

Workforce Management Value Index

2019 Vendor and Product Assessment

VENDOR AND
CATEGORY
REPORT





Bend, Oregon June 2019

Ventana Research performed this research and analysis independently. Our goals were to determine the Value Index for Workforce Management and to evaluate vendors and products in accordance with the Ventana Research workforce management blueprint. We charged no fees for this research and invited to participate all vendors that are delivering relevant applications to enable workforce management. This report includes products generally available as of April 2019.

Our purpose in conducting this research was to evaluate the maturity of software vendors and products and their value for enterprise use in workforce management. Nothing in this report of our research is intended to imply that one vendor or product is the right choice for any particular organization. Rather, it provides a baseline of knowledge that organizations can use to evaluate vendors and products to manage and improve workforce management. Unlike IT analyst firm reports that use subjective factors to score vendors, our findings are drawn from thorough research-based analysis of customer assurance and product categories that best represent how an organization should evaluate its technology supplier.

The full Value Index report with detailed analysis is available for purchase. We can provide detailed insights on this Value Index and advice on its relevance to an organization through the Ventana On-Demand research and advisory service. Assessment services based on this research also are available.

We certify that Ventana Research performed the research to the best of our ability; that the analysis is a faithful representation of our knowledge of vendors and products; and that the analysis and scoring are our own.

Ventana Research



VENTANA RESEARCH

Bend, Oregon, USA
541-940-1010

info@ventanaresearch.com



Workforce Management

As modern workforce management (WFM) takes hold, employees are seeing changes in how they account for their time and how they access information on payroll, benefits, time off, company policies and improving their knowledge and skills. Over time they additionally will benefit from the deployment of new digital technologies within their organization such as artificial intelligence and predictive tools that help both them and their employer mitigate the challenges that historically have been inherent in managing work.

Workforce management software typically provides process automation capabilities related to forecasting and scheduling work, absence management, time and attendance management and activity and task management. It also includes analytics that provide management with data about workforce performance. That data is of great value; in our workforce management research 61 percent of organizations said that analytics is important for workforce management. New tools being added to WFM also assist organizations in complying with legal requirements such as those in the Affordable Care Act, the Family and Medical Leave Act and other workforce-related state and local regulations.

Workforce management has also gone mobile. The recent proliferation of mobile applications for workers and managers dovetails well with the interests and proclivities of the increasingly younger workforce. Almost half (45%) of organizations in our previous research indicated that they intend to deploy such new applications to improve productivity.

All organizations strive for workforce management that delivers the best possible business outcomes, and today's systems seek to support this goal. The new approach to modern workforce management software is no longer solely tactical and administrative; these systems now must deliver improved employee engagement, productivity and retention as well as address strategic organizational goals such as greater profitability, customer satisfaction and organizational agility. For example, ensuring that the optimal number of resources of specific skill types are deployed in the right areas at the right times means an organization is effectively satisfying customer flow and other business

Considerations for Workforce Management

Compliance and productivity lead business case



Source: Ventana Research Workforce Management Benchmark Research
© Ventana Research 2017; All Rights Reserved



demands on a profitable cost basis. It also means that employee interests, in terms both of their career progress and their quality of life, are also accounted for in the scheduling and work allocation process. Organizational agility can take many forms. For example, decision-making in deploying workers when responding to business demands need not just be about relevant skills; with the right capabilities, it can also be about insights into the best team compositions and knowledge of who can back up whom in different circumstances.

In a changing market and an environment of shifting labor conditions, it is critical that this expanded portfolio of expectations for modern workforce management be satisfied. A competitive labor market coupled with radical changes in expectations on the part of both employer and employee has led to a more intense focus on creating a superior employee experience. Organizations that successfully accomplish this enjoy higher employee productivity, satisfaction and commitment and lower employee turnover.

Experience is making clear that a younger generation of workers is comfortable collaborating in ways that have been influenced by social technology — messaging, forums and open threaded dialogue on topics. The onus increasingly is on employers to learn to interact with them accordingly to retain new talent; at the same time, these methods provide an opportunity to further improve workforce performance by interacting with and engaging workers in new ways. These include managers conducting “check-ins” to see what each employee’s concerns or needs might be, providing easy mechanisms for recognizing the achievements of one’s peers and assigning mentors during moments that matter such as the onboarding process.

Employees are also using communication channels in ways similar to what they are doing outside work to resolve issues — a capability that more than half of organizations (54%) in our research identified as important. Going forward, technologies such as robotic process automation to curate and manage data from multiple sources, smartphone-compatible chatbots to enable workers to get quick answers or quickly initiate and receive approval on a time-off request and AI-based tools for anticipating staffing needs will contribute to employee satisfaction while lowering costs.





While offering workers more intuitive tools and more personalized experiences, modern workforce management software also produces metrics that help optimize work processes and procedures and can be used in combination with data from talent management and other operational systems to achieve better engagement and productivity.

Ventana Research has over almost two decades conducted market research in a spectrum of related areas including workforce management, total compensation management, payroll, learning and business planning. Recently we have examined the expansion of workforce management through the use of artificial intelligence, machine learning and robotic process automation. The findings of



Ventana Research has designed the Value Index to provide a balanced perspective of vendors and products that is rooted in an understanding of business drivers and needs.

these research undertakings guide our comprehensive approach to this Value Index.

The Value Index for Workforce Management uses the Ventana Research methodology, a framework that evaluates application vendors and their products in seven categories of requirements. Five are product-related, assessing usability, manageability, reliability, capability and adaptability, while two quantify the customer assurance issues of vendor validation and total cost of ownership and return on investment (TCO/ROI).

This Value Index report evaluates the following vendors that offer products that deliver workforce management as we

define it: ADP, Ceridian, Infor, JDA Software, Kronos, NOVAtime Technology, Oracle Corporation, Reflexis Systems, SAP SuccessFactors, SumTotal Systems, Ultimate Software Group, Workday, WorkForce Software.

We urge organizations to do a thorough job of evaluating workforce management systems and tools and offer this Value Index as both the results of our in-depth analysis of these vendors and as an evaluation methodology. The Value Index can be used to evaluate existing suppliers and also provides evaluation criteria for new projects; applying it can shorten the cycle time for an RFP.

Unlike many IT analyst firms that rank vendors from an IT-only perspective or consider futures or vision over what is available in the products today, Ventana Research has designed the Value Index to provide a balanced perspective of vendors and products that is rooted in an understanding of business drivers and needs. This approach not only reduces cost and time but also minimizes the risk



of making a decision that is bad for the business. Using the Value Index will enable your organization to achieve the levels of efficiency and effectiveness needed to optimize workforce management.

Value Index Overview

This report on the Ventana Research Value Index: Workforce Management in 2019 is the distillation of a year of market and product research efforts by Ventana Research, the premier benchmark research and advisory services firm. Built on a foundation of almost two decades of business and technology research, this unbiased, fact-based index is the first such industry undertaking to assess the value of software designed specifically for enabling workforce management.

This Ventana Research Value Index is an analytic representation of our assessment of how well vendors' offerings meet buyers' requirements for software that enables and supports workforce management. The Index evaluates the software in seven key categories that are weighted to reflect buyers' needs based on our expertise and research. Five are product-related: Usability, Manageability, Reliability, Capability and Adaptability. In addition, we consider two customer assurance categories: Vendor Validation and Total Cost of Ownership and Return on Investment (TCO/ROI). To assess functionality, one of the components of capability, we applied the Ventana Research workforce management methodology and blueprint, which links the personas and processes for workforce management to an organization's requirements.



The Value Index is not an abstraction; we use a carefully crafted best practices-based methodology to represent how organizations actually assess vendors and products.

We use our research-based analytics and methodology to generate the Value Index

percentages. We then build them into a set of indicators that we present graphically as pie charts that express levels of performance. The extent to which each pie chart is full reflects our assessment of value to you, the potential buyer. Thus, we present the Value Index in both analytic and graphic form, each depicting the value of a specific vendor's offering in terms of what it can deliver that is relevant to your workforce management needs.

The Value Index is not an abstraction; Ventana Research uses a carefully crafted best practices-based methodology to represent how organizations



actually will assess vendors and products. We have designed the Value Index to ensure that it provides objective research and guidance to organizations looking to assess and evaluate their applications for business and IT needs.

The structure of the Value Index reflects our understanding that the proper evaluation of vendors and products involves far more than just examining product features or potential revenue or customers generated from marketing and sales. We believe it is important to take this comprehensive research-based approach, since making the wrong choice of a WFM system can raise the total cost of ownership, lower the return on investment and hamper an organization's ability to reach its performance potential. In addition, this approach can reduce the project's development and deployment time and eliminate the risk of relying on a short list of vendors that does not represent a best fit for your organization.

To ensure the accuracy of the information we collected, we asked participating vendors to provide product and company data across the seven categories that taken together reflect the concerns of a well-crafted RFP. Ventana Research then validated the information, first independently through our database of product information and extensive web-based research, and then in consultation with the vendors. The majority of selected vendors also participated in one-on-one consultative sessions, after which we requested them to provide additional documentation to support any new input.



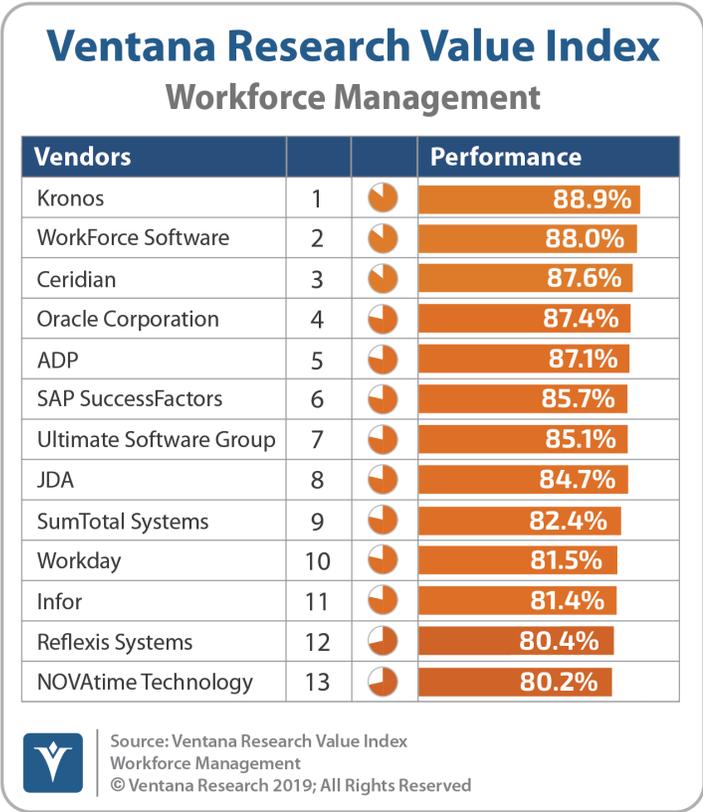
The Findings

The Value Index for Workforce Management in 2019 finds Kronos first on the list with WorkForce Software in second place and Ceridian in third. Companies that score in the top three in any category earn the designation Value Index Leader. Ceridian has done so in five of the seven categories; WorkForce Software is a Value Index Leader in four categories; Kronos is a Value Index Leader in three categories; and Oracle and SAP SuccessFactors in two categories.

Our Value Index methodology assigns the weighting for each of the seven categories to best represent the needs of buyers. Here is our specific analysis for each of the categories.

The Capability category makes up 25 percent of this Value Index rating. It is designed to assess how well the product supports time and attendance management, absence management, forecasting and scheduling, and activity and task management across levels and roles in the workforce. We emphasized capabilities that allow customers to provide a high-quality workforce experience for their customers and employees. In this category Kronos, Ceridian and SAP SuccessFactors are Value Index Leaders.

Usability is also necessary for meeting a wide range of the business needs of executives, line managers, workers, analysts and those responsible for administration of workforce management. The weighting for this category, in which Ceridian, WorkForce Software and Kronos are the top three vendors, is 20 percent of the Value Index score. Vendors' products are evaluated in this category on the support they provide for the range of roles in the workforce management process — executives, managers, analysts, users and IT administration. The research finds usability improvements in the areas of forecasting and scheduling in response to managers' expectations of a more visual, graphical and intuitive experience with WFM products.





Adaptability is weighted at 10 percent. This category assesses the degree to which system functioning and the applications can be shaped to customer specifications via configurability and customization while still maintaining integrity of integration across the business, processes, application and data. Adaptability is also related to the ability to readily integrate with other systems — for example, payroll and related business processes such as learning and development and relevant compliance processes — and support bi-directional data flows with other processes and systems such as those related to the customer experience. SAP SuccessFactors, Oracle and Ceridian are the highest-rated vendors in this category.

Manageability, which includes administration, security and licensing, is weighted at 10 percent of this Value Index. Scores in this category are strong and reflect the fact that IT administration and application and overall security considerations are typically very prominent in WFM system selection, especially when the IT function is involved in selection, and subsequently in deployment and application support. Ceridian, WorkForce Software and Workday are the top three vendors in this category.

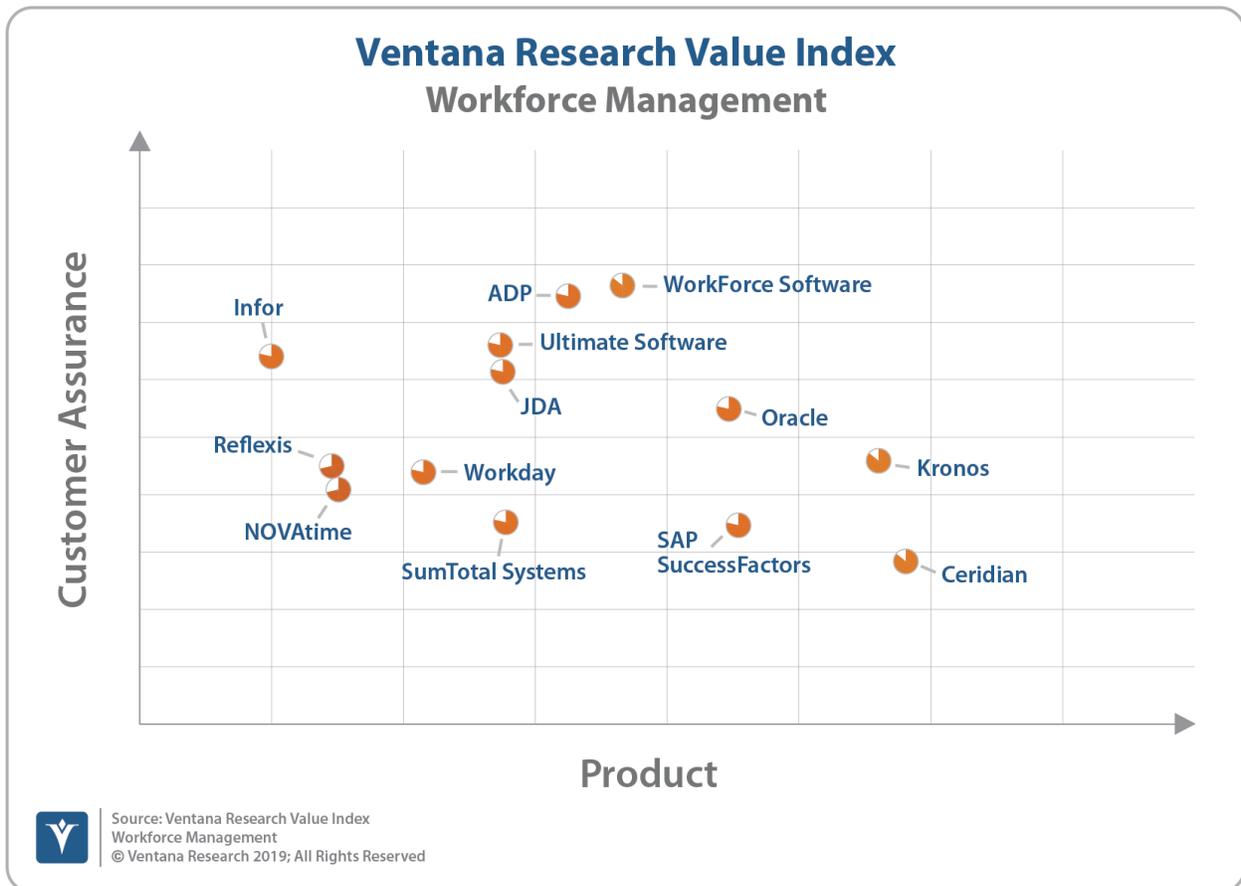
For workforce management processes to operate efficiently and for workers to engage the applications, the software on which they run must be able to scale and perform reliably on existing architectures within an SLA; Reliability is weighted at 10 percent of the Value Index. Oracle, Kronos and Ceridian are the Value Index Leaders in this category, providing the highest level of confidence they can operate at any level of expectations 24 hours a day.

In TCO/ROI, a category that evaluates vendor support for buyer investment evaluation by providing information, tools and services to help with the business case, makes up 15 percent of the Value Index score. Value Leaders Ultimate Software, ADP and WorkForce Software do a good job of providing to potential customers these materials and tools so they in turn can effectively get funding for WFM system initiatives. However, our analysis showed that many vendors struggle to provide the tools and information on product benefits and costs directly or on their website that organizations need to make a sound buying decision.

The Validation category contributes 10 percent to the overall Value Index score. The leaders here are WorkForce Software and ADP, with Infor and JDA tied for third. This assessment finds wide variation in the level of detail that vendors provide regarding many areas including the product roadmap, customer success, services and support. A lack of information about a vendor's product support is a challenge that an organization looking to evaluate and select a WFM product simply should not have to face. After all, a vendor's success is about not just technology but also its relationship with the customer and the support it provides.



As noted above, this Ventana Research Value Index evaluates the software in seven key categories. The chart below places the product-related and customer assurance scores on the X and Y axes respectively to provide a visual representation of our Value Index scores. Vendors whose products scored higher in aggregate in the five product categories place farther to the right; the combination of scores for the two customer assurance categories determines their placement on the vertical axis. In short, vendors that place closer to the upper-right on this chart scored higher than those closer to the lower-left. The vendors that rank the highest overall on the aggregated product axis, which has a maximum potential score of 75 percent, are Value Index Leaders Ceridian, Kronos and SAP SuccessFactors. The vendors that rank the highest overall on the customer assurance axis, which has a maximum potential score of 25 percent, are Value Index Leaders WorkForce Software, ADP and Ultimate Software.



We warn that close vendor scores should not be taken to imply that the packages evaluated are functionally identical or equally well suited for use by every organization or for a specific process. Although there is a high degree of commonality in how organizations handle workforce management, there are many idiosyncrasies and differences in how they do these functions that can



make one vendor's offering a better fit than another's with a particular organization's needs.

After more than a decade of technology advances, all the products we evaluated are feature-rich, but not all the capabilities they offer are equally valuable to users. Moreover, the existence of too many capabilities may be a negative factor for an organization if it introduces unnecessary complexity. Nonetheless, one company may decide that a larger number of options is a plus, especially if some of them match its established practices or better support a new initiative that is driving the purchase of new software.

Other factors besides features and functions or assessments about the vendor can turn out to be a deciding factor. For example, a company may face budget constraints such that the TCO evaluation can tip the balance to one vendor or another. This is where the Value Index methodology and the appropriate weighting can be applied to determine the best fit of vendors and products to your specific needs.



Products Evaluated

Vendor	Product Names	Version	Release Year
ADP	ADP Vantage HCM Time	8.1.3	2019
Ceridian	Dayforce Workforce Management	56	2019
Infor	Infor Workforce Management	6.2.4	2019
JDA	JDA Workforce Management for Retail (WFMR)	2019.1	2019
Kronos	Workforce Dimensions	4	2019
NOVAtime Technology	NOVASaaS 5000	5000	2019
Oracle Corporation	Oracle Cloud HR Oracle Cloud Time and Labor Oracle Cloud Project Resource Management Oracle Cloud Task Management Oracle Cloud Project Management Oracle Cloud Field Service Oracle Analytics Cloud	13 18C	2019
Reflexis Systems	Reflexis REAL-TIME Task Manager	16.10	2019
	Reflexis Workforce Scheduler	4.1	2018
	Reflexis Time and Attendance	4.1	
SAP SuccessFactors	Employee Central Time Management	1902	2019
SumTotal Systems	SumTotal Workforce Management	19.1	2019
Ultimate Software Group	UltiPro	12.4.1	2019
Workday	Workday Human Capital Management	32	2019
WorkForce Software	The WorkForce Suite	19.1	2019



How To Use This Value Index

This research on tools and systems can provide you with insight into the value of your existing and new investments and a framework to assess your initiatives and programs. Business and IT improvement efforts should be based on best practices and research that deliver value quickly. Ventana Research recommends that you organize your efforts around our blueprint for this topic and use the Value Index to determine which vendors will best satisfy your needs for workforce management.

Be sure to define both business and IT requirements as part of an improvement process based on these research results. We advocate a structured approach such as our DecisionCycle™, an eight-step process for choosing and deploying workforce management. You can incorporate these steps into a program document that will both summarize and detail your initiative or project. Then consult the Value Index to ensure you make choices that will yield the results you want.

The DecisionCycle™ steps detailed below provide a framework for assessing the maturity of your business and IT efforts and determining how to align your people, processes and technology investments.

1. Define the business goal and purpose.
2. Define the business requirements.
3. Define the user community and usage requirements.
4. Establish the functional requirements and capabilities.
5. Evaluate the organizational maturity.
6. Determine the technology approach and master list.
7. Define the business and technology evaluation criteria.
8. Evaluate and select a vendor.

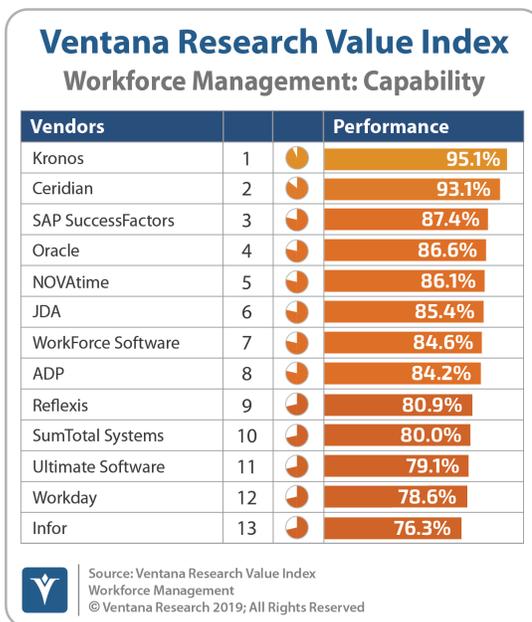


Evaluation Categories

Ventana Research designed the evaluation categories to reflect the breadth of the real-world criteria incorporated in a request for proposal to vendors in workforce management, based on our benchmark research. We evaluated vendor submissions for the Ventana Research Value Index for Workforce Management in seven categories, five relevant to the product or package being evaluated and two to the vendor. Each section below presents the analysis and ranking of vendors in one of those categories.

Capability of the Product

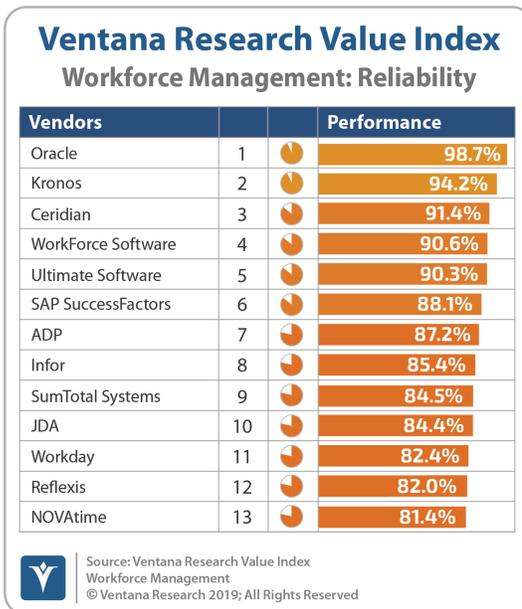
The Capability category includes the evaluation of a wide range of product areas including workforce operations and management, emerging business technologies, application-specific support, scheduling, absence, activity and task, analytics, time and attendance, time-clock, mobile, collaboration and integration. It evaluated the role requirements for management, manager, worker, analyst, operations and IT needs. It also assessed using data for forecasting to ensure regulatory compliance and effective policy management. Also evaluated was employee ability to easily swap or bid on shifts and make PTO requests that managers then can easily review and approve. It examined managers' ability to ensure compliance with all applicable work rules and flexibly manage daily activities with appropriate visibility into costs and resource utilization. The Value Index for Workforce Management in 2019 weights Capability at 25 percent of the overall rating. The analysis finds the Capability Value Index Leaders to be Kronos, Ceridian and SAP SuccessFactors.





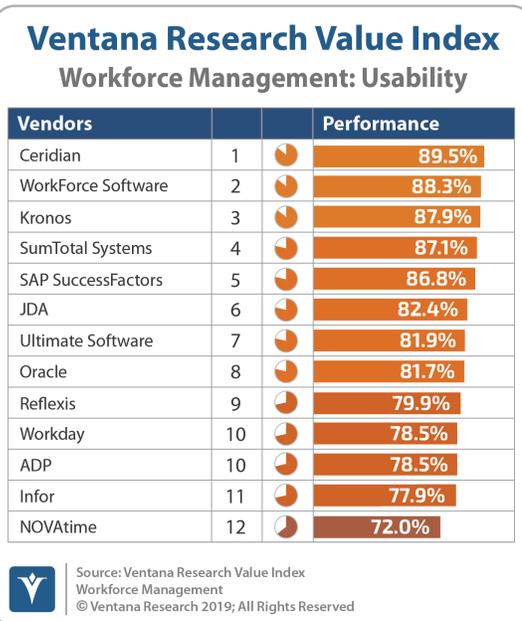
Reliability of the Product

The Reliability category involves evaluation criteria intended to ensure that the products can reliably deliver the performance and scalability needed. The evaluation criteria include the nature of the product’s support for an organization’s architecture at the level of the enterprise, the network, the server and the data. The criteria also include the extent to which it supports access by web, remote and mobile users, how well and quickly it performs server processing, how well it scales in terms of number of users, volume and complexity of data and server demand, and what investments are required to ensure reliability. The Value Index for Workforce Management in 2019 weights Reliability at 10 percent of the overall rating. The analysis finds the Manageability Value Index Leaders to be Oracle, Kronos and Ceridian.



Usability of the Product

The Usability category examines how effectively the vendor has addressed the user experience, intelligence and accessibility aspects of the product. It involves evaluation criteria selected to explore utility for varied levels of business and the diverse ages and competencies of organizations’ employees. The evaluation criteria include the extent to which the product provides the support needed by each of the functional roles involved in enabling workforce management — executives (CxO), management (EVP, SVP, VP), managers, operations, analysts and those involved from the IT organization. They also include how sophisticated the product’s support of mobile technologies is and the extent to which the product design enables its use by workers of different generations. The Value Index for Workforce Management in 2019 weights Usability at 20 percent of the overall rating. The analysis finds the Usability Value Index Leaders to be Ceridian, WorkForce Software and Kronos.





Vendor Profile

Kronos <https://www.kronos.com/>

Company and Product Profile

“At Kronos, we believe that great businesses are powered by great people. That’s why our solutions are purpose-built for your industry and all your employees. Put a little swagger in your HR strategy. Learn how Kronos HR solutions for the modern workforce empower your team and give you the confidence to tackle human resources challenges — big and small.”

“The Workforce Dimensions™ product suite helps meet both today’s and tomorrow’s business challenges by bringing industry-first, intelligent technologies to managing your most valuable resource: your people.”

Ventana Research Evaluation

Kronos placed first in the overall Value Index for Workforce Management and also tops the Capability category due to its robust, AI-powered, native-mobile and native-cloud Workforce Dimensions product, released in 2018. Kronos also ranked second in Usability and third in Reliability. It’s one of only three vendors with no scores below 80 percent, which demonstrates consistency of focus and results across all seven categories we evaluated. It also ranked second in the product area that looks at all five of the underlying categories.



Impressive capabilities include real-time employee notifications of time card issues, which can be reviewed and resolved immediately. Employees can set preferences for where they’d like to work and what they’d like to do using an intuitive user interface that simplifies scheduling and fosters engagement. The product uses AI to develop best-fit schedules, accommodating factors such as employee skills and overtime risk. Notifications remind workers of required breaks, ensure the proper ending of a shift and confirm that a worker has accrued enough time off and that it does not compromise shift coverage, safety requirements or blackout periods.

Kronos ranked ninth in TCO/ROI and could have rated higher it had provided depth in information about the costs, tools and services in this category. It also ranked sixth in Adaptability where it did not have as much depth in the application and data integration areas.



Appendix: Vendor Inclusion

All vendors that offer relevant workforce management products and meet the inclusion requirements were invited to actively participate in the Value Index evaluation process, at no cost to them. If a vendor did not respond to or declined the invitation, a determination was made whether to include it in our analysis based on our inclusion criteria. These criteria are designed to ensure we include in our evaluation all vendors with geographic operations, customer base and revenue as well as all relevant aspects of the products' fit for the particular category being evaluated.

For inclusion in the Ventana Research Workforce Management Value Index for 2019, a vendor must have at least \$50 million in annual or projected revenue, operate across at least two countries, have at least 100 customers, and have a product that provides scheduling, absence management, activity and task management, time and attendance, analytics and time clock as well as mobile and collaboration capabilities.

If a vendor is actively marketing, selling and developing a product as reflected on its website that is within the scope of the Value Index, it is automatically evaluated for inclusion. We have adopted this approach because we view it as our responsibility to assess all relevant vendors whether or not they choose to actively participate.

Ten of the 13 suppliers responded positively to our requests for information and provided completed questionnaires and demonstrations to help in our analysis. The following vendors declined to participate or did not respond to our invitation: Ceridian, Kronos and SAP SuccessFactors. To organizations evaluating these vendors, we recommend extra scrutiny as part of the software assessment because they did not make their technology available for the Value Index evaluation process; online material that was generally available was used for the analysis along with briefings and information provided. This report includes products generally available as of April 2019.

We did not include a number of other vendors in this Value Index evaluation because they did not satisfy the criteria that our methodology for this research requires.

This Vendor Report is drawn from the full Ventana Research Value Index report, which lays out in detail the analysis underlying the Value Index, lists the products evaluated, and suggests a methodology for preparing a related RFP. The full report is available for purchase. For more information about the full Value Index report or an assessment of your organization using the Value Index, please contact us at sales@ventanaresearch.com.



About Ventana Research

Ventana Research is the leading benchmark research and business technology advisory services firm. We provide insight and expert guidance on trends and mainstream and disruptive technologies. Our unparalleled insights and best practices guidance are based on our rigorous research-based benchmarking of people, processes, information and technology across business and IT functions worldwide. The combination we offer of benchmark research, market coverage and in-depth knowledge of hundreds of technology providers means we can deliver business and technology education and expertise to our clients where and when needed to reduce the time requirements, cost and risk of technology investments. The Ventana Research Indexes — the Value Index and the Benchmark Index family — have redefined the research industry by providing accessible, easy-to-use research-based business and technology guidance to businesses. Ventana Research provides the most comprehensive analyst and research coverage in the industry; the many business and IT professionals worldwide who are members of our community benefit from Ventana Research's insights, as do highly regarded media and association partners around the globe. Our views and analyses are distributed daily through blogs and social media channels including [Twitter](#), [Facebook](#) and [LinkedIn](#). Ventana Research was ranked the #1 analyst firm you can trust in enterprise software for 2009 for its relevance to the industry. To learn how Ventana Research advances the maturity of organizations use of information and technology through benchmark research, education and advisory services, visit www.ventanaresearch.com.

We offer a variety of customizable services to meet your specific needs including workshops, assessments and advisory services. Our education service, led by analysts with more than 20 years of experience, provides a great starting point to learn about important business and technology topics from compliance to business intelligence to building a strategy and driving adoption of best practices. We also offer tailored Value Index Assessment Services to help you define your strategy, build a business case and connect the business and technology phases of your project. And we can provide Ventana On-Demand access to our analysts on an as-needed basis to help you keep up with market trends, technologies and best practices.

Everything at Ventana Research begins with our focused research, of which this Value Index is a part. We work with thousands of organizations worldwide, conducting research and analyzing market trends, best practices and technologies to help our clients improve the efficiency and effectiveness of their organizations.

Through the Ventana Research community we also provide opportunities for professionals to share challenges, best practices and methodologies. Sign up for Individual membership at www.ventanaresearch.com to gain access to our



weekly insights and learn about upcoming educational and collaboration events — webinars, conferences and opportunities for social collaboration on the Internet. We offer the following membership levels:

Individual membership: For business and IT professionals* interested in full access to our website and analyst team for themselves. The membership includes access to our library of hundreds of white papers and research notes, briefings and telephone or email consulting sessions to provide input and feedback.

Team membership: For business and IT professionals* interested in full access to our Web site and analysts for a five-member team. The membership includes access to our library of hundreds of white papers and research notes, briefings, telephone/e-mail consulting sessions to provide input and feedback and the use of Ventana Research materials for business purposes.

Business membership: For business and IT professionals* interested in full access to our website and analyst team for their larger team or small business unit. The membership includes access to our library of hundreds of white papers and research notes, briefings, telephone or email consulting sessions to provide input and feedback, use of Ventana Research materials for business purposes and additional analyst availability.

Business Plus membership: For business and IT professionals* interested in full access to our website and analyst team for larger numbers of company employees. The membership includes access to our library of hundreds of white papers and research notes, briefings, telephone or email consulting sessions to provide input and feedback, quotes and validation for media, use of Ventana Research materials for business purposes, additional analyst availability and access to our team for scheduled strategy consulting sessions.

This Value Index report is one of a series that are available for purchase. Also available are any of our extensive library of Benchmark Research reports. To purchase a report or learn more about Ventana Research services — including workshops, assessments and advice — please contact sales@ventanaresearch.com.

** [Additional services](#) are available for solution providers, software vendors, consultants and systems integrators.*

This material is copyrighted. Reproduction or distribution of this research in any form without prior written permission is forbidden. The research is based on information obtained from sources believed to be reliable, which can include communications from the technology supplier and information made available publicly on the Internet. Ventana Research is not liable for any inaccuracies in the information supplied.