THE Planning Survey 16

The world´s largest survey of planning software users

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

BOARD

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BOARD Summary

With 26 leading positions in this year's Planning Survey, BOARD's strength as a product suitable for planning projects is evident. Its high rankings for planning functionality, integrated reporting/analysis functionality, flexibility and self-service capabilities in our 'global vendors' and 'development-oriented planning solutions' peer groups mean that BOARD emerges as the tool most frequently considered for purchase among performance management specialists.

These excellent results can be traced back to BOARD's tool architecture and philosophy. Planning users really appreciate the All-in-One approach whereby functionality for planning, reporting and analysis is closely linked in a consistent, integrated environment, allowing confident decision making for senior management. In our view, having all this functionality in one single product is more beneficial than using a combination of several products for decision makers to paint the whole picture.

BOARD has always focused on being easy to use for people in business departments. Business power users can perform many different planning and BI tasks without support from IT. Ease of use for developers and users is the

main reason why customers buy BOARD. When this ease of use is combined with strong functionality and flexibility, fully customized solutions can be implemented based on individual business needs. With consistently high customer satisfaction and vendor support ratings over several years, BOARD offers a proven high level of quality in supporting its customers in achieving their goals.

Peer group
Performance management specialists

1. Top ranked in

Considered for purchase

. . . .

2. Leader in

Self-service

Peer group
Global vendors

1. Top ranked in

Vendor support

Planning functionality

Reporting/analysis functionality

Self-service

. . . .

2. Leader in

Project success

Recommendation

Product satisfaction

Customer satisfaction

Ease of use

Flexibility

Agility

Price-to-value

Peer group
Development-oriented planning solutions

1. Top ranked in

Planning functionality

Flexibility

Self-service

. . . .

2. Leader in

Business benefits

Recommendation

Product satisfaction

Vendor support

Customer satisfaction

Integrated planning

Reporting/analysis functionality

Ease of use

Agility

BARC ☰ PLANNING SURVEY 16

The Planning Survey 16 is based on findings from the world's largest and most comprehensive survey of planning end-users, conducted from November 2015 to January 2016. In total, 1,245 people responded to the survey with 927 answering a series of detailed questions about their usage of a named product. Altogether, 13 products are analyzed in detail.

The Planning Survey 16 examines planning and budgeting product selection and usage among users in categories (KPIs) including business benefits, project success, recommendation, planning functionality, flexibility, customer satisfaction and agility. There are 20 KPIs in total.

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

BOARD overview

BOARD was founded in 1994 and employs approximately 220 people worldwide. Both its head office and software development headquarters (employing 30 people) are located in Chiasso, Switzerland. BOARD has offices in 16 countries and a partner network in over 30 countries. More than 3,000 customers worldwide use BOARD to implement both planning and BI projects. BOARD generated € 35 million in software turnover (licenses and maintenance) in 2015.

BOARD is a one-product company and provides a combined product consisting of a front-end and a proprietary multidimensional database. It is a flexible development environment for creating planning, dashboarding, reporting, analysis and predictive analytics applications. According to its own accounts, BOARD does 50 percent of its projects in the planning area and 50 percent with BI topics. BOARD offers strong functionality, especially

for planning and simulation use cases, and provides a consistent environment for administration, development and utilization. Due to its tightly integrated front end and back end, the proprietary BOARD database allows only limited access for third-party front ends. However, the tight integration means customers can use data integration, database modelling and end user functionality in the same front end.
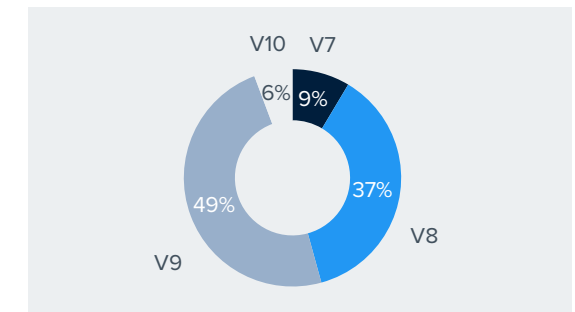
With its latest version, BOARD significantly enhanced functionality for self-service BI and planning. For example, with Data Fast Track it now provides self-service data discovery. Data Fast Track empowers business power users to integrate local or enterprise data with information in BOARD's database and allows for fast creation of new data models with automatic recognition of cubes, dimensions and relationships.

BOARD customer responses

This year we had 37 responses from BOARD users. 9 percent of them used Version 7, 37 percent Version 8, 49 percent Version 9 and 6 percent Version 10.
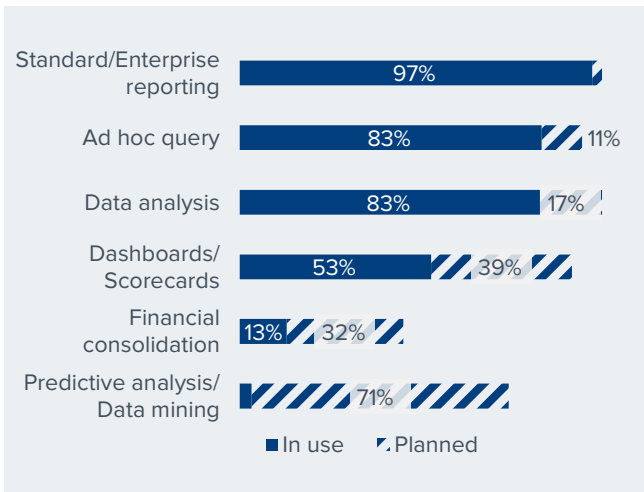
Versions used
n=37

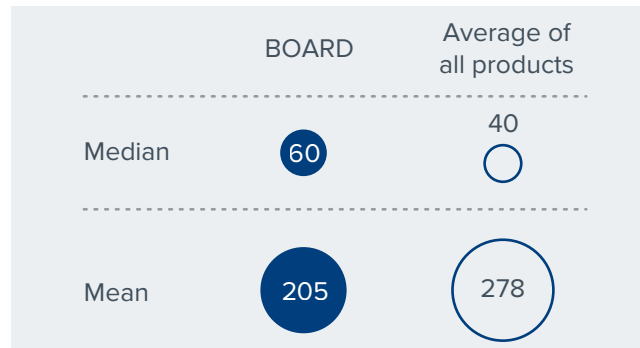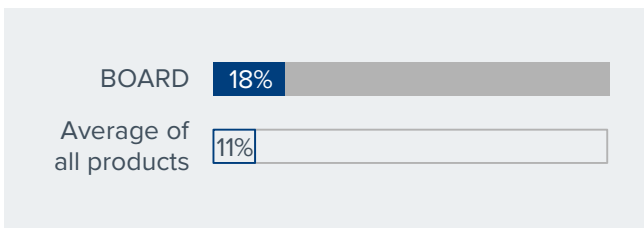## Current vs. planned use (besides planning)
n=37

	In use	Planned
Standard/Enterprise reporting	97%	
Ad hoc query	83%	11%
Data analysis	83%	17%
Dashboards/Scorecards	53%	39%
Financial consolidation	13%	32%
Predictive analysis/Data mining		71%

■ In use   ⬚ Planned

Percentage of employees using BOARD
n=37

BOARD	18%
Average of all products	11%

Percentage of planning users from all users
n=37

BOARD	43%
Average of all products	68%

Total number of users per company
n=37

	BOARD	Average of all products
Median	60	40
Mean	205	278

Planning users per company
n=37

	BOARD	Average of all products
Median	20	20
Mean	45	143
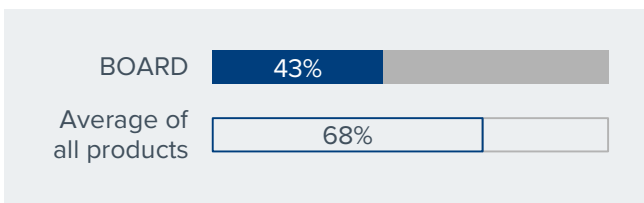
Company size (employees)
n=37

More than 2500	5%
101 - 2500	84%
Less than 101	11%

User & use case demographics
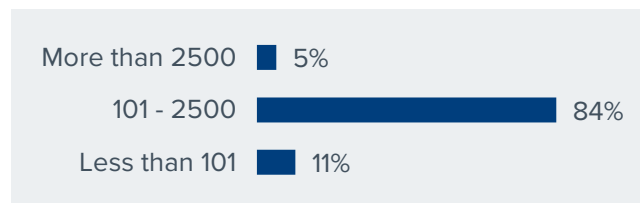
Comment

Besides planning, BOARD is typically used for standard and enterprise reporting, ad hoc query, data analysis and dashboarding. A seamlessly integrated module for advanced and predictive analysis was released in BOARD 9, and 71 percent of respondents to our survey are considering using BOARD's predictive functionality in the future. As the company size figures show, BOARD is mainly used in mid-sized companies (101 - 2,500 employees) with a median number of 60 users in a common environment (with 20 of them using planning functionality). However, the mean of 205 users per company (45 users for planning) tells us the product is also used in much larger environments. 43 percent of BOARD users are planning users - compared to the survey average of 68 percent - reflecting the fact that BOARD is not only a planning tool but offers comprehensive BI functionality as well.

The KPIs

The Planning Survey 16 provides the reader with well-designed KPI dashboards packed with concise information, which can be absorbed at a glance. The KPIs all follow these simple rules:

- Only measures that have a clear good/bad trend are used as the basis for KPIs

- KPIs may be based on one or more measures from The Planning Survey

- Only products with samples of at least 20 - 30 (depending on the KPI) for each of the questions that feeds into the KPI are included

- For quantitative data, KPIs are converted to a scale of 1 to 10 (worst to best)

- A linear min-max transformation is applied, which preserves the order of, and the relative distance between, products' scores.

The terms 'top-ranked' and 'leader' are used in the following KPI chart titles. 'Top-ranked' indicates first position. 'Leader' denotes the second position.

Peer Group Classification

The Planning Survey 16 features a range of different types of planning and budgeting tools 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 three key factors:

1. Flexibility - Is the solution development-oriented or does it provide plenty of predefined planning content (e.g. for financial planning)?

2. Specialization - is the vendor a performance management/planning specialist or a software generalist?

3. Geographical reach - does the vendor have a truly global reach or does it concentrate on the DACH region (Germany, Austria and Switzerland)?

BOARD features in the following peer groups:

- Performance management specialists

- Global vendors

- Development-oriented planning solutions

Peer Groups Overview

Development-oriented planning solutions

Development-oriented solutions that allow customers to implement totally individual planning requirements

Flexible planning solutions

Planning solutions that are flexible but also provide predefined planning content (e.g. for financial planning)

Software generalists

Products from software generalists who have a broad portfolio including most (or all) types of business software

Performance management specialists

Products from performance management specialists whose sole focus is on planning and BI

DACH focused vendors

Products from vendors whose main focus is on the DACH region (Germany, Austria and Switzerland)
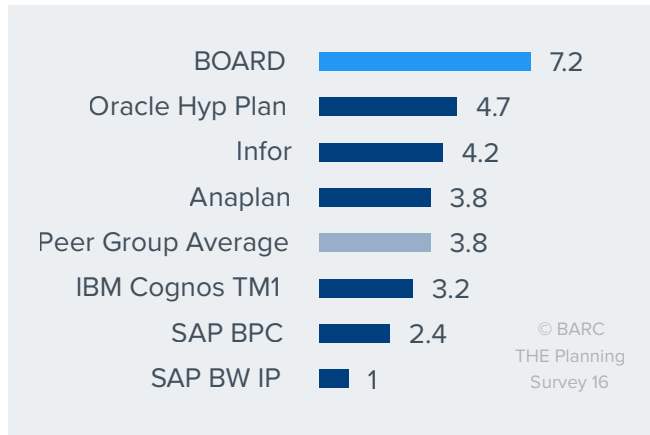
Global vendors

Products from vendors with a truly global sales and marketing reach
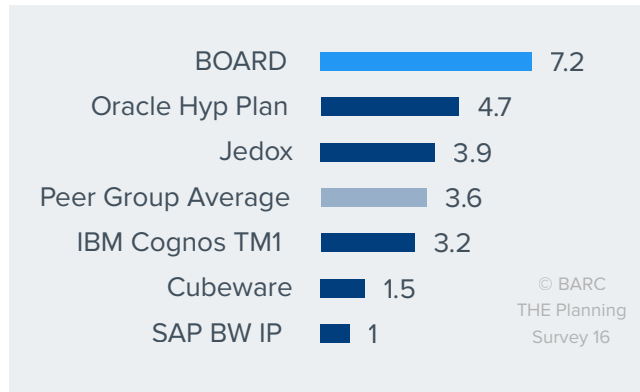
Planning functionality – Top ranked
Peer Group: global vendors

BOARD	7.2
Oracle Hyp Plan	4.7
Infor	4.2
Anaplan	3.8
Peer Group Average	3.8
IBM Cognos TM1	3.2
SAP BPC	2.4
SAP BW IP	1

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Planning functionality – Top ranked
Peer group: development-oriented planning solutions

BOARD	7.2
Oracle Hyp Plan	4.7
Jedox	3.9
Peer Group Average	3.6
IBM Cognos TM1	3.2
Cubeware	1.5
SAP BW IP	1

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Planning functionality*

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BOARD is comfortably ranked top for its planning functionality in the 'global vendors' and 'development-oriented planning solutions' peer groups. Although it is not a pure planning solution, the product offers comprehensive planning functionality for a variety of planning use cases. Functionality like data allocation and simulation support top down planning approaches, while workflows, commenting features and the Web client for plan data entry are available for bottom up approaches. Furthermore, planning models can be developed or planning forms built by business users thanks to BOARD's ease of use.

* Based on how often the product was chosen for its coverage of planning requirements, and on the level of complaints about lack of planning functionality.
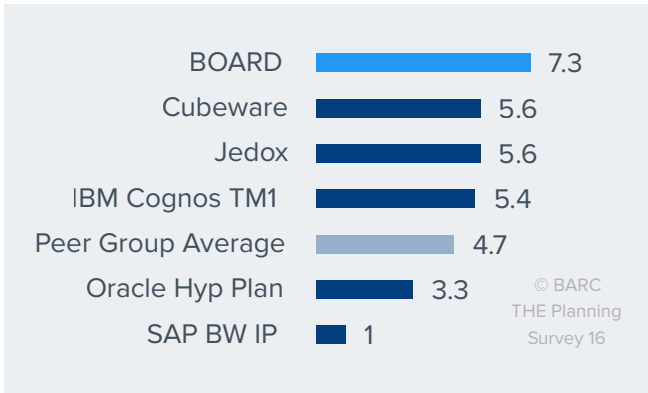
Flexibility*

Flexibility – Top ranked 🏅 1.

Peer group: development-oriented planning solutions

BOARD	7.3
Cubeware	5.6
Jedox	5.6
IBM Cognos TM1	5.4
Peer Group Average	4.7
Oracle Hyp Plan	3.3
SAP BW IP	1

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Viewpoint

Flexibility for users is one of BOARD's key strengths. With its integrated toolkit approach, BOARD allows customers to implement totally individual planning requirements and enables business users to create customized applications without any programming skills. Flexibility and a broad range of planning and BI functionality in one single platform and are two of the main attractions for customers buying BOARD.

* Based on how often the product was chosen for its flexibility, and on the frequency of complaints about user flexibility post-implementation.

** Based on how often the product was chosen for its coverage of reporting and analysis requirements; and on the level of complaints about a lack of reporting and analysis functionality or a lack of integration with reporting and analysis.
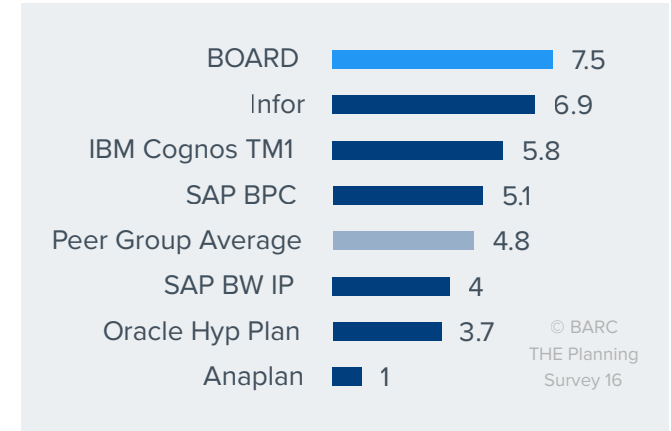
Reporting/Analysis functionality**

Reporting/analysis functionality – Top ranked 🏅 1.

Peer Group: global vendors

BOARD	7.5
Infor	6.9
IBM Cognos TM1	5.8
SAP BPC	5.1
Peer Group Average	4.8
SAP BW IP	4
Oracle Hyp Plan	3.7
Anaplan	1

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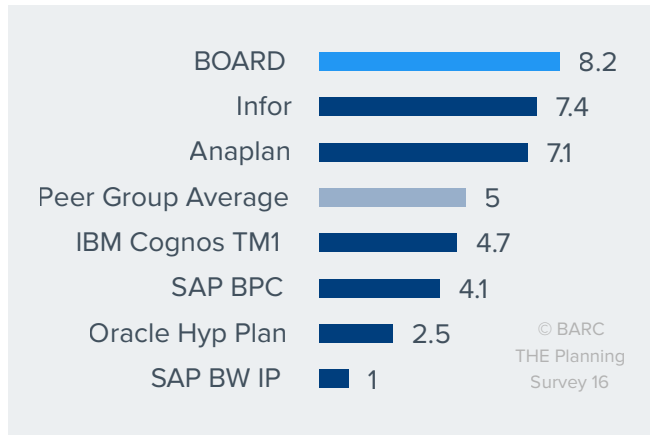THE Planning
Survey 16

BARC
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Viewpoint

BOARD is an integrated product for BI and planning on one common platform. Therefore, functionality for reporting, dashboarding and analysis (including advanced analytics) are an inherent part of the product. This elevates BOARD to a top ranking in the 'global vendors' peer group for its reporting and analysis functionality. Competing products, which are often pure planning products (like SAP BPC, Oracle Hyperion Planning and Anaplan), lack the comprehensive BI functionality of BOARD. In our view, planning is almost impossible without reporting and analysis capabilities so the integration of planning with reporting, analysis and dashboards is essential. Having all this functionality in one single product is more beneficial than using a combination of several products to see the whole picture.
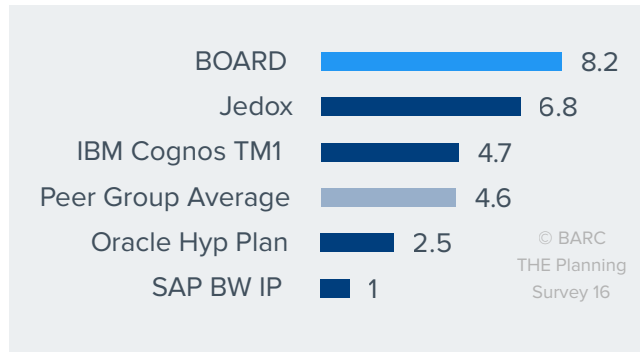
Self-service – Top ranked

Peer Group: global vendors

BOARD	8.2
Infor	7.4
Anaplan	7.1
Peer Group Average	5
IBM Cognos TM1	4.7
SAP BPC	4.1
Oracle Hyp Plan	2.5
SAP BW IP	1

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Self-service – Top ranked

Peer group: development-oriented planning solutions

BOARD	8.2
Jedox	6.8
IBM Cognos TM1	4.7
Peer Group Average	4.6
Oracle Hyp Plan	2.5
SAP BW IP	1

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Self-service*

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The 'self-service' KPI is based on how many sites currently use self-service planning in business departments and how often the product was chosen for its ease of use for planners. The results show self-service planning in business departments is one of BOARD's key strengths along with ease of use. BOARD has enhanced functionality for self-service in its toolkit, especially in recent versions. The so called Data Fast Track feature for integrating local or enterprise data with information in BOARD's database for self-service data discovery by power users is just one example of BOARD's range of functions. Being able to create planning models, planning forms or planning rules in business departments without IT involvement also counts as self-service functionality.

* Based on how many sites currently use self-service planning in business departments and how often the product was chosen for its ease of use for planners.
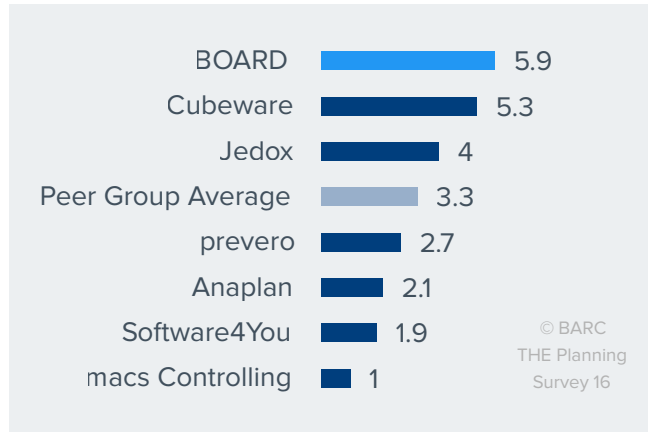
Considered for purchase – Top ranked 1.

Peer group: performance management specialists

BOARD	5.9
Cubeware	5.3
Jedox	4
Peer Group Average	3.3
prevero	2.7
Anaplan	2.1
Software4You	1.9
macs Controlling	1

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Vendor support – Top ranked 1.

Peer Group: global vendors

BOARD	7.3
Anaplan	7.3
SAP BW IP	5.4
Peer Group Average	4.2
Infor	3.6
IBM Cognos TM1	3.5
SAP BPC	1.7
Oracle Hyp Plan	1

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Due to its professional marketing and sales activities, BOARD is well known in the market. As a consequence, many companies consider BOARD for purchase in their software evaluation projects and it is often shortlisted. Being well known and considered for purchase is particularly important for performance management specialists because the market is highly competitive. BOARD is the top ranked product in this KPI in the 'performance management specialists' peer group.

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Viewpoint

With a subsidiary and global partner network in more than 30 countries worldwide, BOARD is able to support customers at a local level in their native language with highly trained staff. BOARD has an especially strong market presence (and many happy customers) in the DACH region. The vendor is ranked top in the 'global vendors' peer group and as a leader in the 'development-oriented planning solutions' peer group. Besides telephone support (which can also be contracted on a 24 hour basis using BOARD's global office network), remote support and an English language knowledge base are available.

* Based on whether respondents considered purchasing the product.

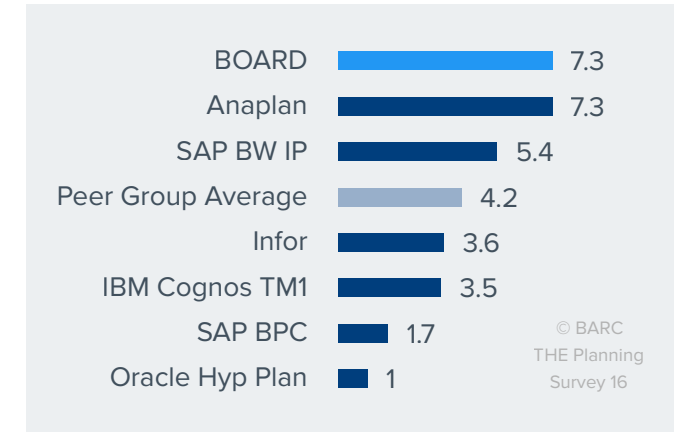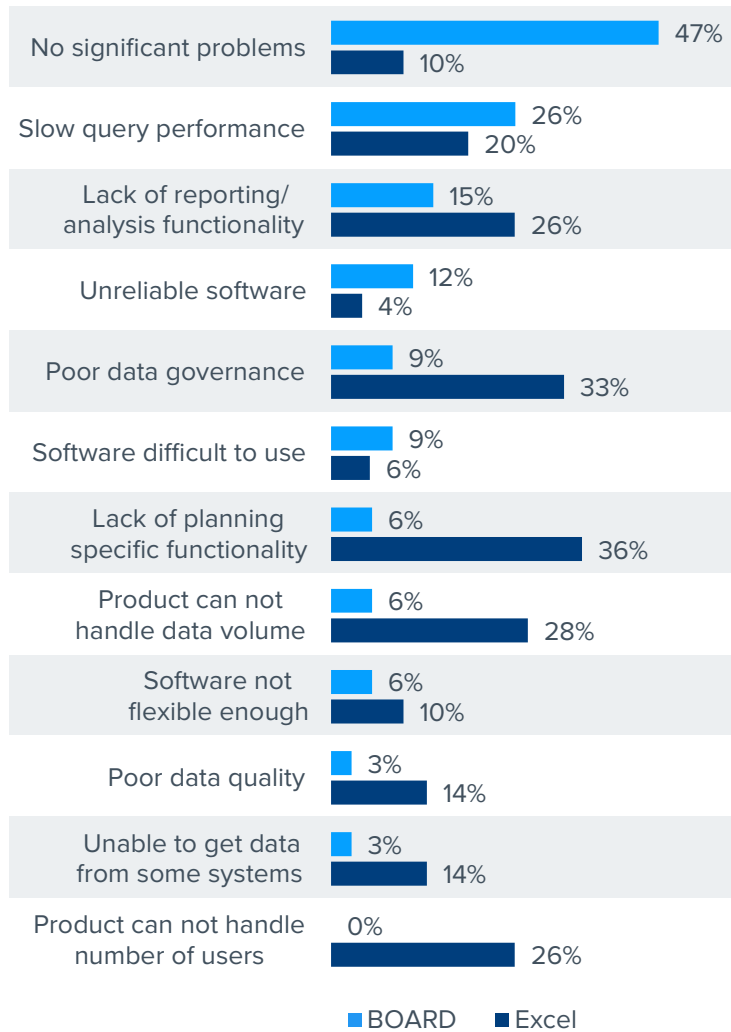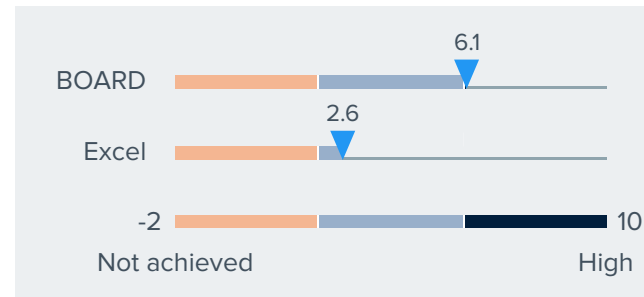** Measures user satisfaction with the level of vendor support provided for the product.

BOARD vs. Excel

Problems encountered by BOARD and Excel users

n=34/269

Problem	BOARD	Excel
No significant problems	47%	10%
Slow query performance	26%	20%
Lack of reporting/analysis functionality	15%	26%
Unreliable software	12%	4%
Poor data governance	9%	33%
Software difficult to use	9%	6%
Lack of planning specific functionality	6%	36%
Product can not handle data volume	6%	28%
Software not flexible enough	6%	10%
Poor data quality	3%	14%
Unable to get data from some systems	3%	14%
Product can not handle number of users	0%	26%

■ BOARD ■ Excel

Business Benefits Index*

n=32/275

BOARD — 6.1
Excel — 2.6

-2 10
Not achieved .... High

Recommendation**

n=37/273

	Definitely not	Probably not	Probably	Definitely
BOARD		3%	32%	59%
Excel	8%	24%	26%	11%

Definitely not — Probably not — Probably — Definitely
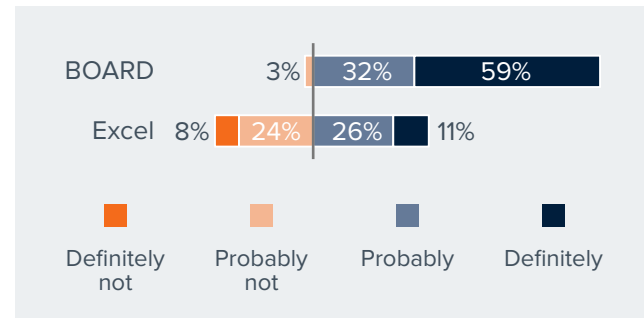
Degree of satisfaction**

n=35/264

	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Very satisfied
BOARD		3%	23%	60%
Excel	7%	25%	27%	6%

Very dissatisfied — Somewhat dissatisfied — Somewhat satisfied — Very satisfied

BOARD vs. Excel

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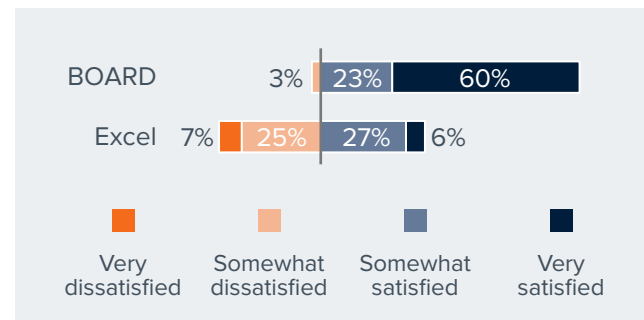
Comment

Excel is still the most widely used BI and planning product in the world. However, many users and companies are dissatisfied with it. BOARD users have far fewer complaints than Excel users. Common issues in planning and BI projects such as a lack of planning specific functionality, handling of large numbers of users or data volumes and inflexibility do not seem to be a problem for BOARD users. 47 percent of customers even report having no significant problems with the product. An impressive 83 percent of respondents are "somewhat satisfied" or "very satisfied" with BOARD, and 59 percent say they would definitely recommend the product to others. Business benefits like improved integration of planning with reporting/analysis, increased transparency of planning and more precise/detailed planning are regularly achieved with BOARD, and to a far greater degree than with Excel.

* For 12 potential benefits, respondents are asked to indicate their level of achievement, if any, with five levels.

** Not showing the neutral category

BARC — Business Application Research Center
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BARC is a leading enterprise software industry analyst and consulting firm delivering information to more than 1,000 customers each year. Major companies, government agencies and financial institutions rely on BARC's expertise in software selection, consulting and IT strategy projects.

For over twenty years, BARC has specialized in core research areas including Data Management (DM), Business Intelligence (BI), Customer Relationship Management (CRM) and Enterprise Content Management (ECM).

BARC's expertise is underpinned by a continuous program of market research, analysis and a series of product comparison studies to maintain a detailed and up-to-date understanding of the most important software vendors and products, as well as the latest market trends and developments.

BARC research focuses on helping companies find the right software solutions to align with their business goals. It includes evaluations of the leading vendors and products using methodologies that enable our clients to easily draw comparisons and reach a software selection decision with confidence. BARC also publishes insights into market trends and developments, and dispenses proven best practice advice.

BARC consulting can help you find the most reliable and cost effective products to meet your specific requirements, guaranteeing a fast return on your investment. Neutrality and competency are the two cornerstones of BARC's approach to consulting. BARC also offers technical architecture reviews and coaching and advice on developing a software strategy for your organization, as well as helping software vendors with their product and market strategy.

BARC organizes regular conferences and seminars on Business Intelligence, Enterprise Content Management and Customer Relationship Management software. Vendors and IT decision-makers meet to discuss the latest product updates and market trends, and take advantage of valuable networking opportunities.

Along with CXP and Pierre Audoin Consultants (PAC), BARC forms part of the CXP Group – the leading European IT research and consulting firm with 140 staff in eight countries including the UK, France, Germany, Austria and Switzerland. CXP and PAC complement BARC's expertise in software markets with their extensive knowledge of technology for IT Service Management, HR and ERP.

Other Surveys

BARC research reports bring transparency to the market

The BI Survey 15 is the world's largest annual survey of BI users. Based on a sample of over 3,000 survey responses, it offers an unsurpassed level of user feedback on 35 leading BI products.

The BARC **Big Data Use Cases** Survey explores the usage of big data in companies worldwide. 559 business and IT decision-makers completed the survey in the first quarter of 2015.

The new **BI Trend Monitor 2016** from BARC reflects on the trends currently driving the BI and data management market from a users' perspective. We asked close to 2,800 users, consultants and vendors for their views on the most important BI trends.