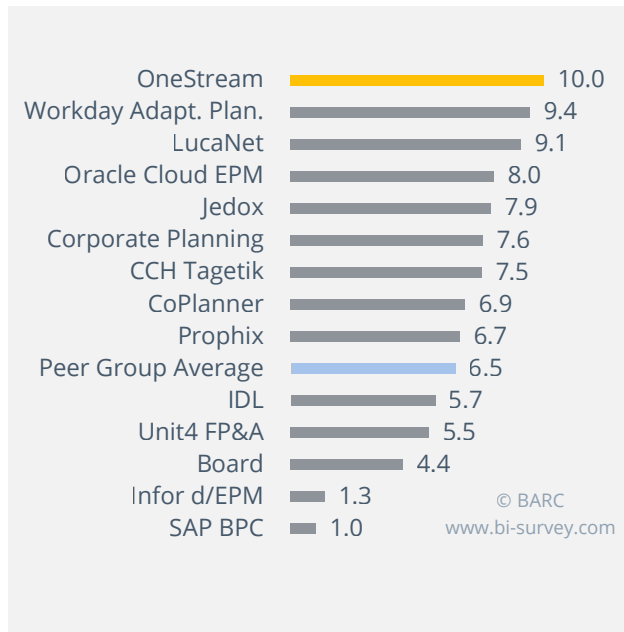
Peer group: Performance Management Specialists



Recommendation – Top-ranked



Peer group: Financial Performance Management Products



Consistently top-ranked in Recommendation

Peer group: Financial Performance Management Products



Recommendation



Vendor Support

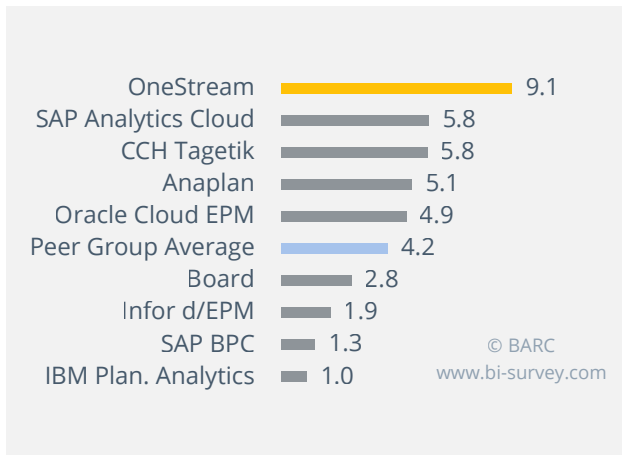


This KPI measures user satisfaction with the level of vendor support provided for the product.

Vendor Support – Top-ranked

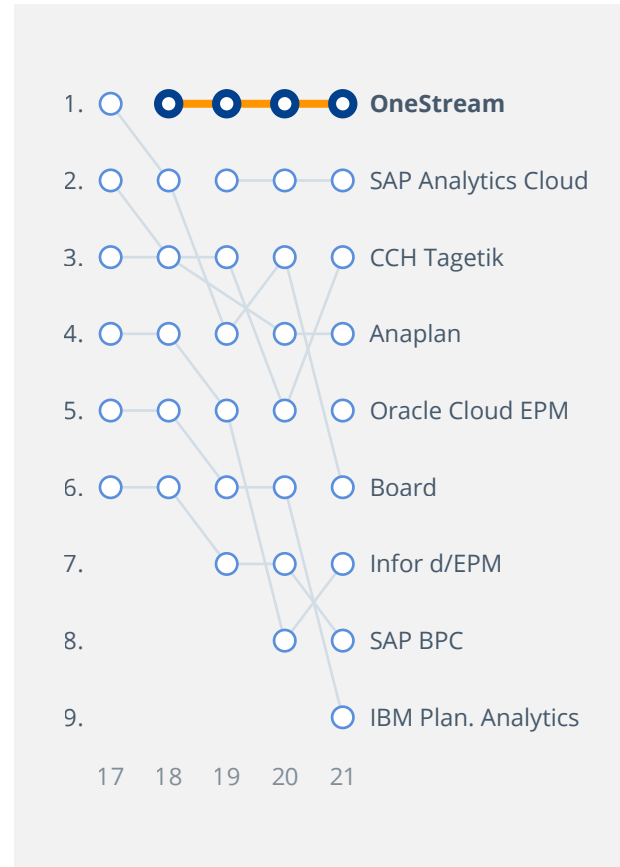


Peer group: Large/Enterprise-Wide Implementations



Consistently top-ranked in Vendor Support

Peer group: Large/Enterprise-Wide Implementations



Vendor Support

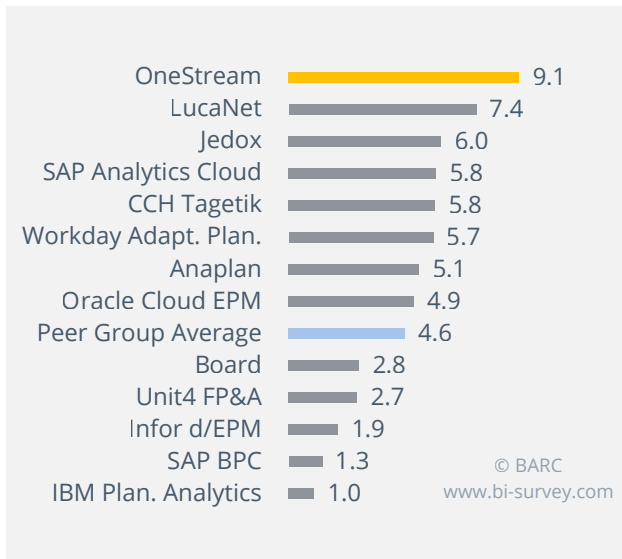


Customers praise OneStream's outstanding vendor support services in this year's Planning Survey. This clearly shows that customers are generally very satisfied with the support provided and benefit from the vendor's product knowledge and implementation experience. Vendor support is an important element in customer relationships for OneStream. The vendor listens very carefully to customer needs and requirements, constantly improving its software with this information. OneStream customers can log issues via phone, email or web portal and access issue status information at any time using self-service reports. For subscribers, the fee for support and maintenance is included. Software product upgrades and updates are also covered. OneStream ranks number one in three of its peer groups for *Vendor Support*.

Vendor Support – Top-ranked

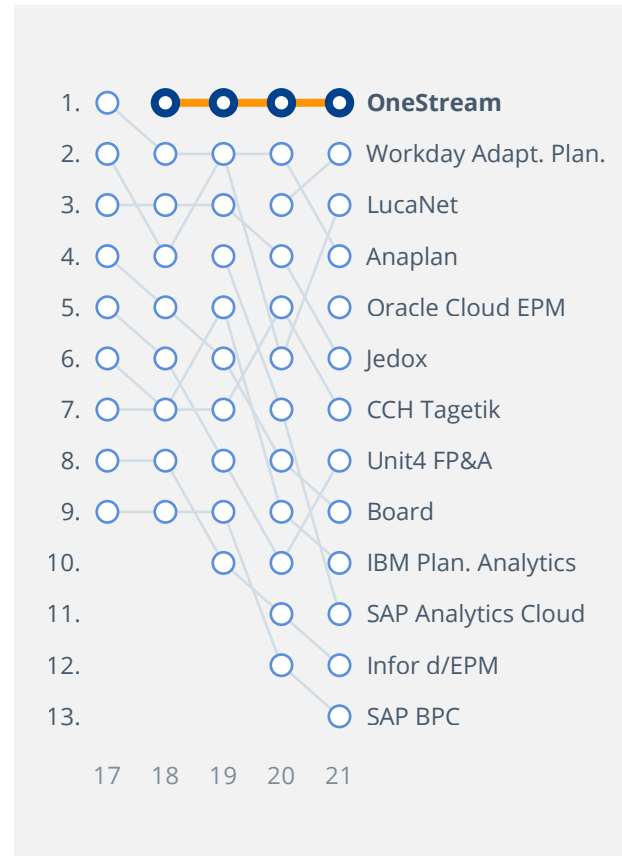


Peer group: Global Vendors



Consistently top-ranked in Vendor Support

Peer group: Global Vendors



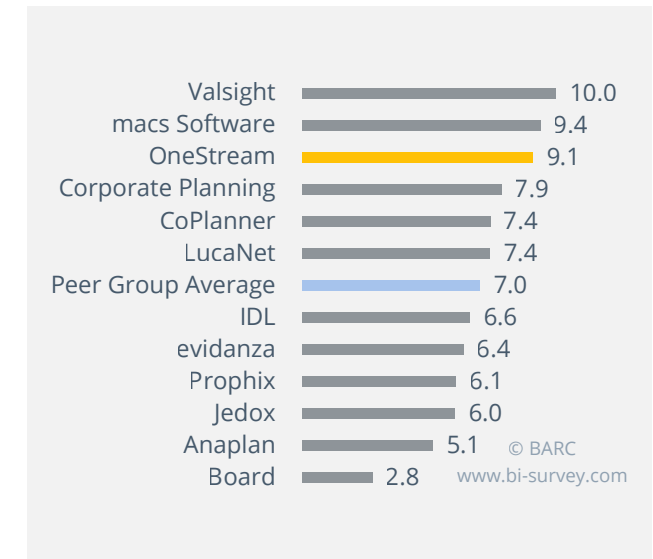
Vendor Support



Vendor Support – Leader



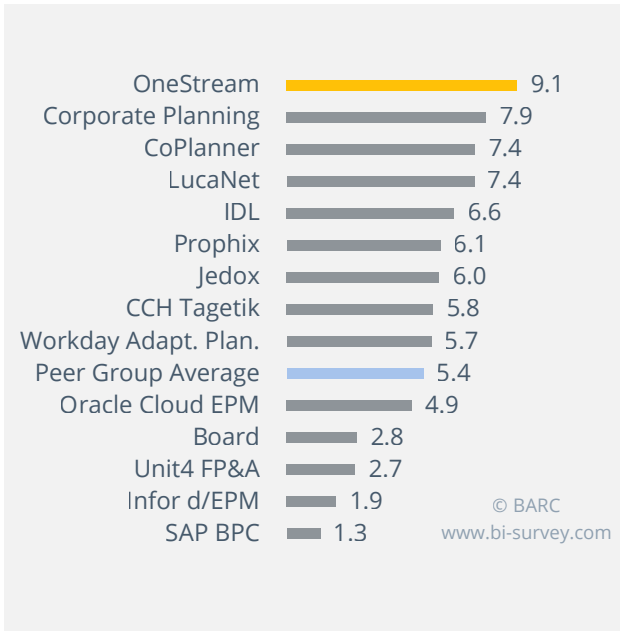
Peer group: Performance Management Specialists



Vendor Support – Top-ranked

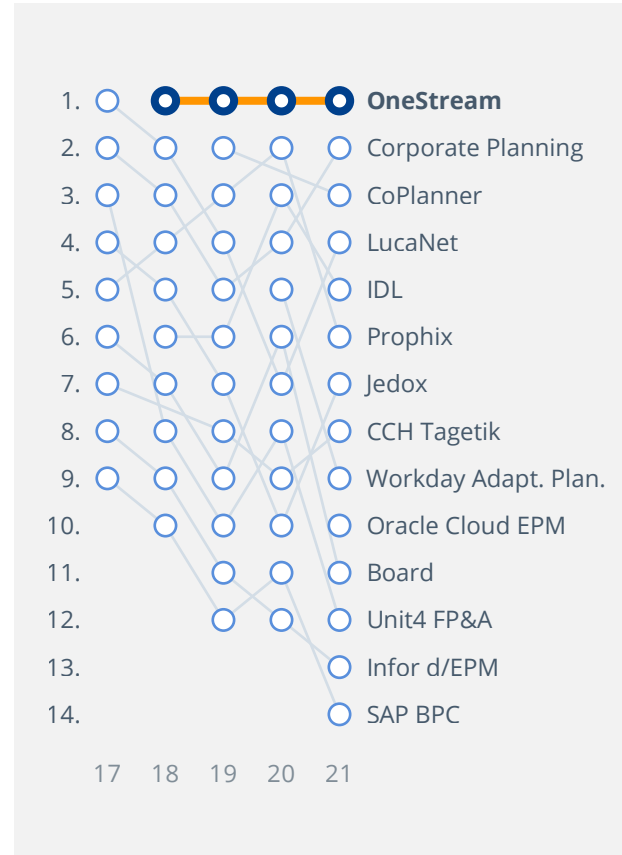


Peer group: Financial Performance Management Products



Consistently top-ranked in Vendor Support

Peer group: Financial Performance Management Products



Vendor Support



Implementer Support

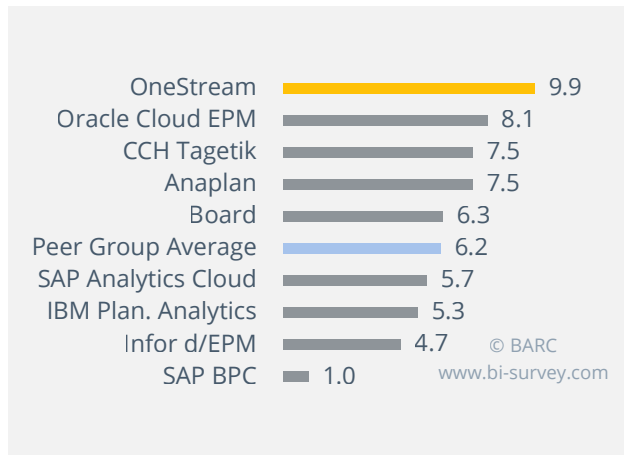


This KPI measures user satisfaction with the level of the implementer's support for the product.

Implementer Support – Top-ranked

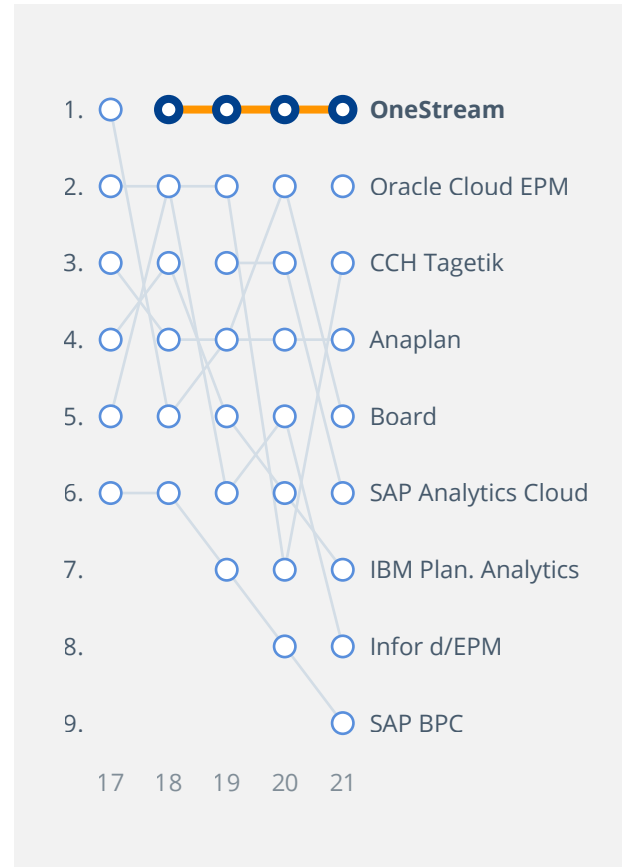


Peer group: Large/Enterprise-Wide Implementations



Consistently top-ranked in Implementer Support

Peer group: Large/Enterprise-Wide Implementations



Implementer Support

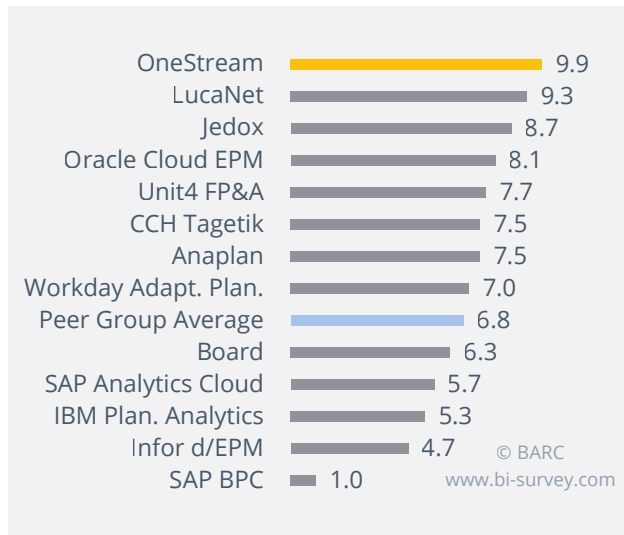


A high proportion of customers confirm that their implementation projects with OneStream were successful. Implementer support plays a crucial role in successful software implementations. The level of implementation satisfaction and the frequency of projects completed on time and on budget are both high among OneStream customers. The software is sold directly by the vendor. However, for implementations, OneStream is supported by its comprehensive partner network. Partners receive dedicated certification and training, and are classified as either Platinum, Gold, Silver or Technology Partners. They often focus on specific solutions, industries or regions. The vendor understands the importance of its partner network as an extension of its deep domain expertise, to extend its solution delivery. In this year's Planning Survey, OneStream tops three of its peer groups for the *Implementer Support* KPI.

Implementer Support – Top-ranked



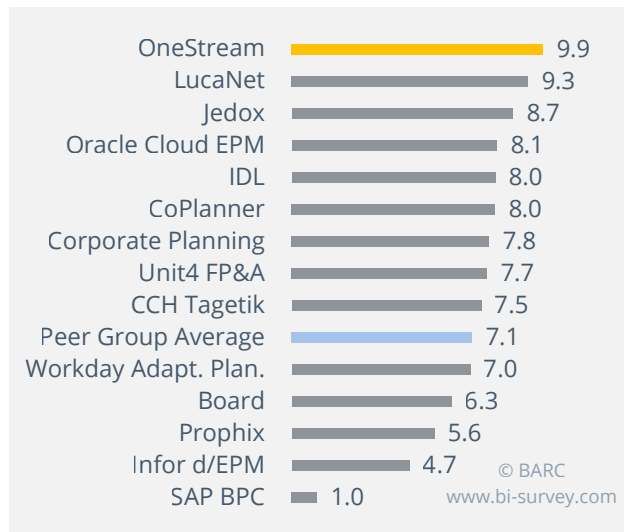
Peer group: Global Vendors



Implementer Support – Top-ranked

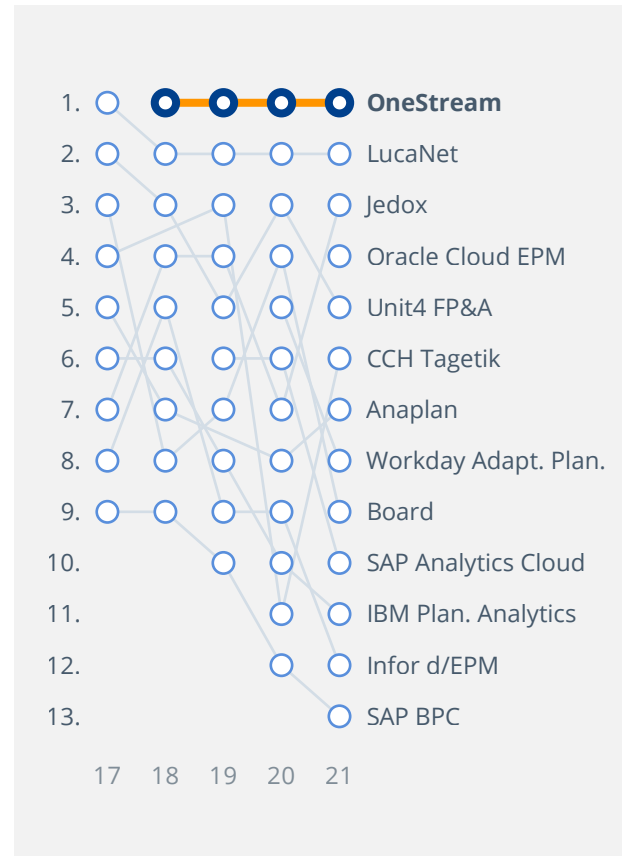


Peer group: Financial Performance Management Products



Consistently top-ranked in Implementer Support

Peer group: Global Vendors



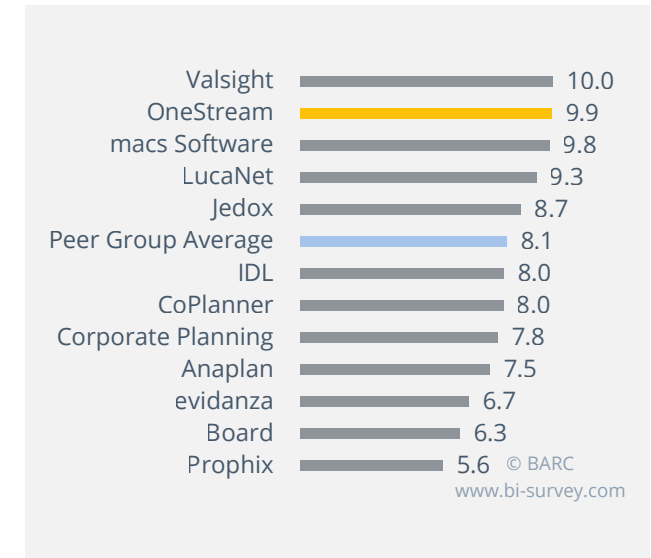
Implementer Support



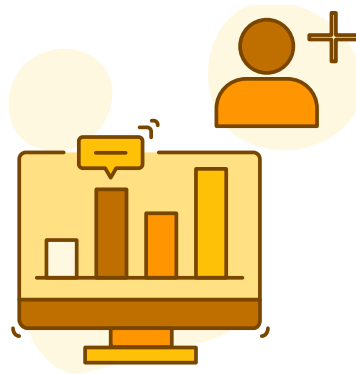
Implementer Support – Leader



Peer group: Performance Management Specialists



Product Satisfaction

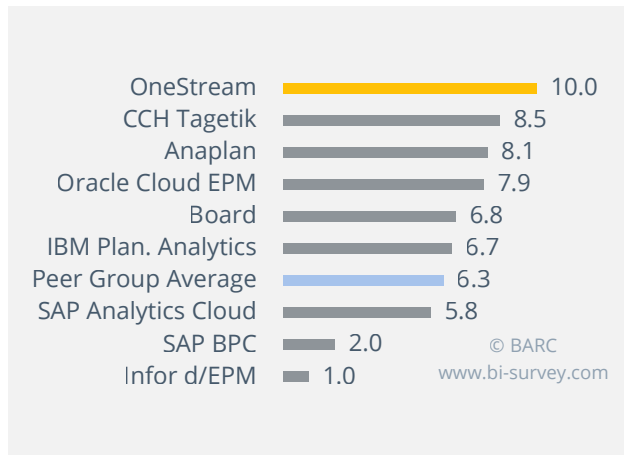


This KPI is based on the level of satisfaction with the product.

Product Satisfaction – Top-ranked

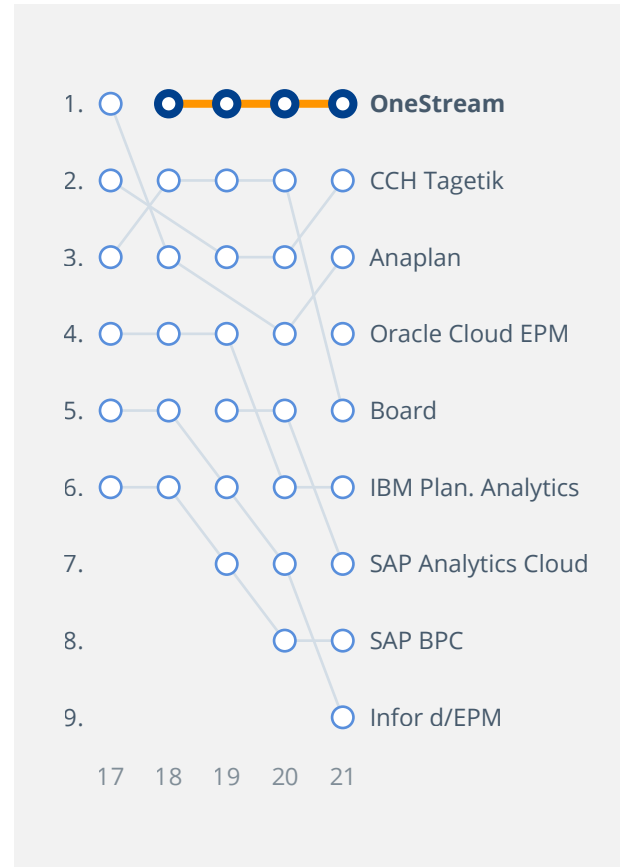


Peer group: Large/Enterprise-Wide Implementations



Consistently top-ranked in Product Satisfaction

Peer group: Large/Enterprise-Wide Implementations



Product Satisfaction

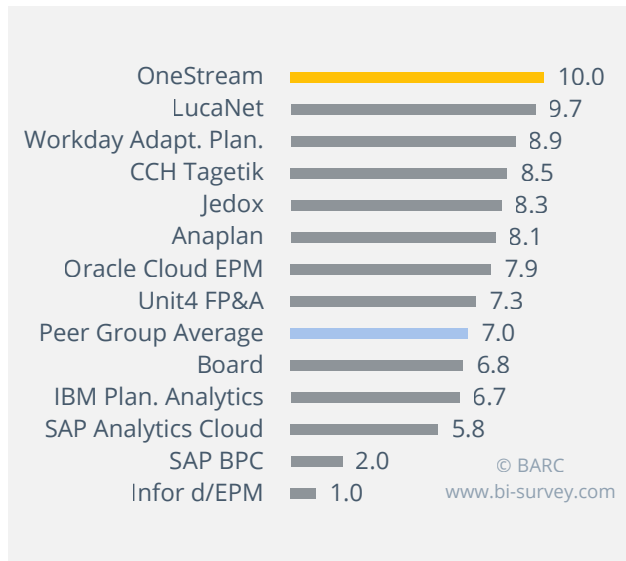


OneStream is a comprehensive CPM platform that integrates financial consolidation and close, planning, budgeting and forecasting, reporting, analysis and financial data quality management in one single application. In addition to the platform's standard functionality, the OneStream MarketPlace provides more than 50 productivity and business solutions that allow customers to extend the platform with additional capabilities, such as predictive analytics, account reconciliations, transaction matching and specialty planning solutions. All OneStream-developed MarketPlace solutions are fully supported and available free of charge to active customers. OneStream targets mostly finance and business users in mid-sized and large global organizations across all industries. The product is ranked top for *Product Satisfaction* in all its peer groups for the fourth consecutive year, confirming that customers are clearly very satisfied with OneStream.

Product Satisfaction – Top-ranked

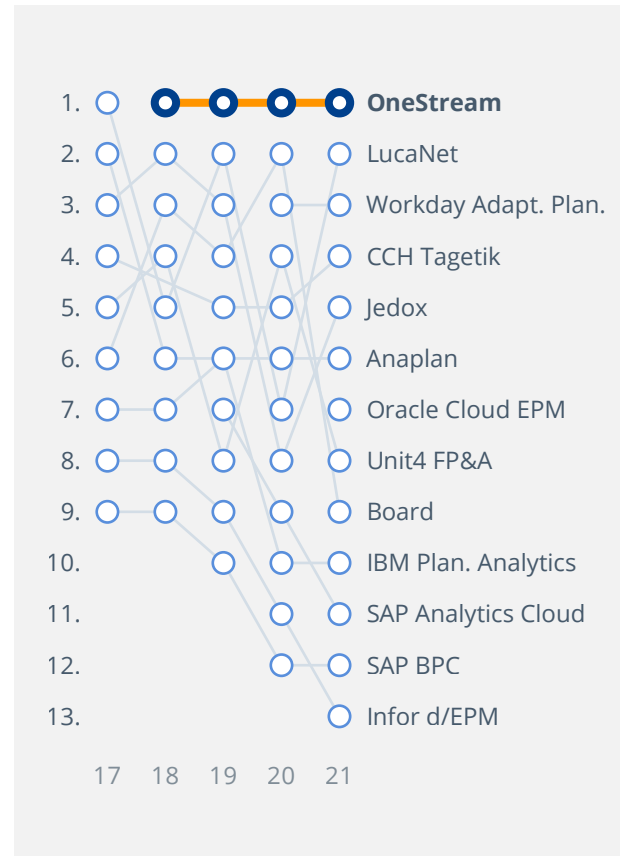


Peer group: Global Vendors



Consistently top-ranked in Product Satisfaction

Peer group: Global Vendors



Product Satisfaction



Consistently top-ranked in Product Satisfaction

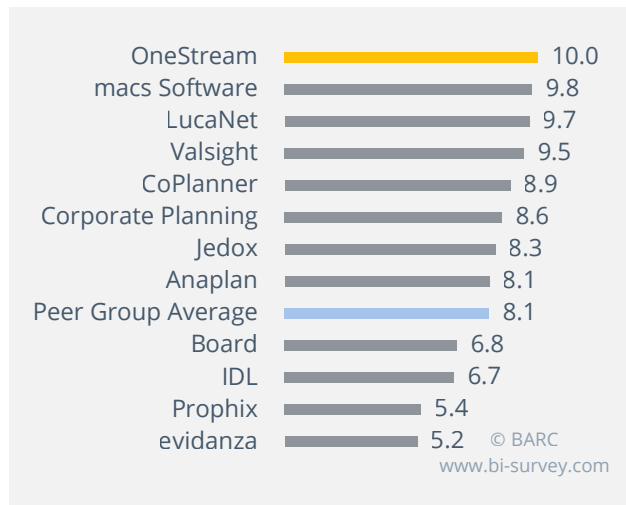
Peer group: Performance Management Specialists



Product Satisfaction – Top-ranked



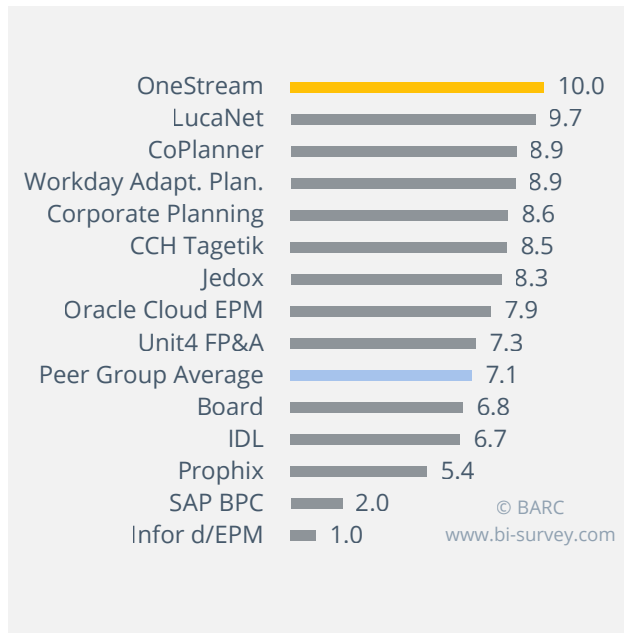
Peer group: Performance Management Specialists



Product Satisfaction – Top-ranked

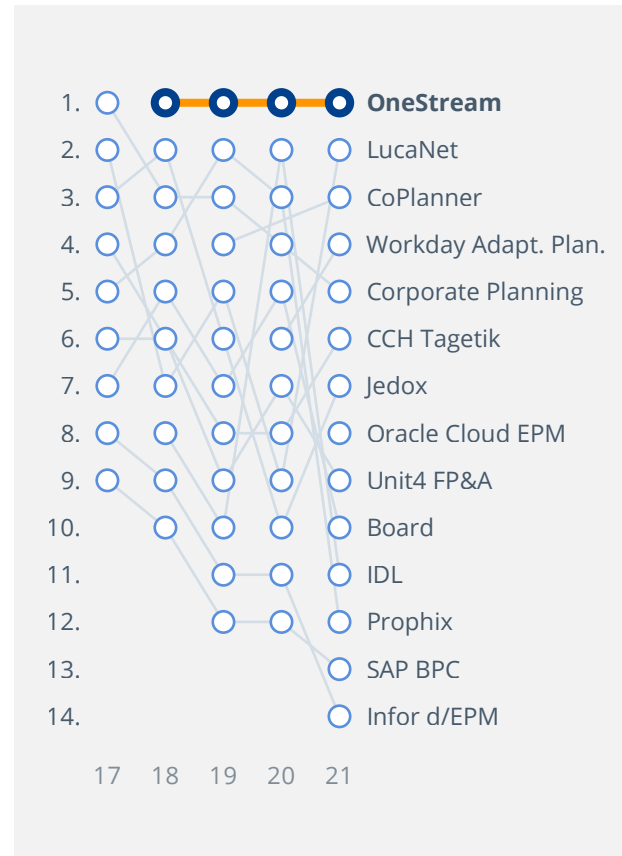


Peer group: Financial Performance Management Products



Consistently top-ranked in Product Satisfaction

Peer group: Financial Performance Management Products



Product Satisfaction



Customer Satisfaction

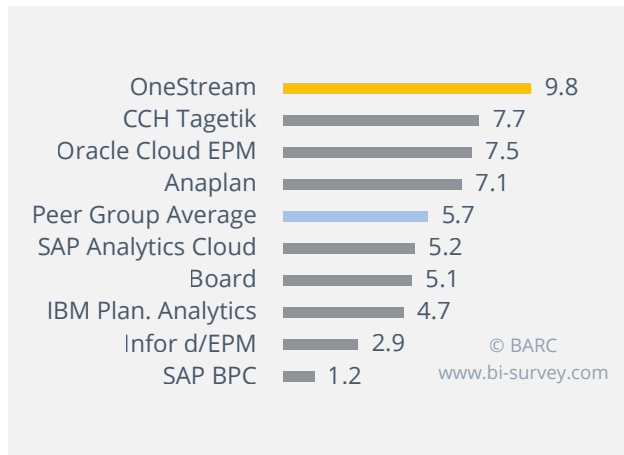


This KPI combines the *Price to Value*, *Recommendation*, *Vendor Support*, *Implementer Support* and *Product Satisfaction* KPIs.

Customer Satisfaction – Top-ranked

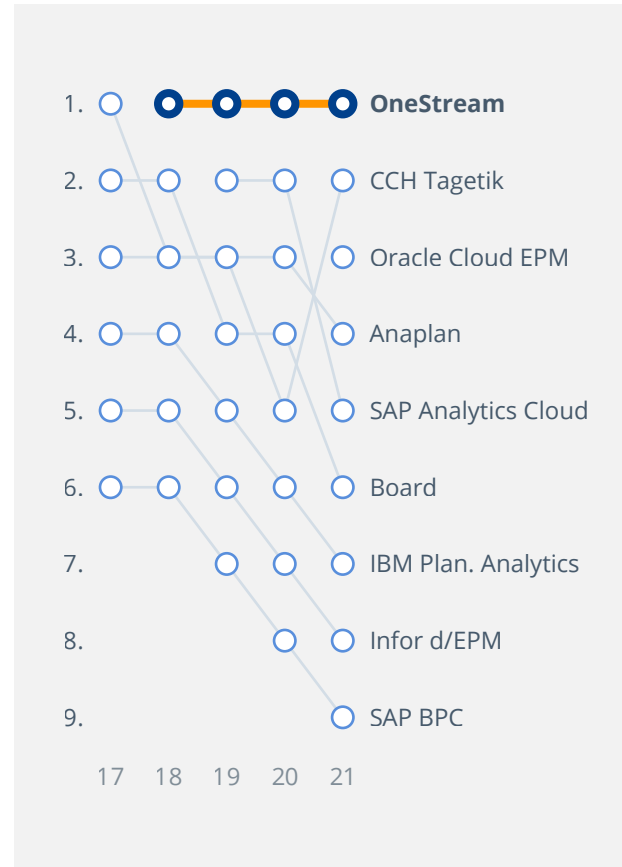


Peer group: Large/Enterprise-Wide Implementations



Consistently top-ranked in Customer Satisfaction

Peer group: Large/Enterprise-Wide Implementations



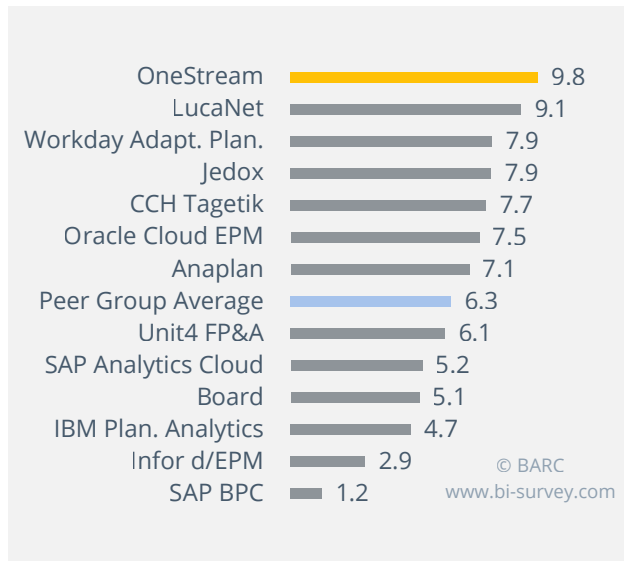
Customer Satisfaction



Customer Satisfaction aggregates the *Price-to-Value*, *Recommendation*, *Vendor Support*, *Implementer Support* and *Product Satisfaction* KPIs. Outstanding results in all of these KPIs also make OneStream a winner for *Customer Satisfaction* in all its four peer groups. The Planning Survey results confirm that OneStream's comprehensive, integrated CPM platform comes at an attractive price point. Customers are clearly satisfied with the product, the vendor and its partners' support services. The fact that every single OneStream customer surveyed said they would definitely or probably recommend their planning product to other organizations speaks volumes.

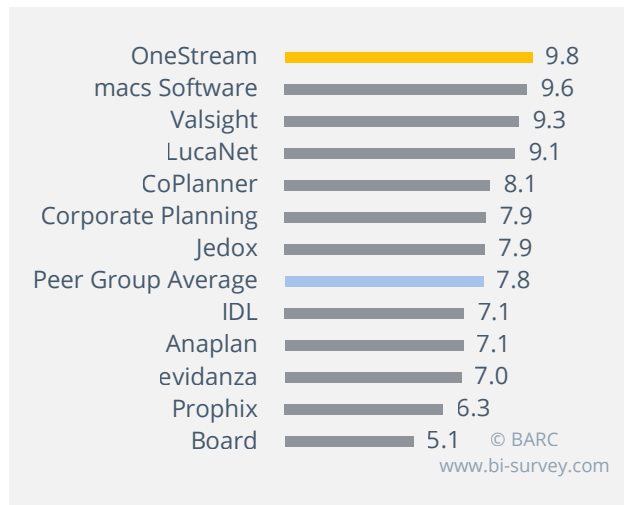
Customer Satisfaction – Top-ranked

Peer group: Global Vendors



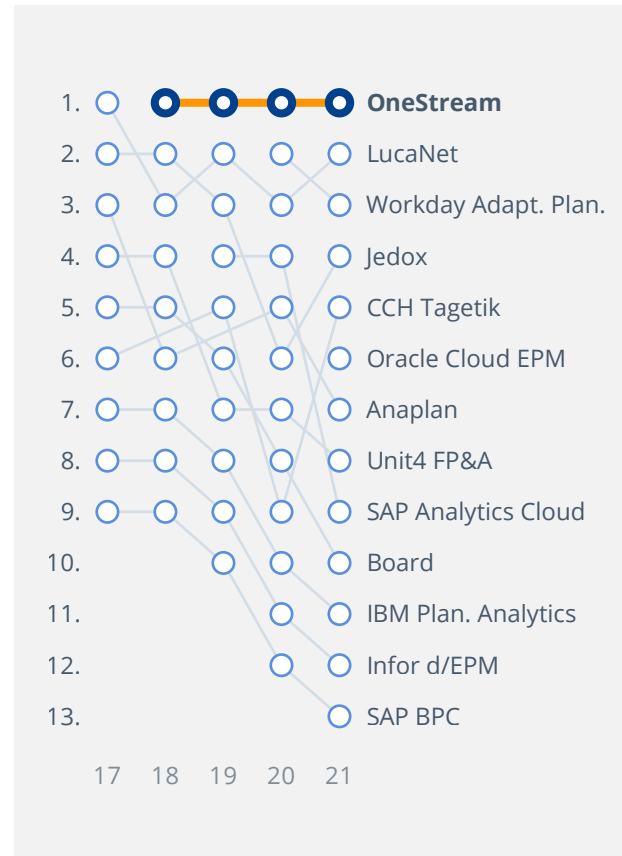
Customer Satisfaction – Top-ranked

Peer group: Performance Management Specialists



Consistently top-ranked in Customer Satisfaction

Peer group: Global Vendors



Customer Satisfaction

Consistently top-ranked in Customer Satisfaction

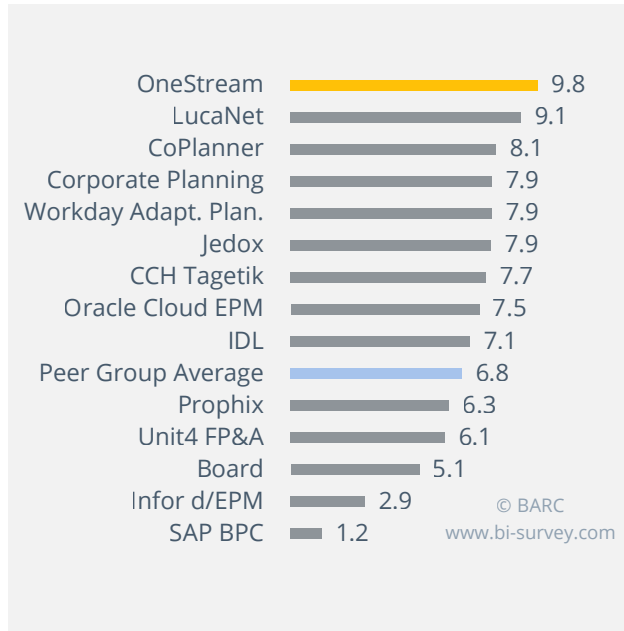
Peer group: Performance Management Specialists



Customer Satisfaction – Top-ranked



Peer group: Financial Performance Management Products



Consistently top-ranked in Customer Satisfaction

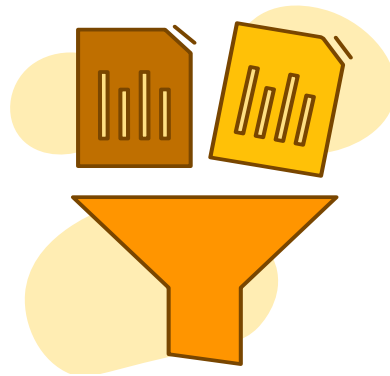
Peer group: Financial Performance Management Products



Customer Satisfaction



Data Integration

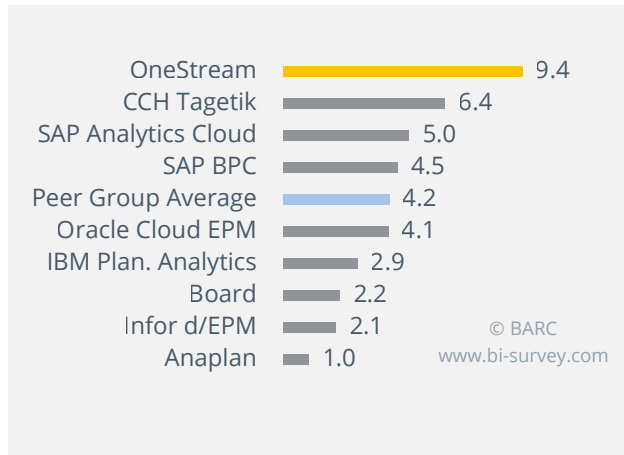


This KPI measures user ratings of the product's data integration functionality.

Data Integration – Top-ranked



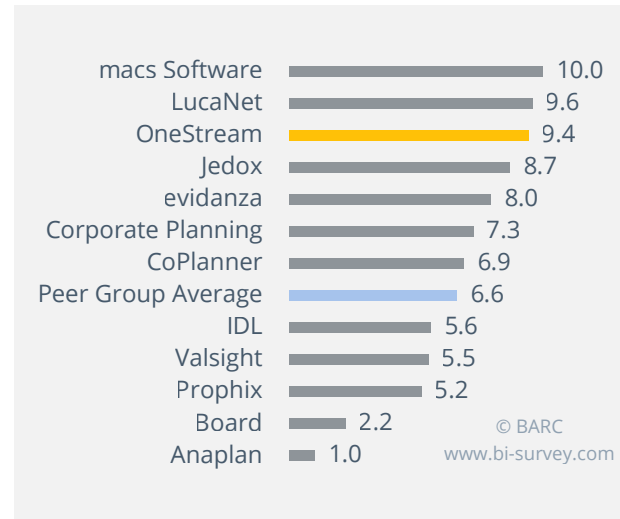
Peer group: Large/Enterprise-Wide Implementations



Data Integration – Leader



Peer group: Performance Management Specialists

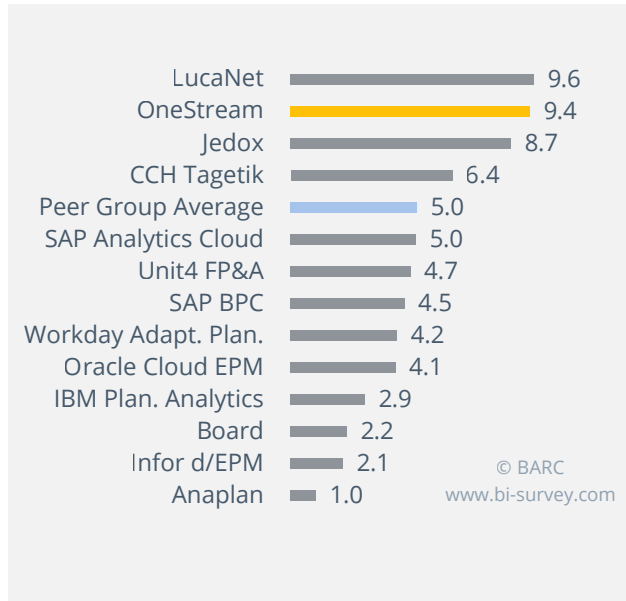


OneStream comes with its own data integration functionality to access data in source systems and transfer it to the product’s data model and ROLAP storage in Microsoft SQL Server. Data mapping wizards are available and scripting is not usually required for import operations. Using its flexible load options and data connectors, OneStream can handle many different source systems (e.g., ERP). Data quality capabilities provide pre-load and post-load data validation and confirmation to ensure the quality of the data. OneStream’s out-of-the-box data quality capabilities provide controls to deliver confidence and reliability in the quality of data. With high rankings for *Data Integration* in all its peer groups, customers are very satisfied with OneStream’s data integration capabilities.

Data Integration – Leader



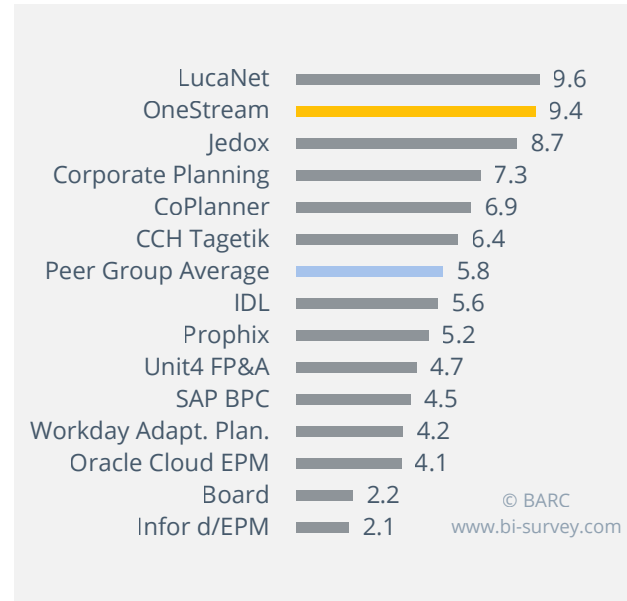
Peer group: Global Vendors



Data Integration – Leader



Peer group: Financial Performance Management Products



Planning Content

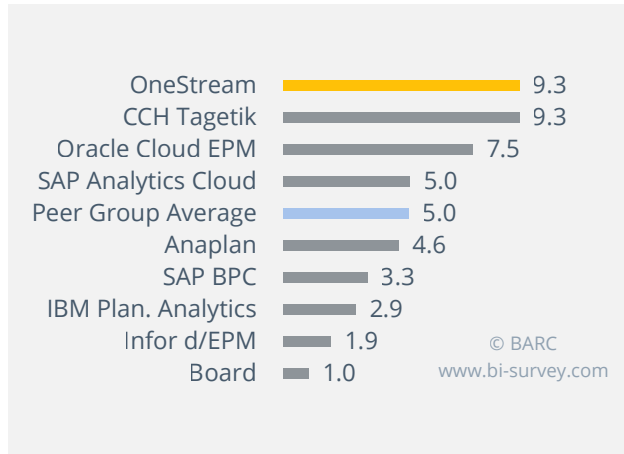


This KPI measures user ratings of the predefined planning content available with the product.

Planning Content – Top-ranked



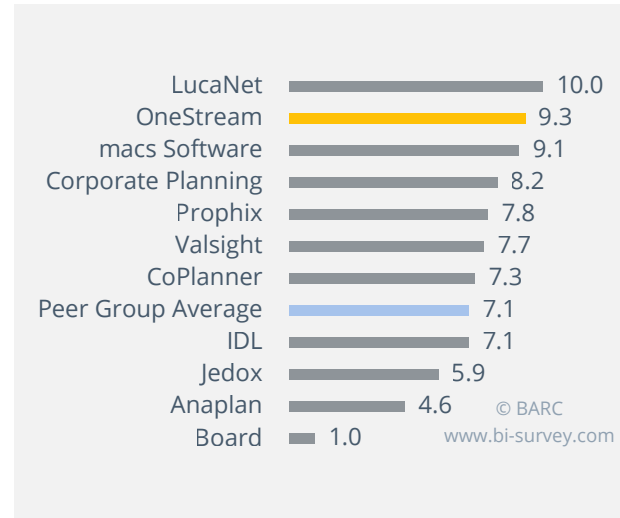
Peer group: Large/Enterprise-Wide Implementations



Planning Content – Leader



Peer group: Performance Management Specialists



Planning Content

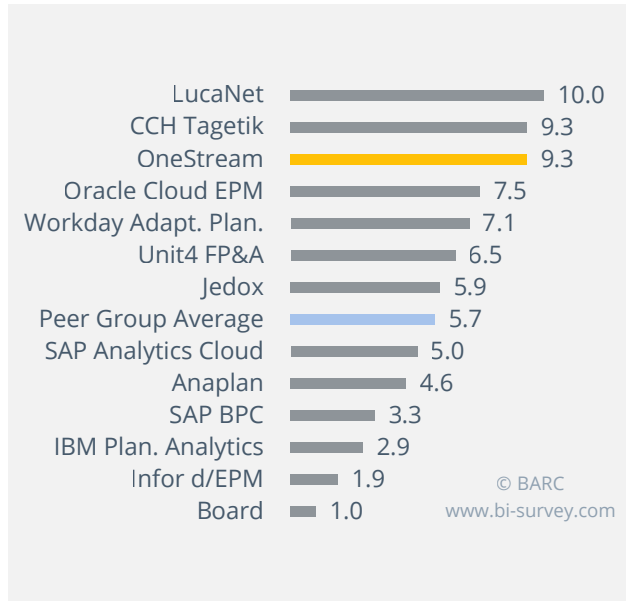


OneStream's industry-agnostic core product capabilities are enhanced by prebuilt but adaptable productivity and business solutions in the vendor's MarketPlace. These solutions extend the platform with additional capabilities, such as predictive analytics, account reconciliations, transaction matching and specialty planning solutions. Operational planning solutions are designed to feed into the core financial model of OneStream including workforce, capex, cash and sales planning. Solutions like these can be particularly useful for customers in the early stages of their implementation projects and allow organizations to extend the platform to meet their individual needs. All OneStream-developed MarketPlace solutions are fully supported and available free of charge to active customers. Excellent results in the *Planning Content* KPI clearly show that most customers are satisfied with the vendor's prebuilt solutions.

Planning Content – Leader



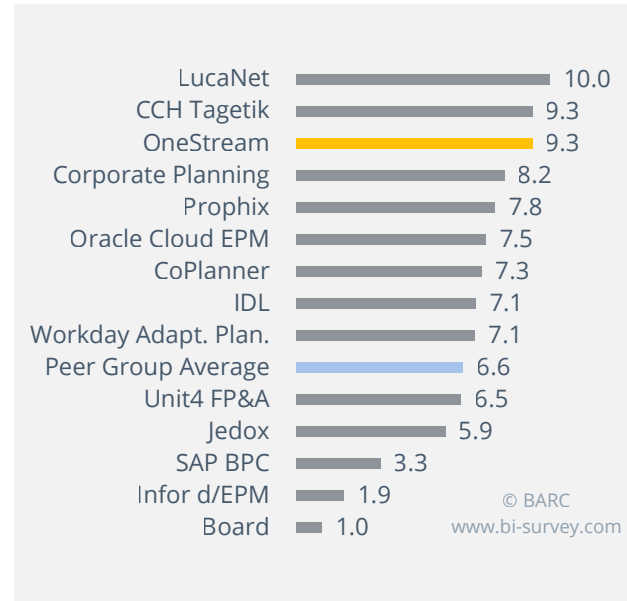
Peer group: Global Vendors



Planning Content – Leader



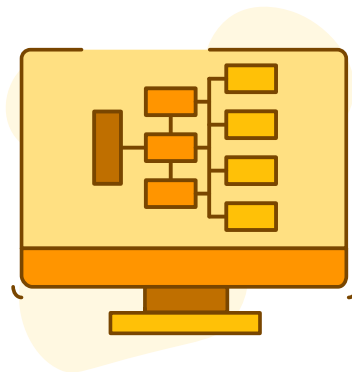
Peer group: Financial Performance Management Products



Planning Content



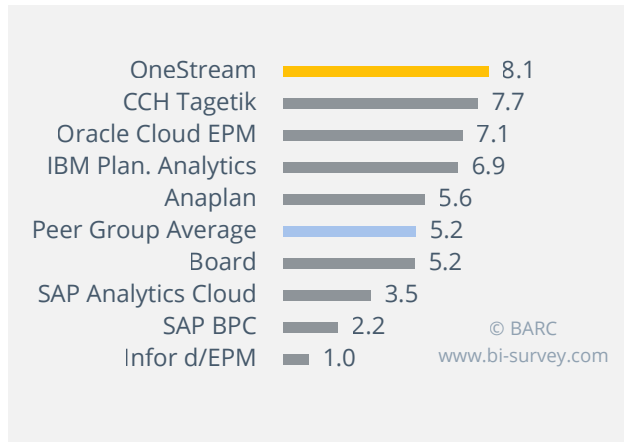
Planning Functionality



This KPI measures user ratings of the product's coverage of planning-specific requirements.

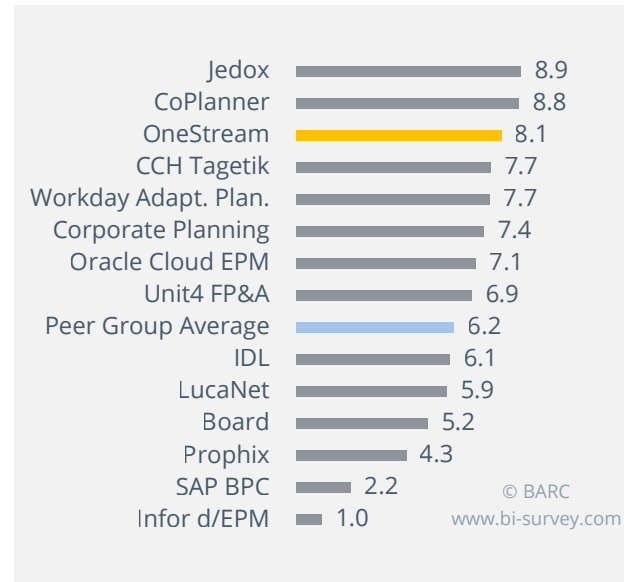
Planning Functionality – Top-ranked

Peer group: Large/Enterprise-Wide Implementations



Planning Functionality – Leader

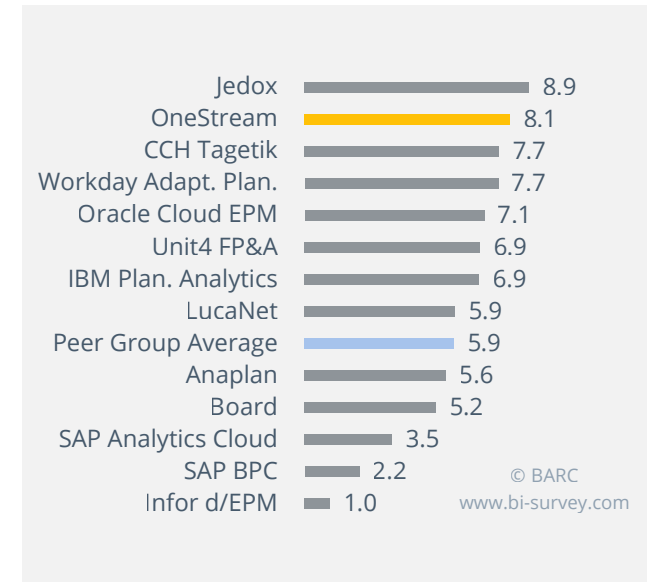
Peer group: Financial Performance Management Products



Planning Functionality

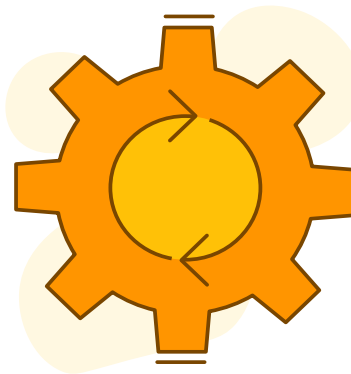
Planning Functionality – Leader

Peer group: Global Vendors



OneStream scores highly for *Planning Functionality* in this year's Planning Survey. Its integrated financial planning functionality is geared towards the product's consolidation logic and is at the heart of the vendor's CPM platform. Essentially, the product is a financial consolidation and planning platform with built-in reporting, analysis and financial data quality functionality. OneStream's core financial planning, budgeting and forecasting capabilities are extended by prebuilt but adaptable specialty planning solutions in the vendor's MarketPlace including People Planning, Capital Planning, Sales Planning and Thing Planning (i.e., a flexible structure for planning virtually any topic). The product is aimed at finance and business users in mid-sized and large global organizations who create applications for centralized top-down planning, decentralized bottom-up planning or a combination of both approaches. Company-wide consolidated financial results statements and plans (balance sheet, P&L, cash flow, operational plans) at subsidiary or group level can be created.

Workflow

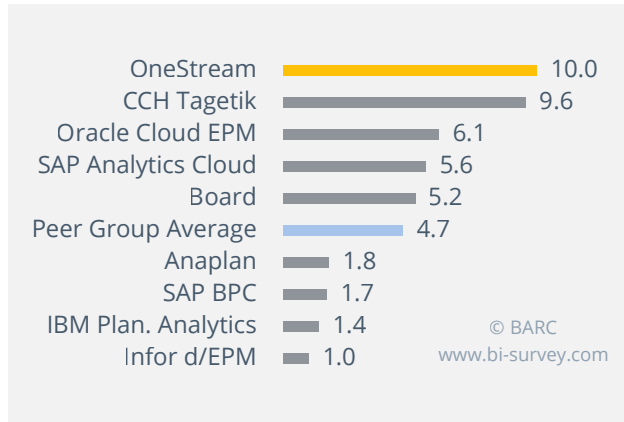


This KPI measures user ratings of the product's workflow functionality.

Workflow – Top-ranked



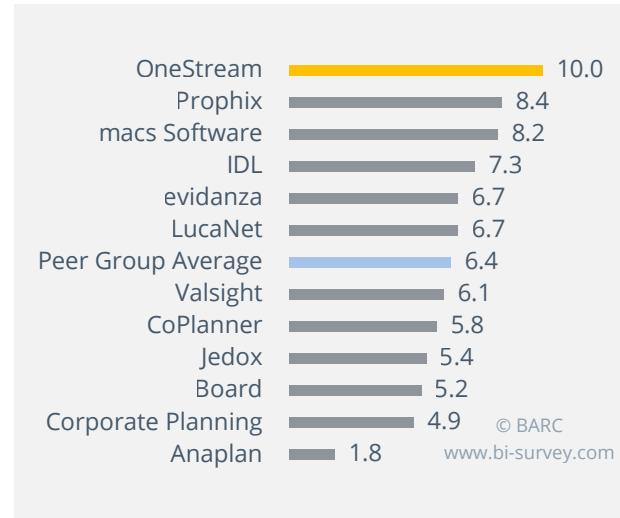
Peer group: Large/Enterprise-Wide Implementations



Workflow – Top-ranked



Peer group: Performance Management Specialists

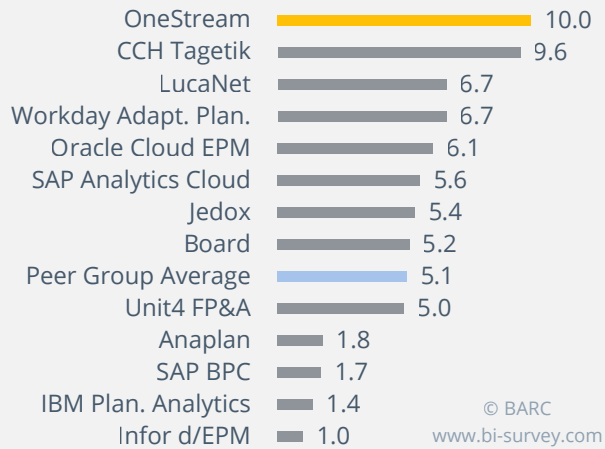


Comprehensive workflow functionality is a core concept in OneStream and – given the product’s top ranks in all its peer groups – customers are highly satisfied with it. The platform includes all relevant workflow capabilities such as status monitoring, approval processes, time management, task assignment, email notifications, locking and unlocking, etc. Particularly for decentralized bottom-up planning processes with lots of planners involved (e.g., sales or costs), functionality for workflow management can be helpful to control and coordinate consecutive planning activities. In OneStream, workflows are linked to scenarios, which are based on scenario types with process-specific characteristics. The workflow concept allows for the confirmations, certifications and process control needed for financial close and planning processes.

Workflow – Top-ranked



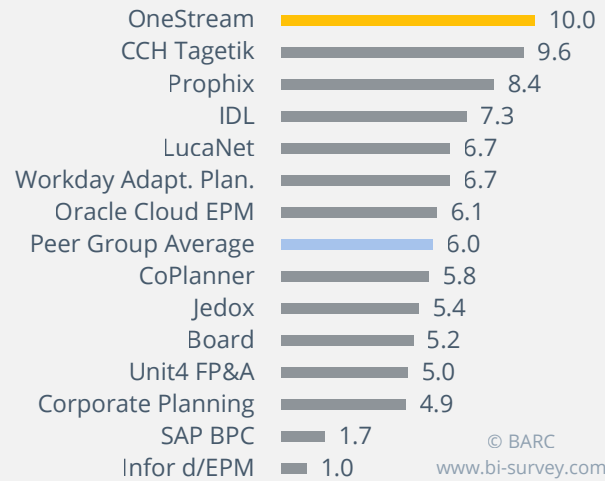
Peer group: Global Vendors



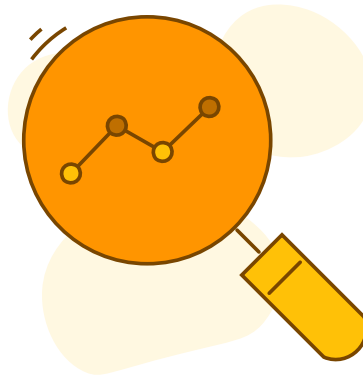
Workflow – Top-ranked



Peer group: Financial Performance Management Products



Forecasting

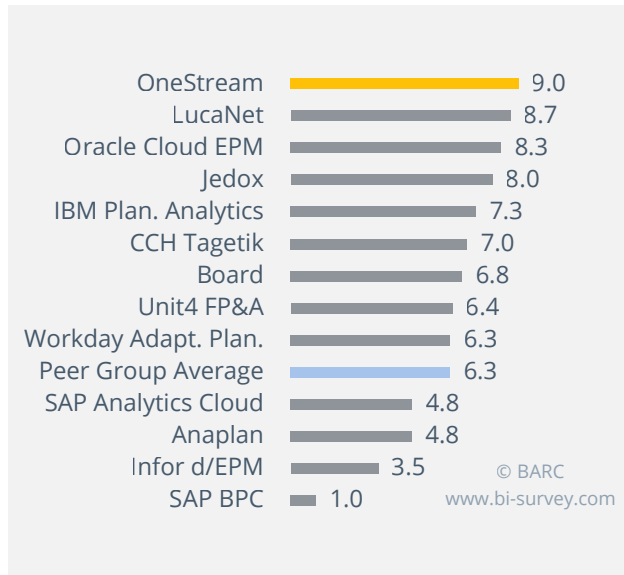


This KPI measures user ratings of the product's forecasting functionality.

Forecasting – Top-ranked



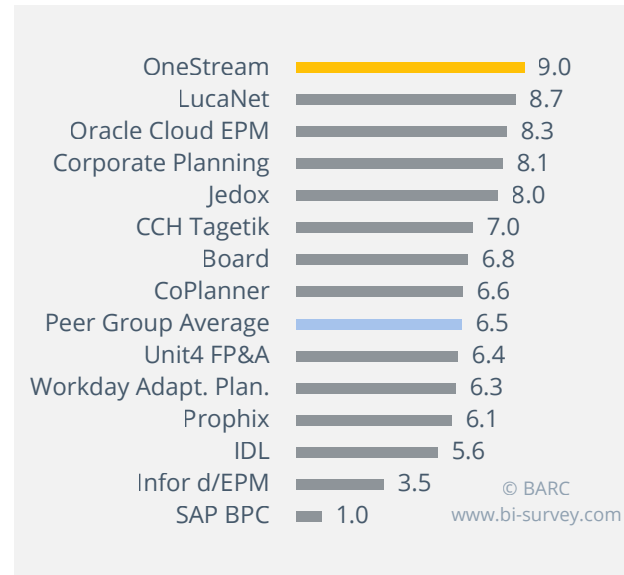
Peer group: Global Vendors



Forecasting – Top-ranked



Peer group: Financial Performance Management Products

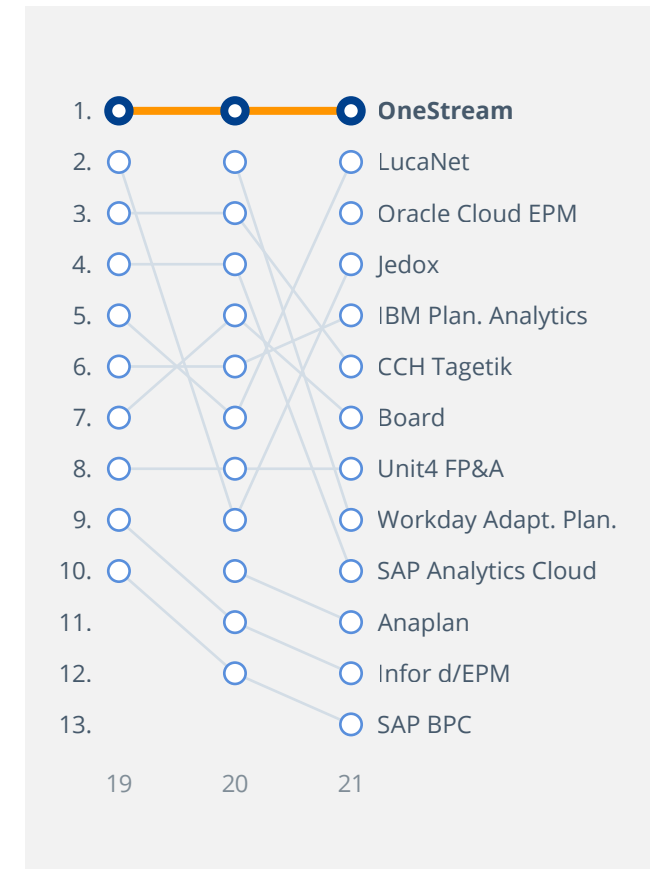


Forecasting



Three top ranks in the last three years for Forecasting

Peer group: Global Vendors

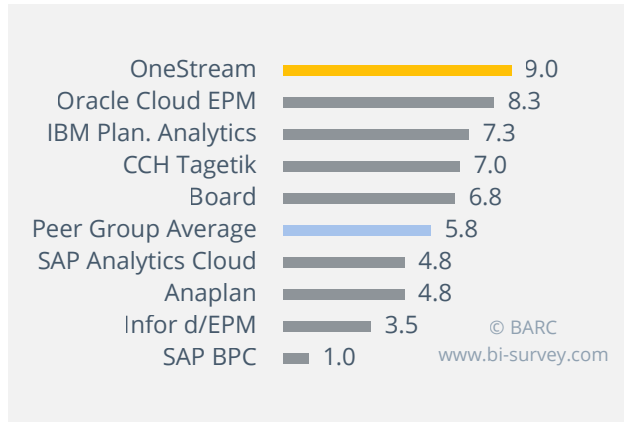


Based on plan values already entered for certain planning periods and their comparison with realized actuals from operational source systems, OneStream supports the creation of forecasts of future corporate development. Options to support forecasting processes include seeding options and versioning of budgets. Goal-seeking functions are also available. For predictive planning and forecasting, OneStream's MarketPlace solution Predictive Analytics 123 offers built-in predictive models and forecast methods that can be leveraged within financial and operational planning and forecasting scenarios. Customers can leverage predictive and/or machine learning models as a non-biased forecast scenario within planning, budgeting and forecasting. Customers are happy with OneStream's forecasting functionality and the product achieves high rankings for *Forecasting* in all of its peer groups.

Forecasting – Top-ranked



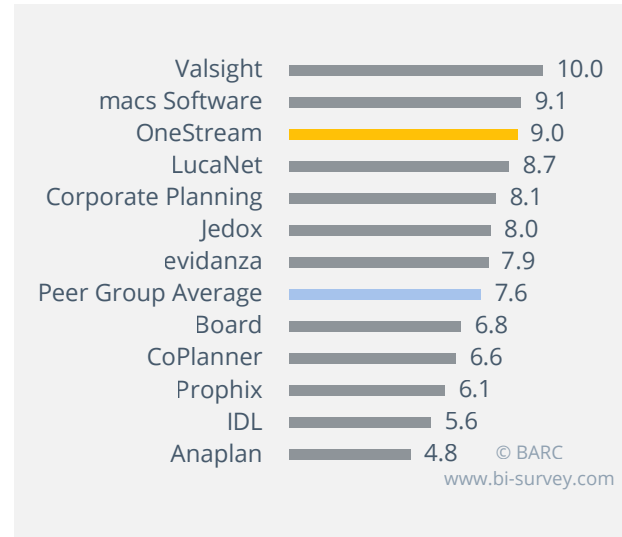
Peer group: Large/Enterprise-Wide Implementations



Forecasting – Leader



Peer group: Performance Management Specialists



Simulation

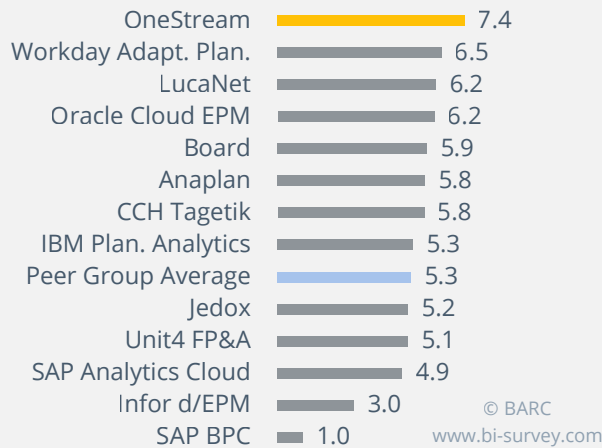


This KPI measures user ratings of the product's simulation functionality.

Simulation – Top-ranked



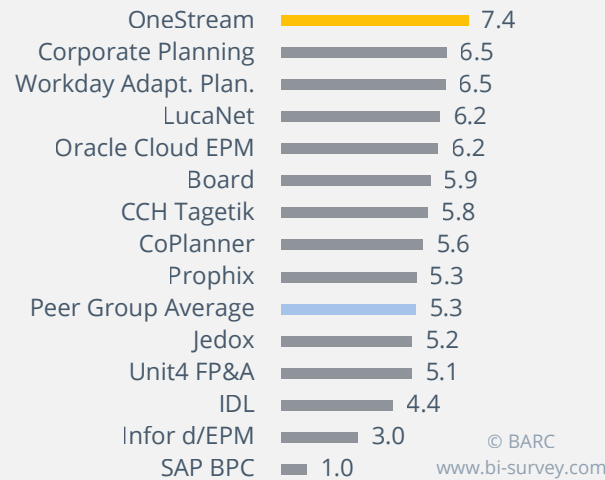
Peer group: Global Vendors



Simulation – Top-ranked



Peer group: Financial Performance Management Products

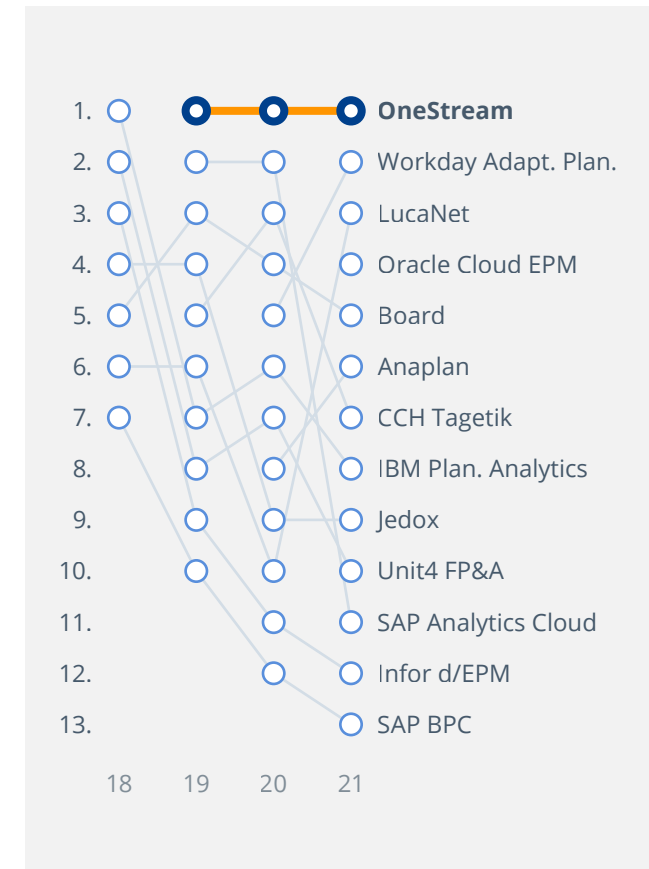


Simulation



Three top ranks in the last three years for *Simulation*

Peer group: Global Vendors

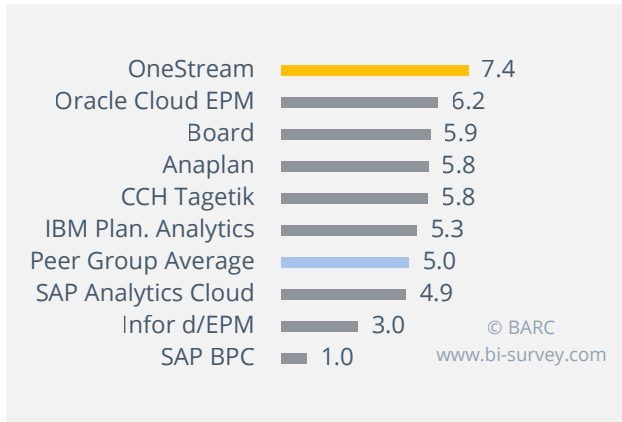


Simulations and scenario evaluations are the basis for the well-founded analysis and evaluation of alternative actions, opportunities and risks. Increasing dynamics and the associated uncertainty massively influence the importance of simulations for corporate management. OneStream offers multiple options to simulate future corporate development. The copying of scenarios is a standard function available to users to play with and model their plans. It is possible to set an unlimited number of scenarios to be available for users. Forecasts can be parameterized for simulation. All necessary functions to create simulation scenarios are accessible using the standard metadata editor (properties of the scenario dimension). There are no specific wizards available, but workflows support simulation processes. As in previous years, OneStream tops three of its peer groups for the *Simulation* KPI, confirming that customers are highly satisfied with the product's simulation and scenario analysis functionality.

Simulation – Top-ranked



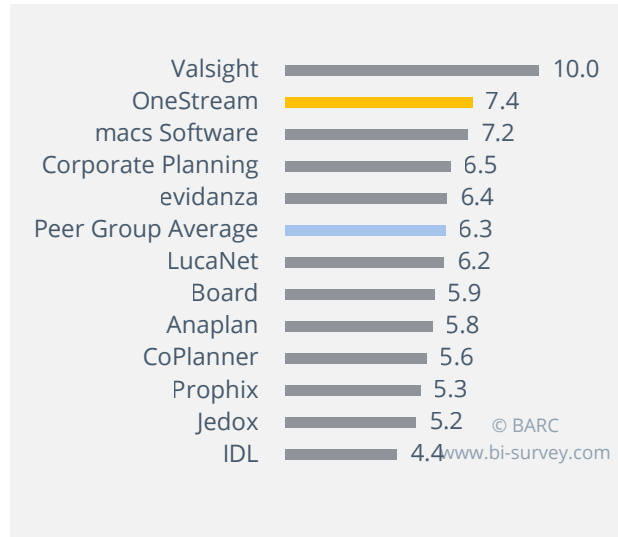
Peer group: Large/Enterprise-Wide Implementations



Simulation – Leader



Peer group: Performance Management Specialists



Reporting/Analysis

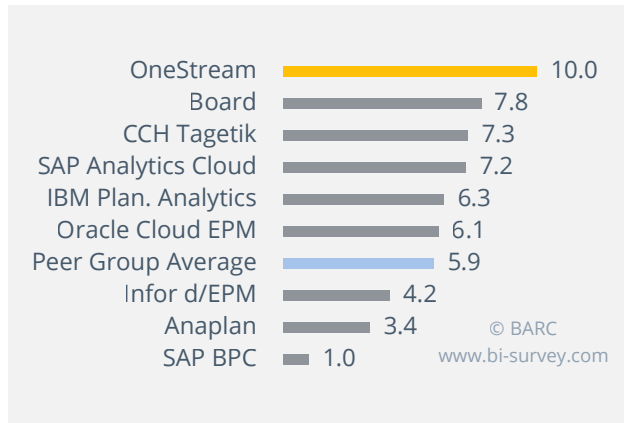


This KPI measures user ratings of the product's coverage of reporting/analysis requirements.

Reporting/Analysis – Top-ranked



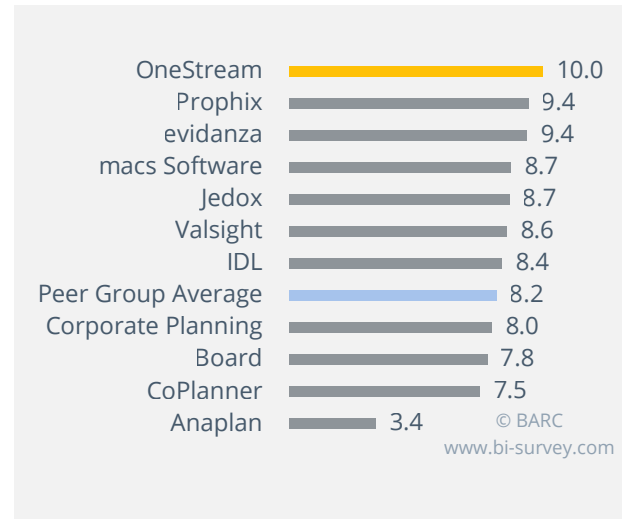
Peer group: Large/Enterprise-Wide Implementations



Reporting/Analysis – Top-ranked



Peer group: Performance Management Specialists



Reporting/Analysis

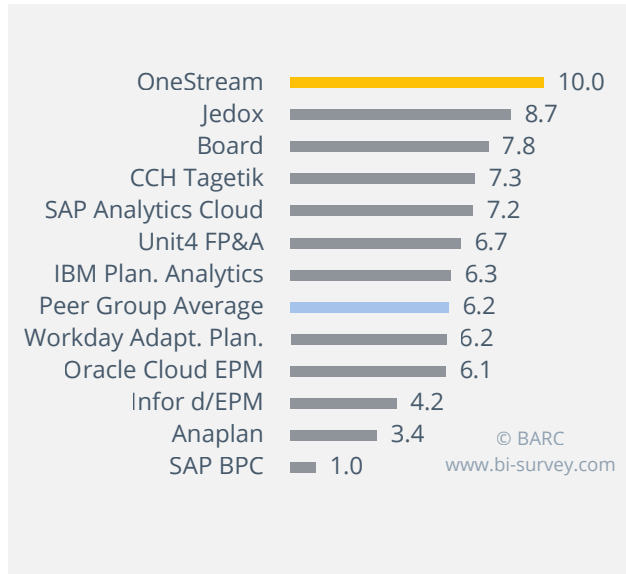


As the user and use case demographics in The Planning Survey show, besides planning, many customers use OneStream for BI and analytics topics such as standard/enterprise reporting, ad hoc query and reporting but also dashboards/scorecards and basic data analysis. OneStream offers built-in reporting and analytics functionality. For individual, flexible (ad hoc) reporting and analysis, OneStream includes a spreadsheet interface or Excel add-in. The vendor's MarketPlace also provides specific solutions for external reporting and disclosure management. To blend detailed operational data with financial data, OneStream leverages Analytic Blend, a relational column store engine. Financial analytics, detailed operational analysis or a "blended" view of both can be presented within the same dashboard. Customer satisfaction with OneStream's reporting/analysis capabilities is plain to see from its top ranks in this KPI. 'Good coverage of reporting/analysis requirements' is also cited as a major reason why 51 percent of customers chose to buy OneStream.

Reporting/Analysis – Top-ranked



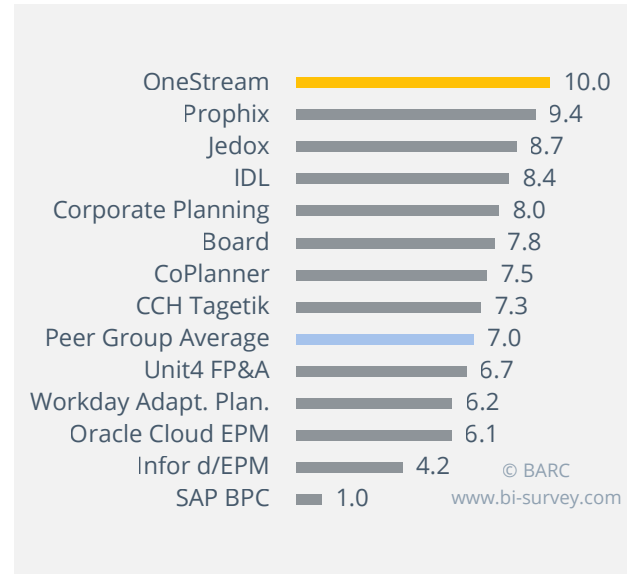
Peer group: Global Vendors



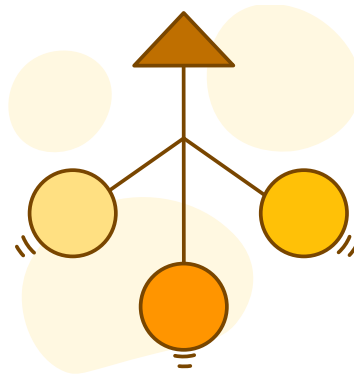
Reporting/Analysis – Top-ranked



Peer group: Financial Performance Management Products



Financial Consolidation

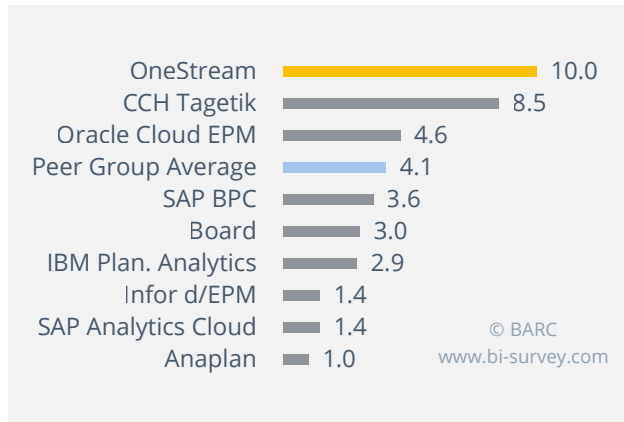


This KPI is based on how respondents rate the product's functionality to support legal consolidation (e.g., according to IFRS).

Financial Consolidation – Top-ranked



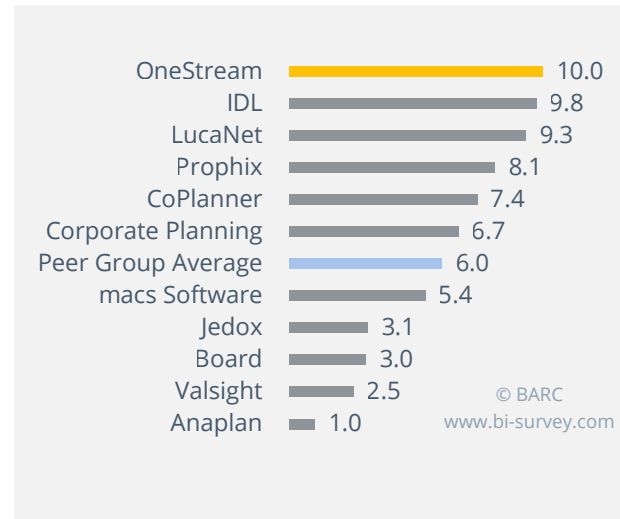
Peer group: Large/Enterprise-Wide Implementations



Financial Consolidation – Top-ranked



Peer group: Performance Management Specialists



Financial Consolidation

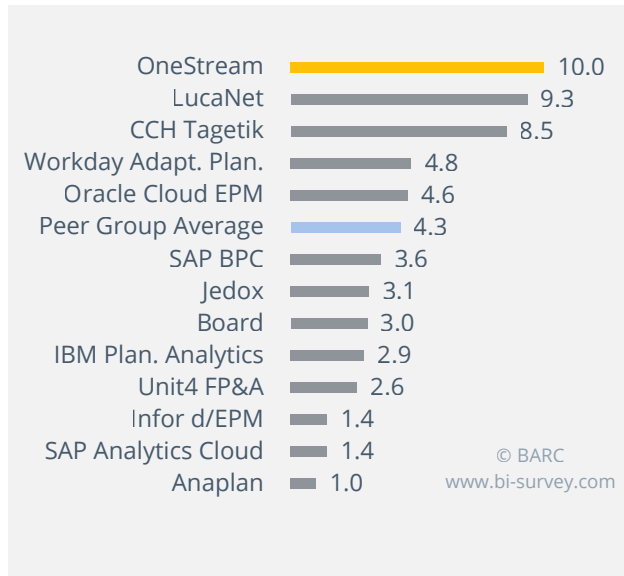


Functionality for legal as well as management consolidation is a core capability of OneStream. 79 percent of customers in our sample use the platform for financial consolidation and 16 percent plan to do so in the future. OneStream provides a proprietary in-memory financial analytic engine with built-in financial intelligence (e.g., supporting complex financial consolidations). Company-wide consolidated financial results statements and plans at subsidiary or group level can be created using OneStream. The platform supports financial consolidation and close processes with comprehensive features such as statutory consolidation logic, multi-currency conversions, fully auditable adjustments and data flows, and journals. Furthermore, the vendor's MarketPlace provides additional solutions (e.g., for account reconciliation, disclosure management and tax provisioning). Top ranks for *Financial Consolidation* in all its peer groups show that customers are clearly satisfied with OneStream's consolidation functionality.

Financial Consolidation – Top-ranked



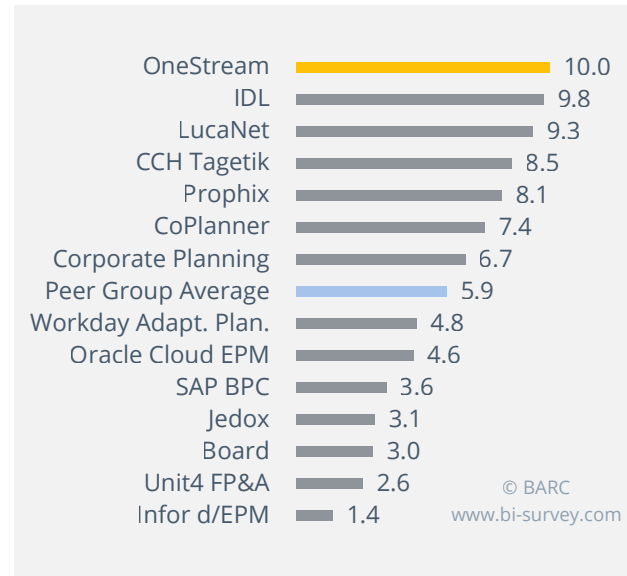
Peer group: Global Vendors



Financial Consolidation – Top-ranked



Peer group: Financial Performance Management Products



Functionality

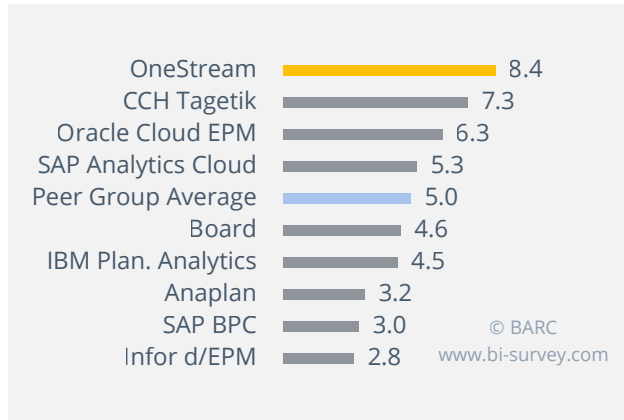


This KPI combines the *Predefined Connectors, Data Integration, Planning Content, Planning Functionality, Workflow, Forecasting, Simulation, Reporting/Analysis and Financial Consolidation* KPIs.

Functionality – Top-ranked



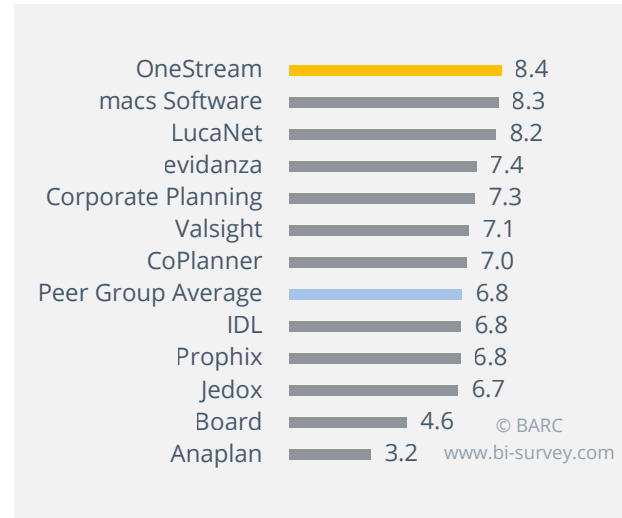
Peer group: Large/Enterprise-Wide Implementations



Functionality – Top-ranked



Peer group: Performance Management Specialists



Functionality



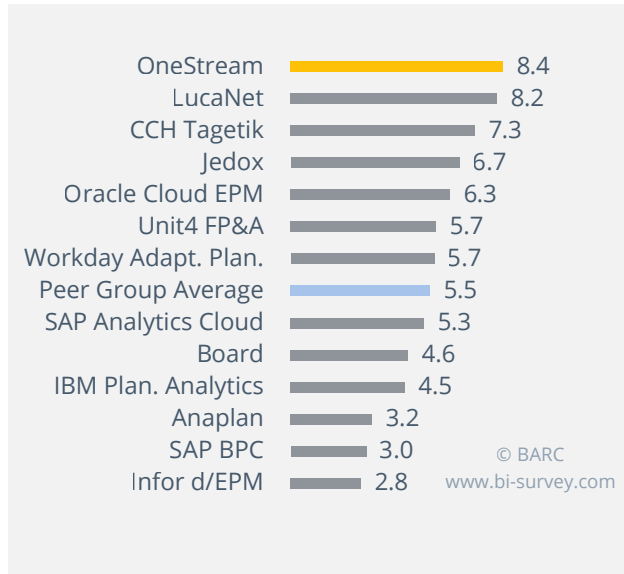
BARC Viewpoint

Functionality combines the Predefined Connectors, Data Integration, Planning Content, Planning Functionality, Workflow, Forecasting, Simulation, Reporting/Analysis and Financial Consolidation KPIs. The Planning Survey results confirm that OneStream is a comprehensive and feature-rich CPM platform. Customers greatly appreciate the product's range of functions and are very satisfied with it. Consequently, OneStream is the winner for *Functionality* in all of its peer groups. OneStream is primarily focused on financial performance management and provides a proprietary in-memory financial analytic engine, offering built-in financial intelligence. Company-wide consolidated financial results statements and plans at subsidiary or group level can be created. In addition to the platform's standard functionality, the OneStream MarketPlace provides productivity and business solutions that allow customers to extend the platform with additional capabilities, such as predictive analytics, account reconciliations, transaction matching and specialty planning solutions.

Functionality – Top-ranked



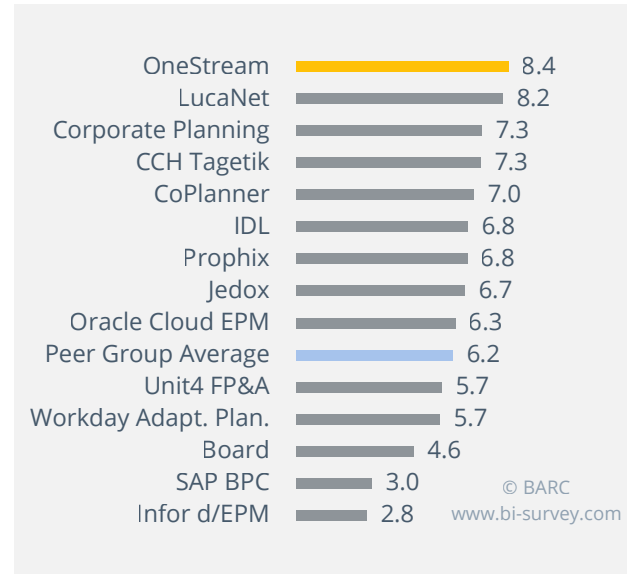
Peer group: Global Vendors



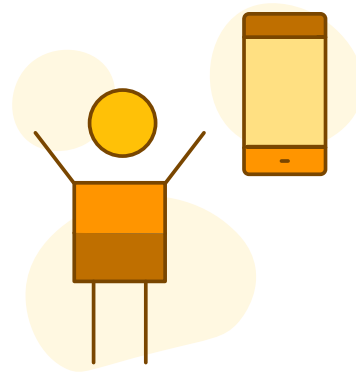
Functionality – Top-ranked



Peer group: Financial Performance Management Products



Ease of Use

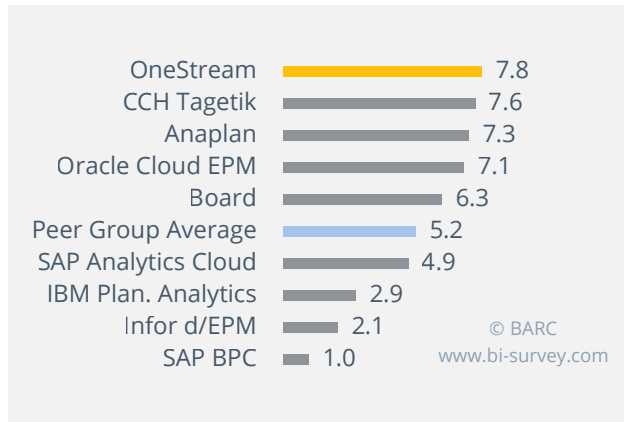


This KPI is based on how often the product was chosen for its ease of use, and on the level of complaints about ease of use post-implementation.

Ease of Use – Top-ranked

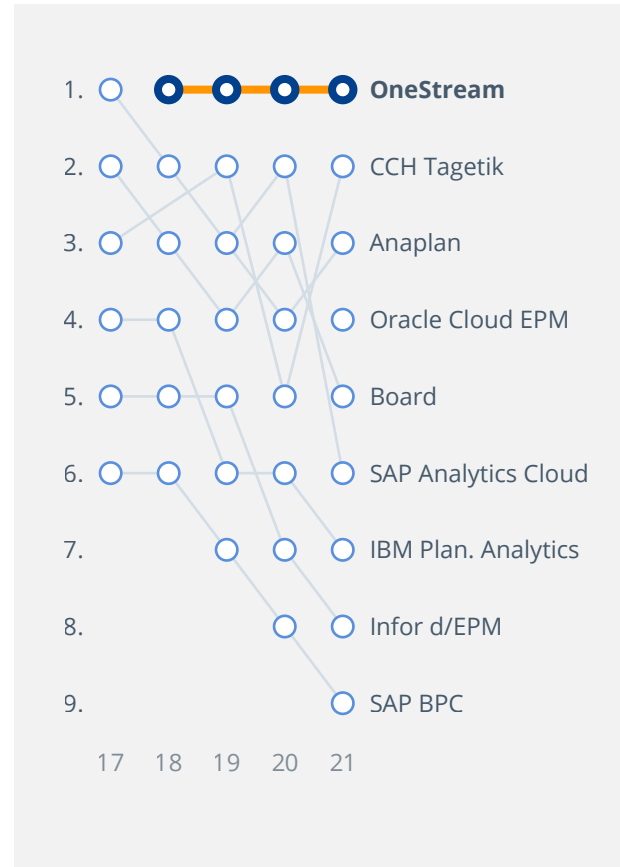


Peer group: Large/Enterprise-Wide Implementations



Consistently top-ranked in *Ease of Use*

Peer group: Large/Enterprise-Wide Implementations



Ease of Use



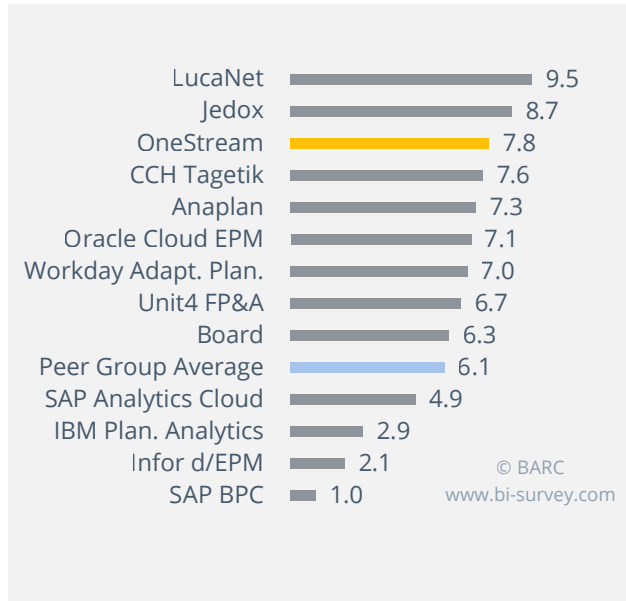
Viewpoint

OneStream is aimed at finance and business users in mid-sized and large global organizations across all industries. A high proportion of customers confirm that the product is easy to use, and this is the foundation for the vendor's excellent ratings for *Ease of Use*. OneStream typically requires little technical knowledge to work with it, except for example on the data management side when implementing the platform (particularly with data integration from source systems). Administration, modeling and creating content (e.g., planning forms, reports or dashboards) are designed for business users. Because OneStream is considered easy to use, many customers use the product in a self-service manner in business departments (typically the finance and controlling departments).

Ease of Use – Leader



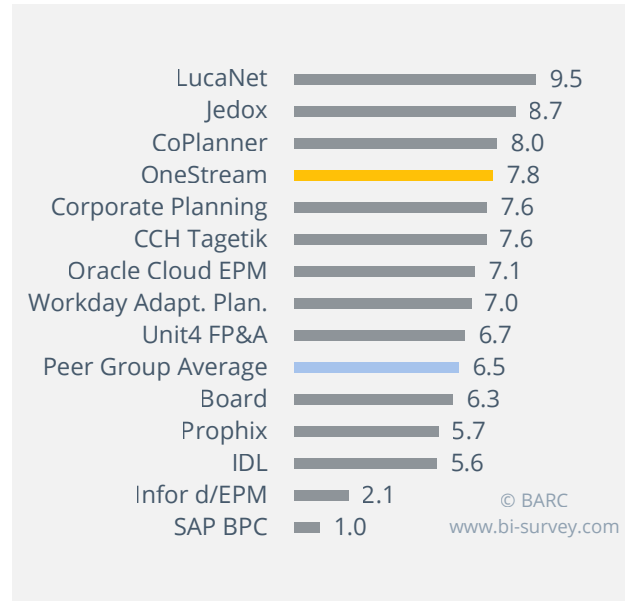
Peer group: Global Vendors



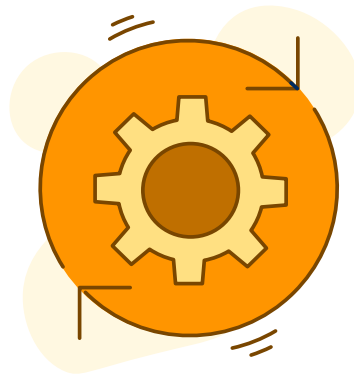
Ease of Use – Leader



Peer group: Financial Performance Management Products



Flexibility

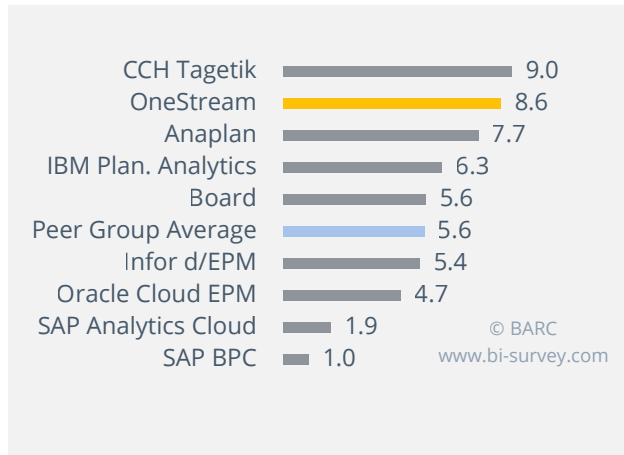


This KPI is based on how often the product was chosen for its flexibility, and on the frequency of complaints about user flexibility post-implementation.

Flexibility – Leader



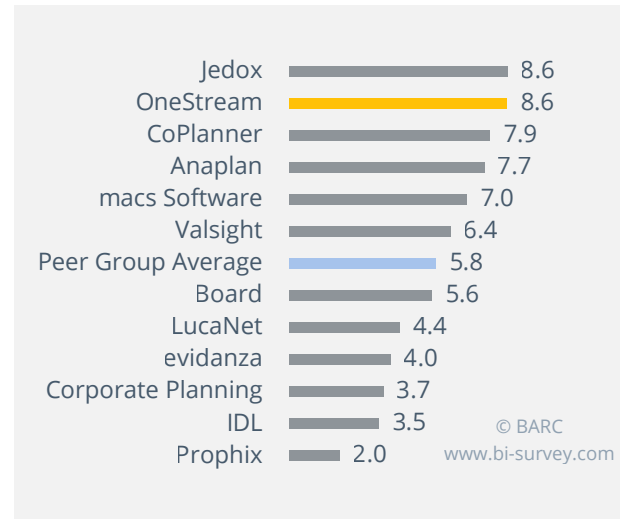
Peer group: Large/Enterprise-Wide Implementations



Flexibility – Leader



Peer group: Performance Management Specialists



Flexibility



BARC

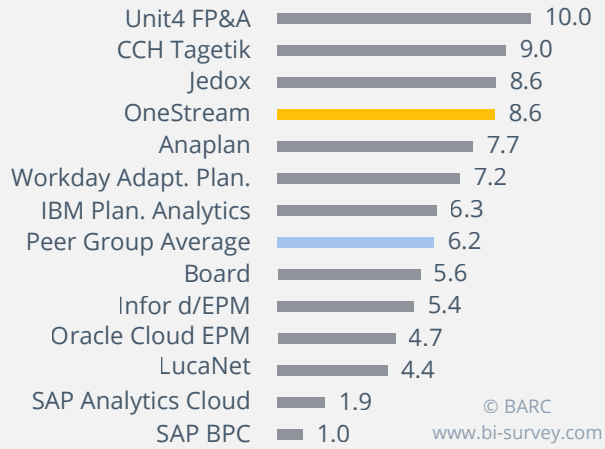
Viewpoint

OneStream provides a proprietary in-memory financial analytic engine with built-in financial intelligence (e.g., supporting complex financial consolidations). The platform focuses on supporting the full range of financial performance management requirements. Company-wide consolidated financial results statements and plans at subsidiary or group level can be created. However, OneStream's standard financial model that leverages ten predefined and eight user-defined dimensions may not address all operational use cases. In terms of flexibility (e.g., for individual operational sub-plans), each of the eight additional dimensions can be utilized in multiple ways across the chart of accounts. In addition, OneStream's Extensible Dimensionality® provides the ability to extend the account and other dimension structures to support both corporate and line-of-business financial and operational planning and reporting in one single solution. OneStream also provides fully supported, predefined specialty solutions in its MarketPlace that feed into the financial model. This empowers customers with a balance of out-of-the box financial intelligence and governance required for financial planning as well as the modeling capabilities and flexibility required for granular operational planning use cases. OneStream is rated as a leader for *Flexibility* in its four peer groups.

Flexibility – Leader



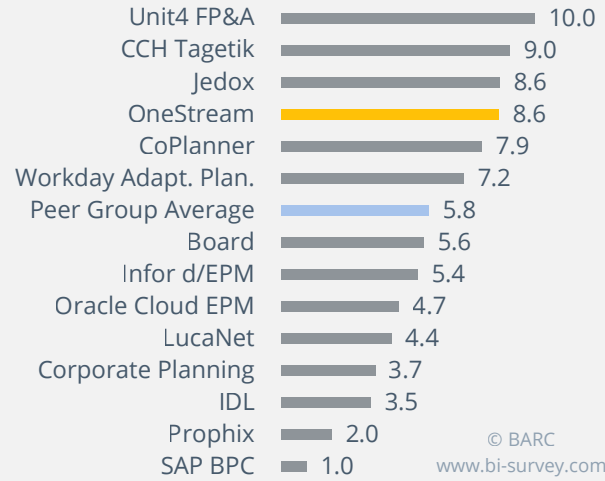
Peer group: Global Vendors



Flexibility – Leader



Peer group: Financial Performance Management Products



Performance Satisfaction

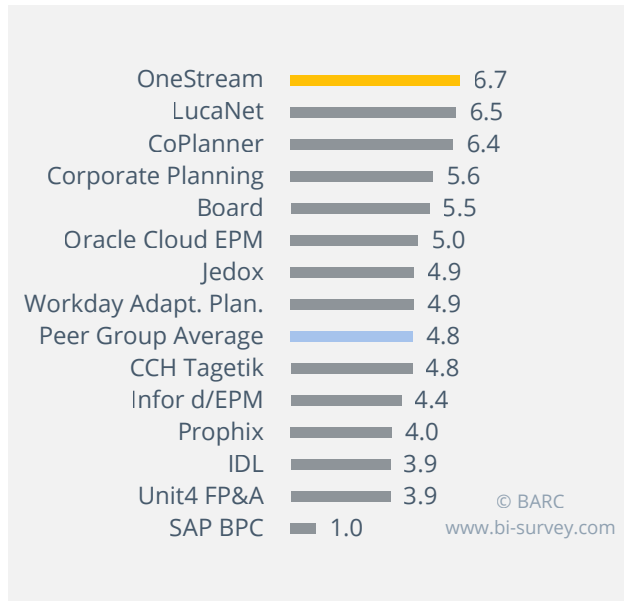


This KPI measures the frequency of complaints about the system's performance.

Performance Satisfaction – Top-ranked



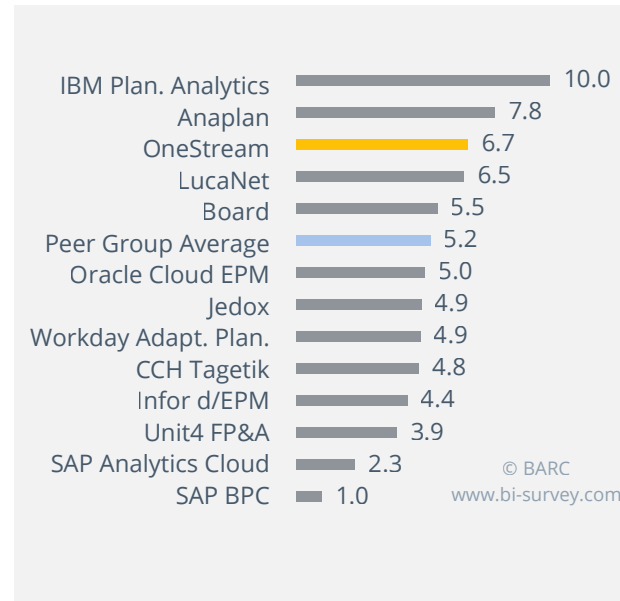
Peer group: Financial Performance Management Products



Performance Satisfaction – Leader



Peer group: Global Vendors



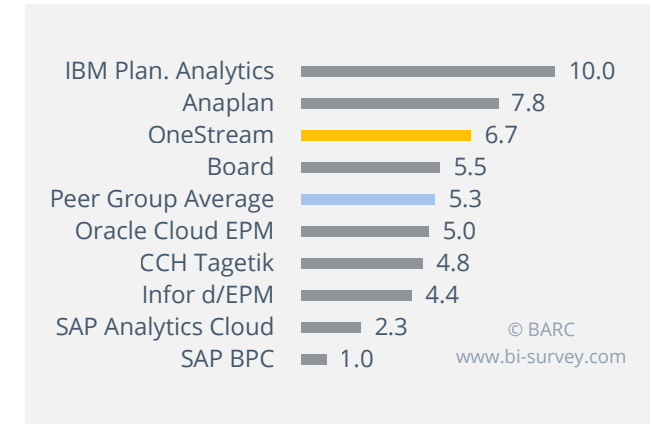
Performance Satisfaction



Performance Satisfaction – Leader



Peer group: Large/Enterprise-Wide Implementations



‘Convincing performance of software’ (34 percent) is a prominent reason why companies choose to buy OneStream. The CPM platform clearly convinces companies with superior performance in the evaluation process. Technically, OneStream is based on a proprietary in-memory financial analytic engine, relational data engine and column store engine with built-in financial intelligence that uses Microsoft SQL Server as a data store. Since ‘Performance too slow’ is seldom cited as a problem by OneStream users (14 percent), The Planning Survey results show that the product and its underlying relational data model are clearly capable of dealing with the data volumes and user numbers its customers typically work with. Overall, performance satisfaction is high among customers, which is a major reason for OneStream’s high rankings in this KPI.

Sales Experience

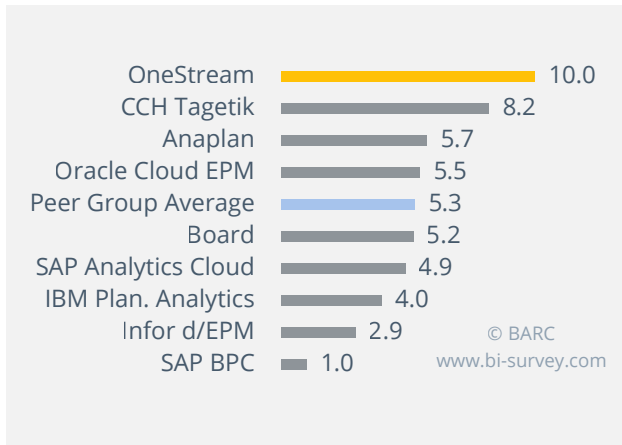


This KPI is based on how respondents rate their sales/purchasing experience with the vendor.

Sales Experience – Top-ranked



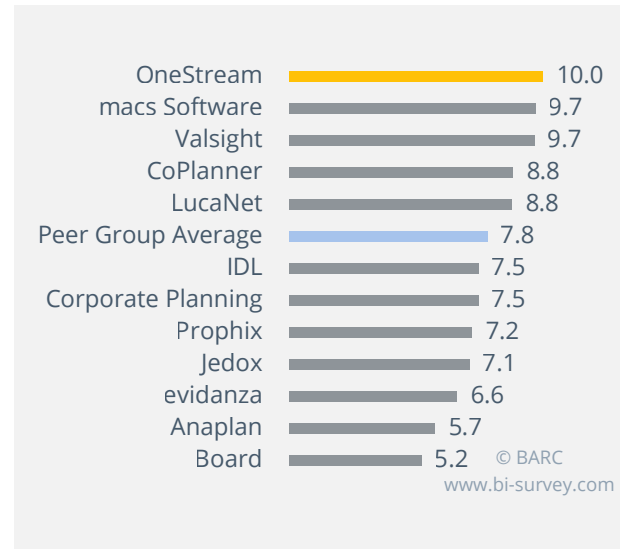
Peer group: Large/Enterprise-Wide Implementations



Sales Experience – Top-ranked



Peer group: Performance Management Specialists



Sales Experience

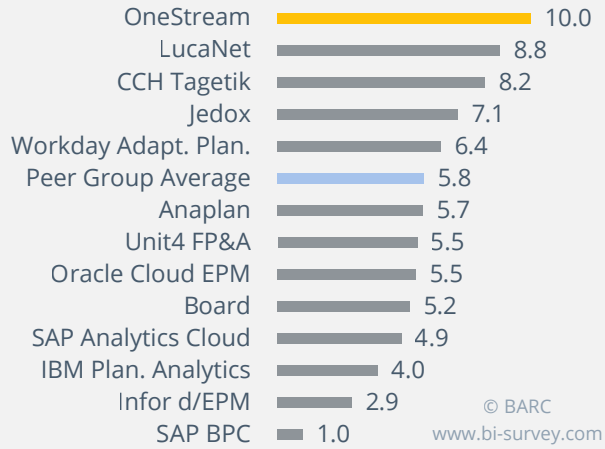


A high proportion of OneStream customers rate their sales/purchasing experience with OneStream very highly. Respondents found the vendor's timely and thorough response to product-related and technical questions, ability to understand an organization's needs, pricing and contract flexibility, and industry-specific knowledge were all excellent. In a competitive space such as the planning and CPM software market, a highly professional sales organization is essential for survival and to continue to win new customers. The fact that OneStream won more than 100 new customers in 2020 indicates that the vendor sincerely cares for its prospects and customers. OneStream ranks number one in the *Sales Experience* KPI in all of its peer groups this year.

Sales Experience – Top-ranked



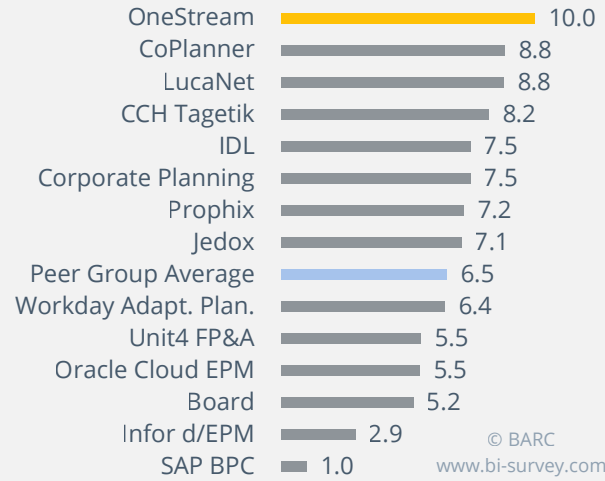
Peer group: Global Vendors



Sales Experience – Top-ranked



Peer group: Financial Performance Management Products



Sales Experience



Customer Experience

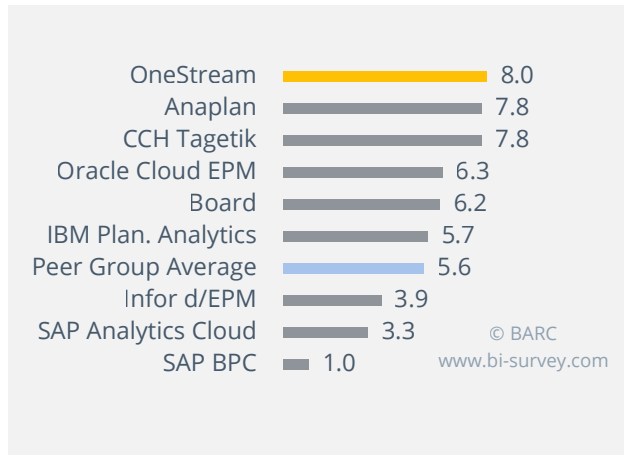


Combines the *Self-Service, Flexibility, Ease of Use, Sales Experience and Performance Satisfaction* KPIs.

Customer Experience – Top-ranked



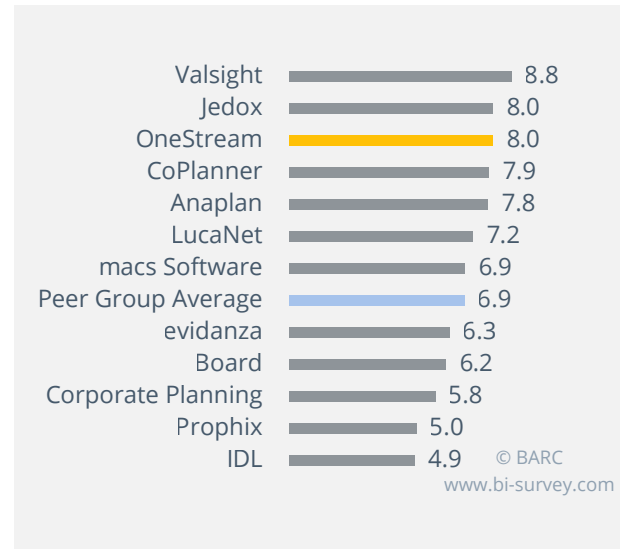
Peer group: Large/Enterprise-Wide Implementations



Customer Experience – Leader



Peer group: Performance Management Specialists

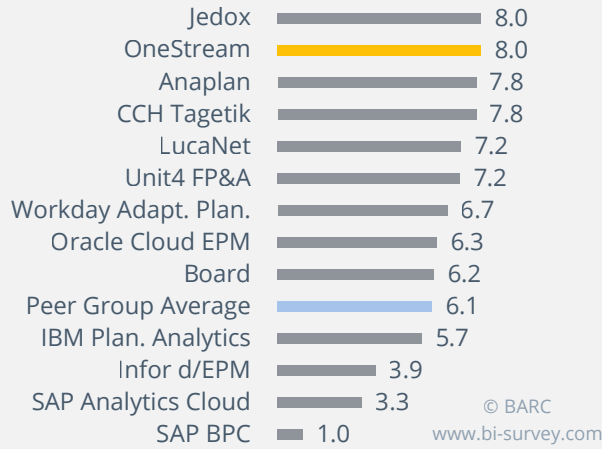


Customer Experience is an aggregated KPI which combines the *Self-Service, Ease of Use, Flexibility, Performance Satisfaction* and *Sales Experience* KPIs. Strong results in nearly all of these KPIs contribute to OneStream’s excellent ratings for Customer Experience in all its peer groups. The product is frequently considered to be easy to use. OneStream offers a balance of out-of-the box financial intelligence and governance required for financial performance management use cases as well as the modeling capabilities and flexibility required for granular operational use cases. The product and its underlying relational data model are clearly capable of dealing with the data volumes and user numbers its customers typically work with. A high proportion of OneStream customers rate their sales/purchasing experience with the vendor very highly.

Customer Experience – Leader



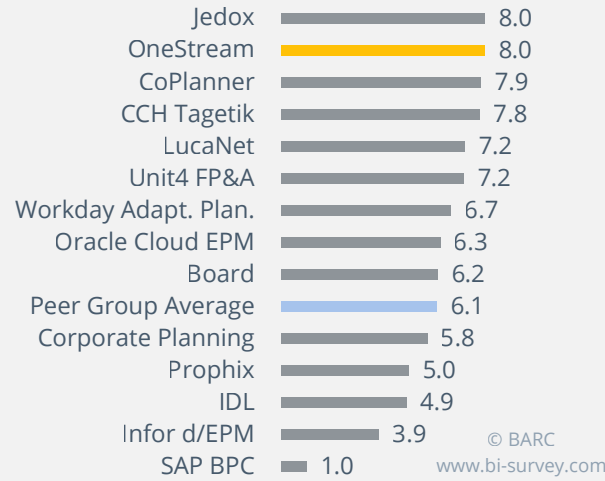
Peer group: Global Vendors



Customer Experience – Leader



Peer group: Financial Performance Management Products



Competitive Win Rate

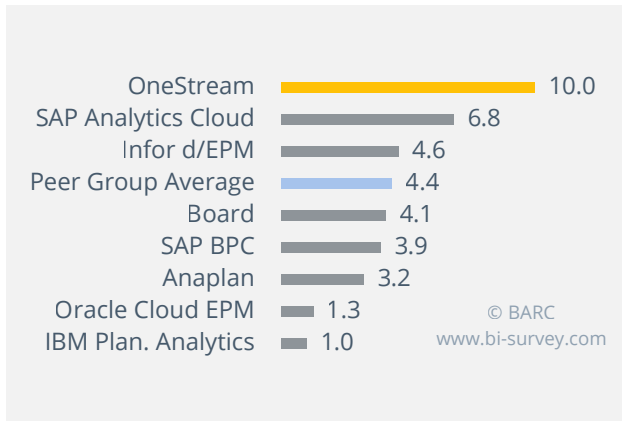


This KPI is based on the percentage of wins in competitive evaluations.

Competitive Win Rate – Top-ranked



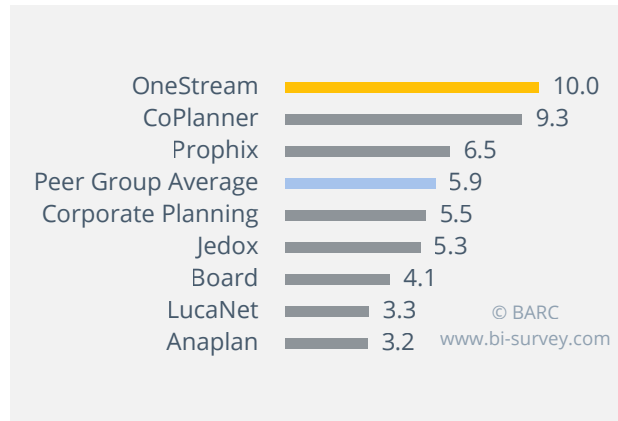
Peer group: Large/Enterprise-Wide Implementations



Competitive Win Rate – Top-ranked



Peer group: Performance Management Specialists



Competitive Win Rate

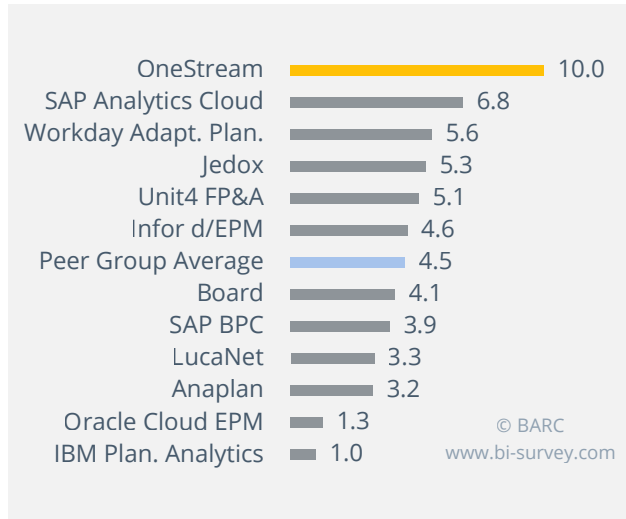


OneStream's competitive win rate in head-on competitions against other vendors is excellent. As a result, OneStream wins the *Competitive Win Rate* KPI in all its peer groups this year. The product's breadth of functionality to address financial and corporate performance management use cases clearly convinces many companies during the software selection process. The integrated platform wins companies over with its modern, unified approach and many customers benefit from using it. The product is continuously being improved and developed with a strong support team to provide help and support. Furthermore, the vendor, its experienced consulting team and partners perform very well in competitive evaluations. OneStream's perfect 100 percent recommendation rate speaks for itself.

Competitive Win Rate – Top-ranked



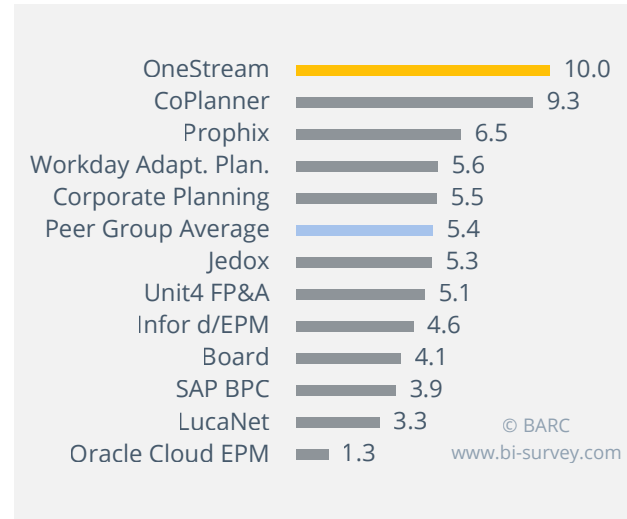
Peer group: Global Vendors



Competitive Win Rate – Top-ranked



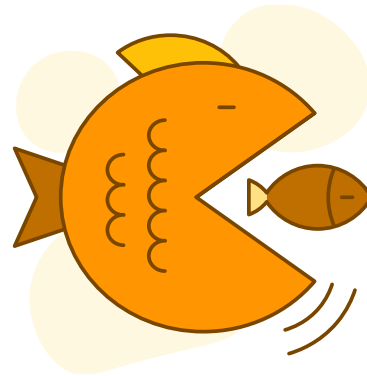
Peer group: Financial Performance Management Products



Competitive Win Rate



Competitiveness

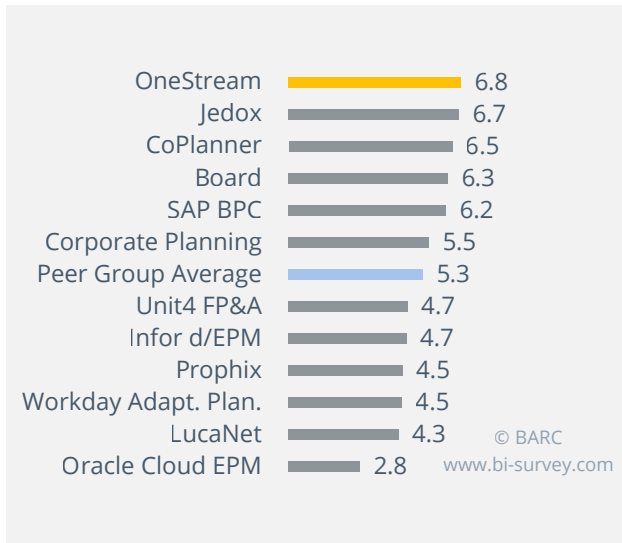


This KPI combines the *Considered for Purchase* and *Competitive Win Rate* KPIs.

Competitiveness – Top-ranked



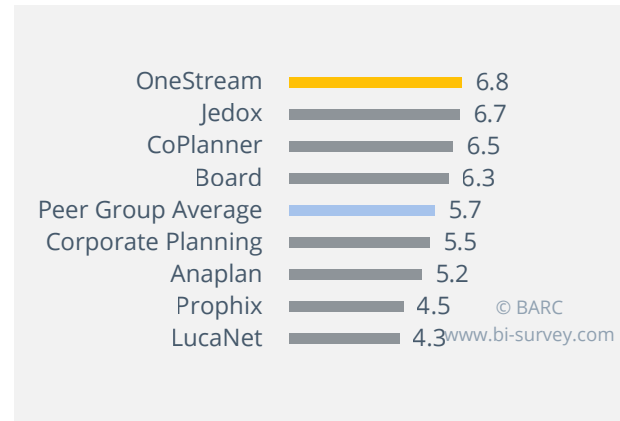
Peer group: Financial Performance Management Products



Competitiveness – Top-ranked



Peer group: Performance Management Specialists



Competitiveness



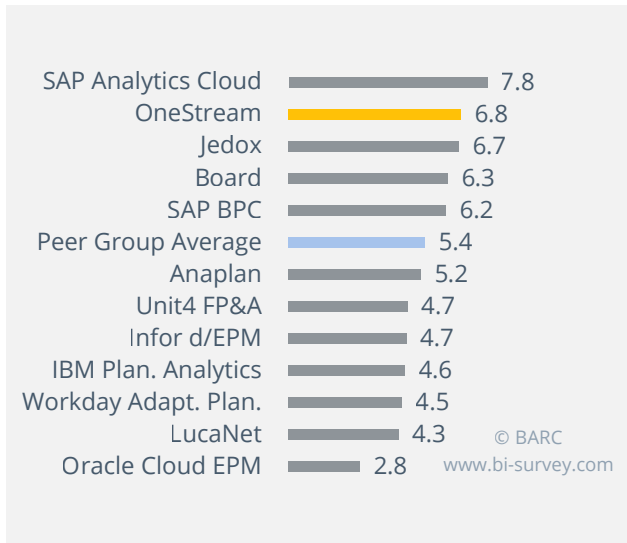
BARC Viewpoint

Competitiveness combines the *Considered for Purchase* and *Competitive Win Rate* KPIs. While OneStream has an excellent competitive win rate in head-on competitions against other vendors, it is a pity that the vendor lacks the market presence and global visibility of its main rivals Oracle, IBM and SAP today. However, its global presence is continuously growing. As an example, the vendor expanded its presence to the APAC region with a new location in Australia at the end of last year. When organizations decide to evaluate OneStream, the vendor has an excellent competitive win rate against its rivals and is therefore highly rated for *Competitiveness* in all its peer groups this year. OneStream is definitely a viable option for companies seeking a unified CPM platform for financial consolidation and close, planning, budgeting and forecasting, reporting, analysis and financial data quality management.

Competitiveness – Leader



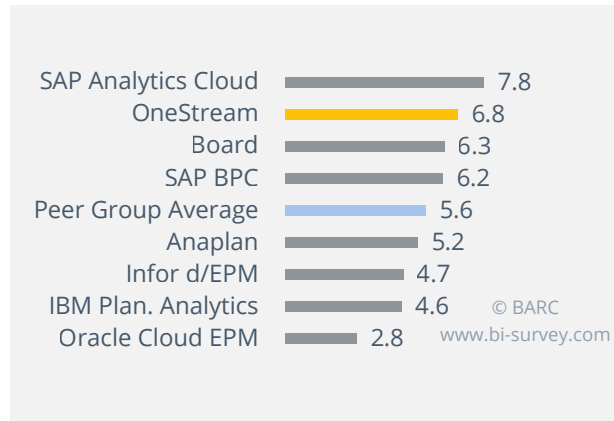
Peer group: Global Vendors



Competitiveness – Leader



Peer group: Large/Enterprise-Wide Implementations

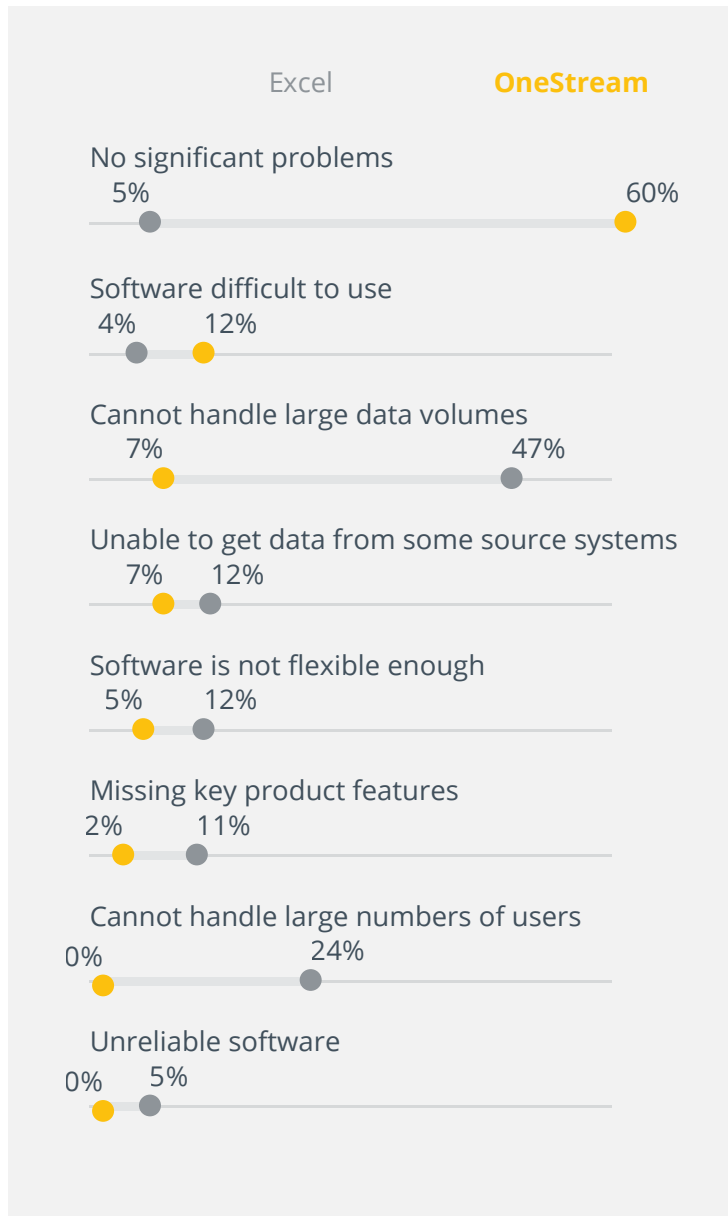


OneStream vs. Excel



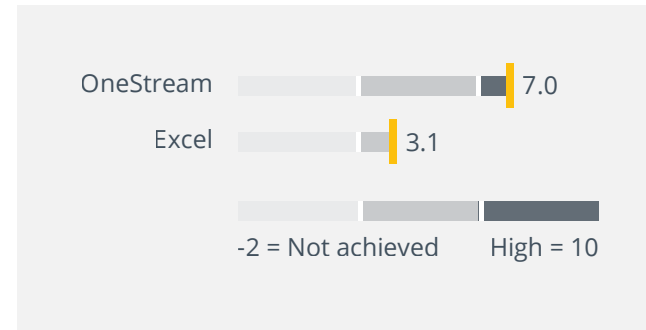
Problems encountered by OneStream and Excel users

n=43/129



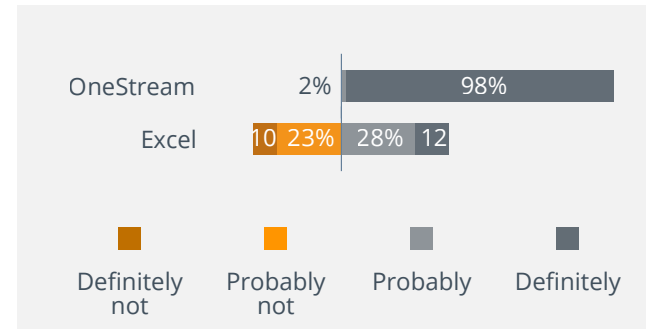
Business Benefits Index*

n=43/125



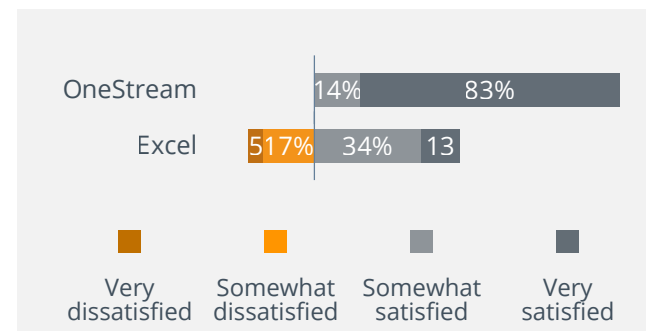
Recommendation**

n=43/126



Satisfaction level**

n=43/127



OneStream vs. Excel



Year after year, BARC's Planning Survey reveals that Excel remains one of the world's most widely used products for planning and analytics. However, many users and companies are dissatisfied with it. OneStream software users have far fewer complaints than Excel users. Common issues in planning projects such as missing key product features (e.g., for planning), inflexibility and handling of large numbers of users or data volumes do not seem to be a problem for OneStream users. 60 percent of customers even report having no significant problems at all with the product. Business benefits regularly achieved with OneStream software (and achieved more frequently than with Excel) include improved employee satisfaction, improved integration of strategic and operational planning, increased competitive advantage and improved integration of planning with reporting/analysis. Every single OneStream user surveyed said they would definitely or probably recommend their planning product to other organizations, and 97 percent of respondents are 'somewhat satisfied' or 'very satisfied' with OneStream.

* For 12 potential benefits, respondents are asked to indicate the level of achievement, if any, with five levels. We use a weighted scoring system, from -2 to 10, to derive a composite score - the Business Benefits Index (BBI).

** Neutral category not shown

BARC (Business Application Research Center) is one of Europe's leading analyst firms for business software, focusing on the areas of data, business intelligence (BI) and analytics, enterprise content management (ECM), customer relationship management (CRM) and enterprise resource planning (ERP).

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

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

Research

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

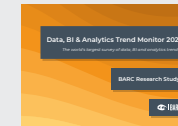
Events

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

Consulting

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

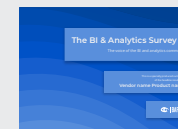
Other Surveys



The BARC [Data, BI and Analytics Trend Monitor 2021](#) reflects on the trends currently driving the BI and data management market from a user perspective. We asked close to 2,300 users, consultants and vendors for their views on the most important BI and analytics trends.



The BARC survey [The Future of Reporting](#) investigates how and why companies should modernize their reporting and is based on a survey of 600 participants from 58 countries across a range of industries. [Download here.](#)



[The BI & Analytics Survey 21](#) is the world's largest survey of business intelligence software users. Based on a sample of over 3,000 responses, it offers an unsurpassed level of user feedback on 33 leading products. Find out more at www.bi-survey.com

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