# 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

## IDL - an insightsoftware company

BARC

# The Planning Survey 21: IDL - an insightsoftware company Highlights Dashboard

## KPI results

**1** top ranking

*and*

**6** leading positions

*in 3 different peer groups.*

THE PLANNING SURVEY 21

## Implementer support

**93%** of surveyed users rate IDL's **implementer support** as **excellent** or **good**.*

*\* Compared to 81% for the average planning tool.*

THE PLANNING SURVEY 21

## Consolidation

**93%** of surveyed users rate IDL's **legal consolidation** as **very good** or **good**.*

*\* Compared to 70% for the average planning tool.*

THE PLANNING SURVEY 21

## Vendor support

**90%** of surveyed users rate IDL's **vendor support** as **excellent** or **good**.*

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

THE PLANNING SURVEY 21

## Satisfaction

**90%** of surveyed users are **satisfied** with IDL.*

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

THE PLANNING SURVEY 21

## Requirements

**93%** of surveyed users rate IDL's **coverage of reporting/analysis requirements** as **very good** or **good**.*

*\* Compared to 84% for the average planning tool.*

THE PLANNING SURVEY 21

## Peer Group
### Midsize/Departmental Implementations

**1.** Top-ranked in

Financial Consolidation

Leader in

Workflow

## Peer Group
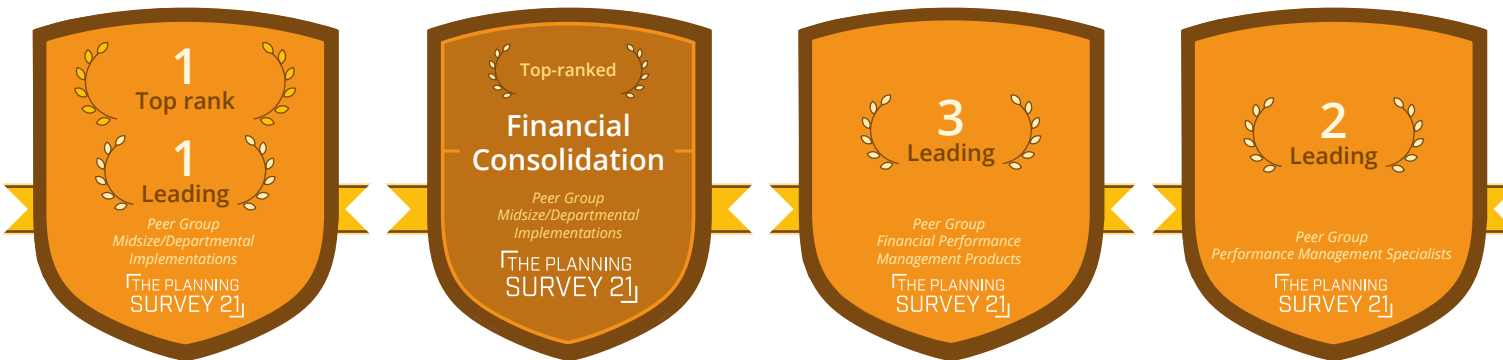### Financial Performance Management Products

Leader in

Workflow

Reporting/Analysis

Financial Consolidation

## Peer Group
### Performance Management Specialists

Leader in

Workflow

Financial Consolidation

## BARC Summary

With one top rank and six leading positions across three different peer groups, IDL - an insightsoftware company once again achieves a very good set of results in this year's Planning Survey. Convincing ratings – particularly in the functional KPIs – help to consolidate its position as a market leading FPM platform that delivers considerable benefits to its customers. Companies can benefit from using IDL in terms of increased transparency of planning, improved integration of planning with reporting/analysis and improved integration of different sub-budgets. Overall, these benefits lead to a better quality of planning results for many customers. 87 percent of IDL users say they would definitely or probably recommend their planning product to other organizations – a great result, which is a strong indicator of customer satisfaction with the vendor and its product.

**1**
Top rank

**1**
Leading

*Peer Group Midsize/Departmental Implementations*

THE PLANNING SURVEY 21

Top-ranked

**Financial Consolidation**

*Peer Group Midsize/Departmental Implementations*

THE PLANNING SURVEY 21

**3**
Leading

*Peer Group Financial Performance Management Products*

THE PLANNING SURVEY 21

**2**
Leading

*Peer Group Performance Management Specialists*

THE PLANNING SURVEY 21

# Customer Quotes

Schnell und gut einzuführen.

THE PLANNING
SURVEY 21

*Consultant, IT, 100-2,500 employees*

Gutes, zeitgemäßes Produkt.

THE PLANNING
SURVEY 21

*Consultant, manufacturing, 100-2,500 employees*

Gute, transparente, kontrollierbare Lösung.

THE PLANNING
SURVEY 21

*Line of business employee, media/ publishing, 100-2,500 employees*

Ein sehr leistungsfähiges und von den Prozessen her durchdachtes Produkt. Hohe Integrationsmöglichkeit in Vorsysteme. Alle Zusagen wurden eingehalten.

THE PLANNING
SURVEY 21

*Consultant, consulting, >2,500 employees*

Software und Mitarbeiten bieten zusammen ein hohes Level.

THE PLANNING
SURVEY 21

*Consultant, public sector, 100-2,500 employees*

Benutzeroberfläche, gutes Preis-/
Leistungsverhältnis und schnelle
Implementierung.

THE PLANNING
SURVEY 21

*Consultant, manufacturing, 100-2,500 employees*

Integrierte Daten, regelbasierte Bilanz-
und Finanzplanung, flexible Berichts-
und Auswertungsmöglichkeiten,
systemseitige Verprobungen.

THE PLANNING
SURVEY 21

*Line of business employee, media/
publishing, 100-2,500 employees*

Sehr gute Abdeckung der fachlichen Prozesse,
leichte Bedienung (weitestgehend selbsterklärend),
Durchgängigkeit der Prozesse (Plattform).

THE PLANNING
SURVEY 21

*Consultant, consulting, >2,500 employees*

Die legale Konsolidierung und die einfache
Bedienung der Planung.

THE PLANNING
SURVEY 21

*Consultant, IT, 100-2,500 employees*

Proven, mature, easy to use product,
especially for legal consolidation. The
reporting platform has grown very quickly
in the last two years.

THE PLANNING
SURVEY 21

*Consultant, consulting, >2,500 employees*

" Enge Abstimmung mit dem Hersteller und diesen in die Prozessdefinition miteinbeziehen. Der Hersteller hat eine sehr hohe Fachkompetenz. Diese sollte man als Unternehmen schon bei der Definition der Anforderungen nutzen.

THE PLANNING
SURVEY 21

*Consultant, consulting, >2,500 employees*

" Nutzen Sie VON ANFANG AN die IDL-spezifischen Schulungsangebote.

THE PLANNING
SURVEY 21

*Person responsible/Project manager for BI from IT department, construction, 100-2,500 employees*

## IDL - an insightsoftware company Overview

IDL - an insightsoftware company is a provider of software applications for financial performance management (FPM) offering professional expertise in all aspects of financial consolidation and close, planning, budgeting and forecasting, management and regulatory reporting and analysis. The company was founded in 1990 and currently employs about 150 people in its offices in Germany, Austria, Switzerland and France. In December 2020, IDL became part of insightsoftware, a global provider of finance software solutions for the office of the CFO. insightsoftware employs 900 people and has over 25,000 customers.

IDL's CPM suite is an integrated platform and includes modules for financial consolidation (IDL.KONSIS), financial planning (IDL.FORECAST), operational planning, reporting and analysis (IDL.DESIGNER). Furthermore, it offers complementary solutions for financial filings and prebuilt content for specific industries and use cases (e.g., for professional sports and the public sector). IDL solutions can either run on-premises, as cloud services (leveraging Microsoft Azure) or in hybrid scenarios (a combination of both cloud and on-premises). According to IDL, more than 1,100 corporate groups currently use its solutions. If required, third-party products can be used to enhance IDL's product portfolio (e.g., for ETL and operational planning). The vendor maintains a partnership with Cubeware (OEM products: IDL.IMPORTER, IDL.COCKPIT).

IDL supports planning scenarios with IDL.FORECAST for financial planning requirements and IDL.

### Versions used

*n=31*



DESIGNER for operational budgets. IDL.FORECAST is targeted at business departments, which often belong to a group of companies. Company-wide financial results plans (balance sheet, P&L, cash flow) at subsidiary or group level can be created. Therefore, IDL.FORECAST provides a predefined financial (planning) data model with intertwined business rules, based on relational data storage. Thanks to the tight integration of IDL.FORECAST with IDL.KONSIS, it is possible to immediately consolidate plan data (or actuals) also taking into account planned intercompany allocations. IDL.KONSIS offers comprehensive capabilities for legal consolidation (IDW PS 880 certified) including intercompany reconciliation as well as management consolidation. Extensive predefined business rules for financial management are available as standard in the solution.

To address operational planning scenarios other than financial planning (e.g., sales or HR planning), IDL.FORECAST is complemented by IDL.DESIGNER. Operational plans, which are based on multidimensional databases (Microsoft SQL Server Analysis Services or IBM TM1), are integrated with financial plans at data level with predefined routines for data integration using ETL technologies that are available with the underlying databases (e.g., Microsoft SQL Server Integration Services, IBM TM1 Turbo Integrator). Besides its functionality for operational planning, IDL.DESIGNER is also the central component of IDL's reporting platform and rounds out the portfolio with user-friendly, web-based functions to create ad hoc and standard reports, OLAP analyses and dashboards. Its modern tile interface and Windows look and feel provide a user-friendly environment for designing individual reports and analyses with custom layouts that can be organized in a report catalog.

### IDL - an insightsoftware company customer responses

This year we had 31 responses from IDL users. At the time of the survey, 46 percent of them were using version 2021, 31 percent version 2020 and 23 percent version 2019.
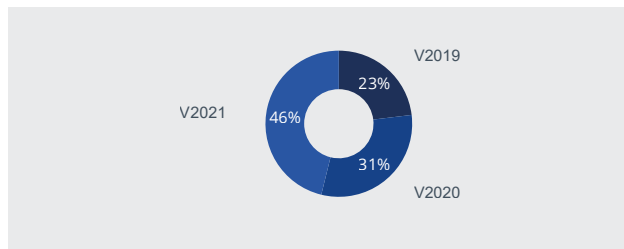
## ⌐THE PLANNING
## SURVEY 21⌐

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 IDL - an insightsoftware company. It does not show all the KPI results and focuses mainly on the positive findings.

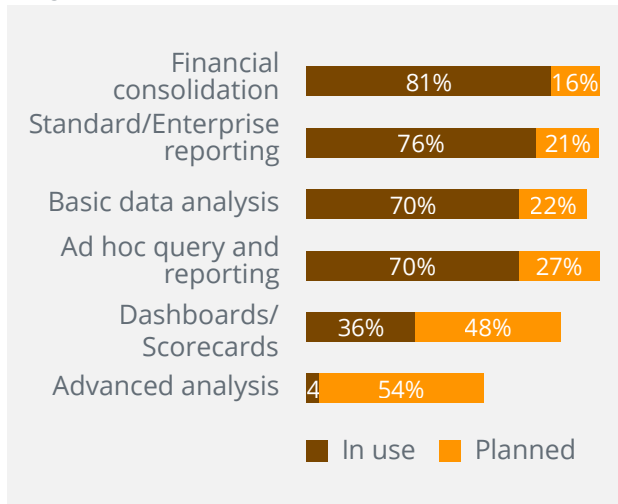For more information on the survey, visit The BI Survey website.

# User and Use Case Demographics

Besides planning, customers mainly use IDL for financial consolidation (81 percent), standard/enterprise reporting (76 percent), basic data analysis (70 percent) and ad hoc query and reporting (70 percent). 54 percent of respondents plan to use it for advanced analysis and 48 percent for dashboards/scorecards in the future. IDL targets mid-sized and large companies across all industries. 61 percent of our sample of IDL customers come from mid-sized companies (100-2,500 employees) with a median of 30 users (including 15 using planning functionality), but the mean of 61 users (34 for planning) indicates there are also some larger implementations. 57 percent of IDL users are planning users – just below the survey average of 66 percent – reflecting the fact that IDL is essentially a financial consolidation tool with complementary planning and analytics functionality.
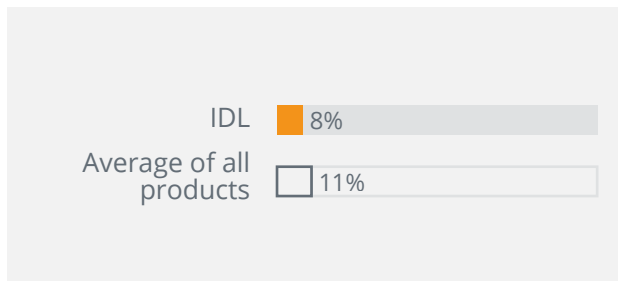
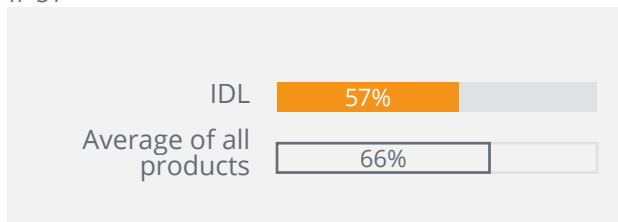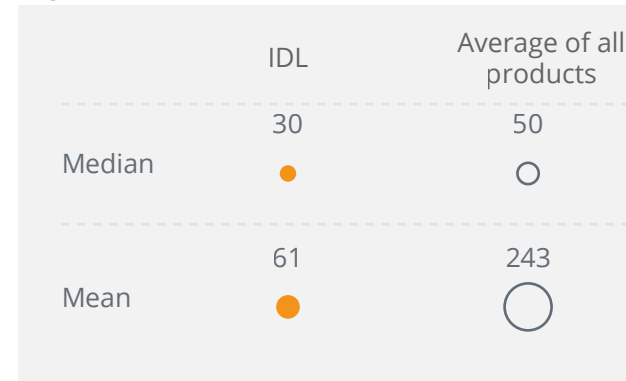## Current vs. planned use (besides planning)

*n=29*

| | In use | Planned |
|---|---|---|
| Financial consolidation | 81% | 16% |
| Standard/Enterprise reporting | 76% | 21% |
| Basic data analysis | 70% | 22% |
| Ad hoc query and reporting | 70% | 27% |
| Dashboards/Scorecards | 36% | 48% |
| Advanced analysis | 4 | 54% |

■ In use  ■ Planned

## Percentage of employees using IDL

*n=31*

| | |
|---|---|
| IDL | 8% |
| Average of all products | 11% |

## Planning users (as a percentage of all users)

*n=31*

| | |
|---|---|
| IDL | 57% |
| Average of all products | 66% |

## Total number of users per company

*n=31*

| | IDL | Average of all products |
|---|---|---|
| Median | 30 | 50 |
| Mean | 61 | 243 |

## Planning users per company

*n=31*

| | IDL | Average of all products |
|---|---|---|
| Median | 15 | 25 |
| Mean | 34 | 128 |
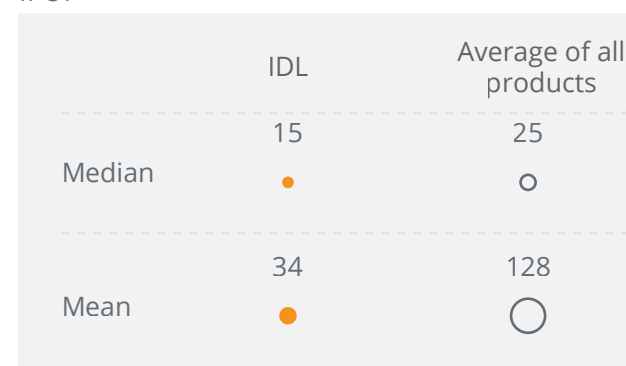
## Company size (employees)

*n=31*

| | |
|---|---|
| Less than 100 | 6% |
| 100 - 2500 | 61% |
| More than 2500 | 32% |
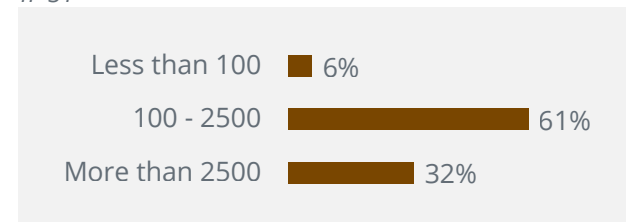
## Peer Groups and KPIs

### 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?

IDL - an insightsoftware company features in the following peer groups:

- Financial Performance Management Products

- Performance Management Specialists

- Midsize/Departmental Implementations

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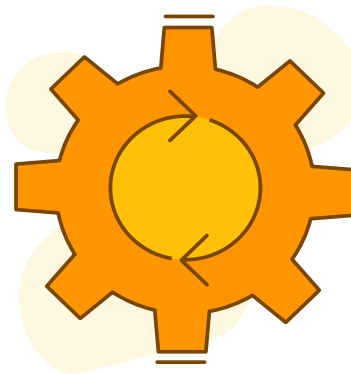
*Performance Management Specialists:* Performance management specialists are software vendors who focus solely on performance management and/or planning. Often, they have just one product in their portfolio.

*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.
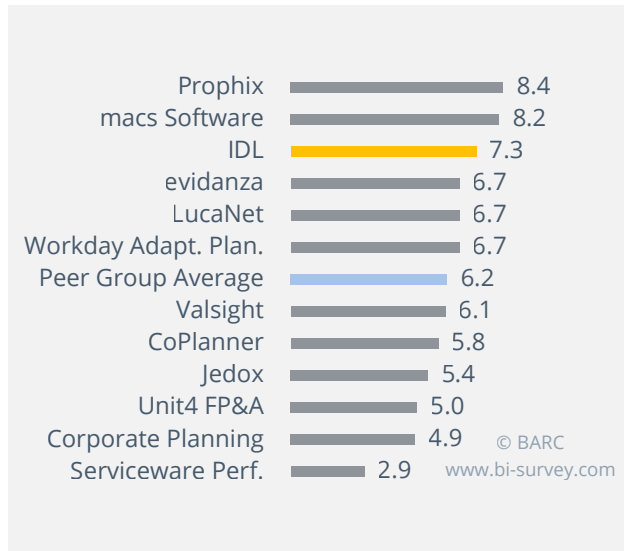
# Workflow



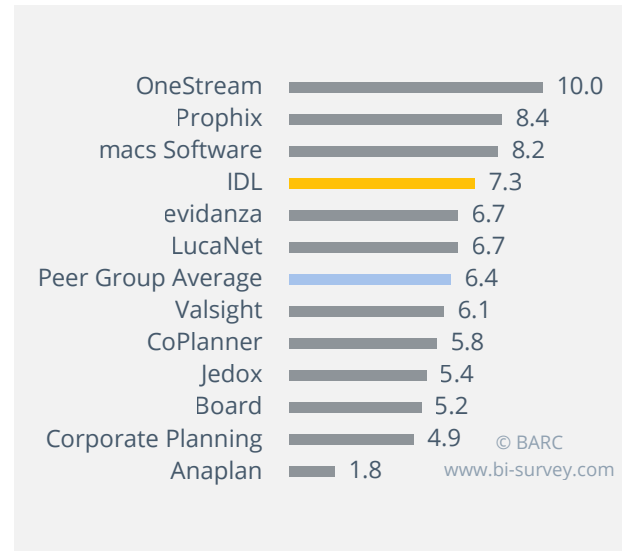This KPI measures user ratings of the product's workflow functionality.

## Workflow – Leader

*Peer Group: Midsize/Departmental Implementations*

| | |
|---|---|
| Prophix | 8.4 |
| macs Software | 8.2 |
| IDL | 7.3 |
| evidanza | 6.7 |
| LucaNet | 6.7 |
| Workday Adapt. Plan. | 6.7 |
| Peer Group Average | 6.2 |
| Valsight | 6.1 |
| CoPlanner | 5.8 |
| Jedox | 5.4 |
| Unit4 FP&A | 5.0 |
| Corporate Planning | 4.9 |
| Serviceware Perf. | 2.9 |

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## Workflow – Leader

*Peer Group: Performance Management Specialists*

| | |
|---|---|
| OneStream | 10.0 |
| Prophix | 8.4 |
| macs Software | 8.2 |
| IDL | 7.3 |
| evidanza | 6.7 |
| LucaNet | 6.7 |
| Peer Group Average | 6.4 |
| Valsight | 6.1 |
| CoPlanner | 5.8 |
| Jedox | 5.4 |
| Board | 5.2 |
| Corporate Planning | 4.9 |
| Anaplan | 1.8 |

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## Workflow – Leader

*Peer Group: Financial Performance Management Products*

| | |
|---|---|
| OneStream | 10.0 |
| CCH Tagetik | 9.6 |
| Prophix | 8.4 |
| IDL | 7.3 |
| LucaNet | 6.7 |
| Workday Adapt. Plan. | 6.7 |
| Oracle Cloud EPM | 6.1 |
| Peer Group Average | 6.0 |
| CoPlanner | 5.8 |
| Jedox | 5.4 |
| Board | 5.2 |
| Unit4 FP&A | 5.0 |
| Corporate Planning | 4.9 |
| SAP BPC | 1.7 |
| Infor d/EPM | 1.0 |

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## BARC Viewpoint

Comprehensive workflow functionality is a core concept in IDL and – given the product's leading 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, notifications, commenting of workflow steps, locking and unlocking, etc. Functionality for workflow management can be helpful to control and coordinate consecutive planning activities, particularly for decentralized bottom-up planning processes with lots of planners involved (e.g., sales or costs). Workflow functionality in IDL has significantly improved in recent releases. For example, it now leverages a new UI-optimized workflow editor which enables users to describe or comment workflows, tasks and activities.
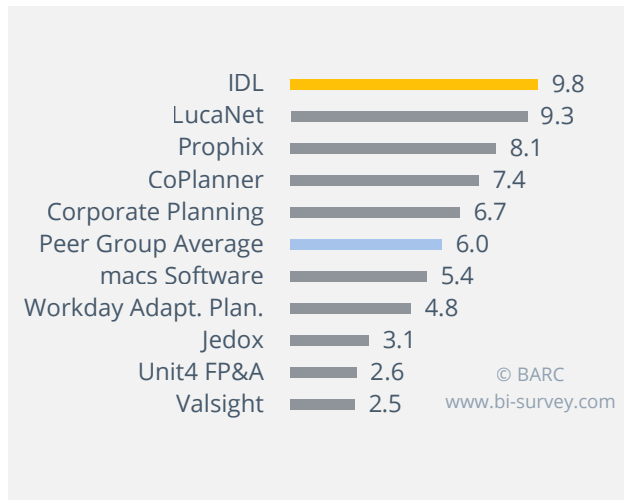
# Financial Consolidation
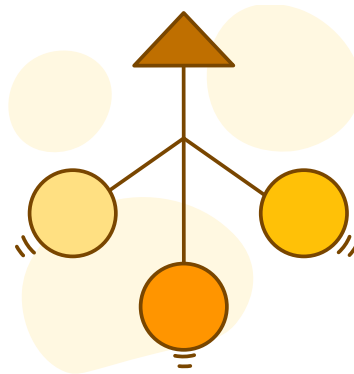


This KPI is based on how respondents rate the product's functionality to support legal consolidation (e.g., according to IFRS).

## Financial Consolidation – Top-ranked

*Peer Group: Midsize/Departmental Implementations*

| | |
|---|---|
| IDL | 9.8 |
| LucaNet | 9.3 |
| Prophix | 8.1 |
| CoPlanner | 7.4 |
| Corporate Planning | 6.7 |
| Peer Group Average | 6.0 |
| macs Software | 5.4 |
| Workday Adapt. Plan. | 4.8 |
| Jedox | 3.1 |
| Unit4 FP&A | 2.6 |
| Valsight | 2.5 |

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## Two top ranks in the last two years for *Financial Consolidation*

*Peer Group: Midsize/Departmental Implementations*

1. ⦿━━━━━━━⦿ **IDL**
2. ○ ── ○ LucaNet
3. ○ ╳ ○ Prophix
4. ○ ╳ ○ CoPlanner
5. ○ ╳ ○ Corporate Planning
6. ○ ╲ ○ macs Software
7. ○ Workday Adapt. Plan.
8. ○ Jedox
9. ○ Unit4 FP&A
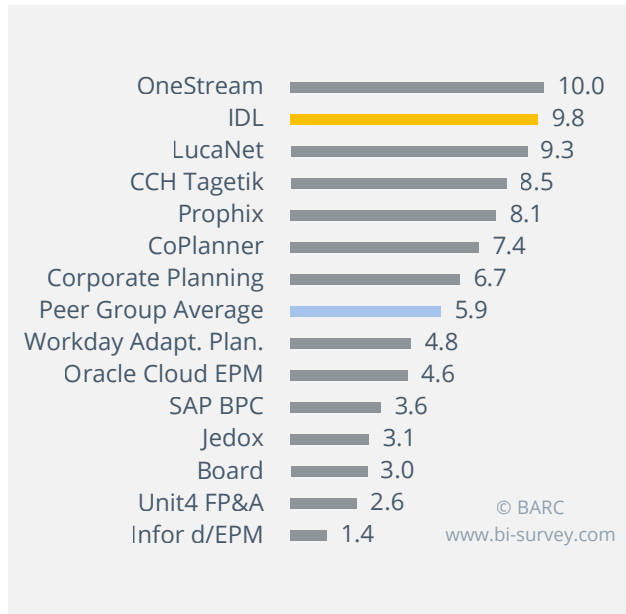10. ○ Valsight

20    21

## Financial Consolidation

### BARC Viewpoint

Functionality for financial consolidation is a core capability of IDL. 81 percent of customers in our sample use the platform for financial consolidation and 16 percent plan to do so in the future. IDL offers a business-user-friendly solution with comprehensive capabilities for legal consolidation (IDW PS 880 certified) as well as management consolidation. Extensive predefined business rules for financial management and consolidations of individual subsidiaries or at group level are available as standard in the solution. IDL provides a predefined data model with intertwined business rules for establishing a tight integration of financial consolidation and (financial) planning to create consolidated financial statements. Using the same logic, it is possible to compare planned versus actual data dynamically and also at group level. The Planning Survey results confirm that customers are highly satisfied with IDL's financial consolidation functionality, which is a key strength of the product. IDL is rated number one for *Financial Consolidation* in the *Midsize/Departmental Implementations* peer group and achieves leading ranks in its other peer groups.
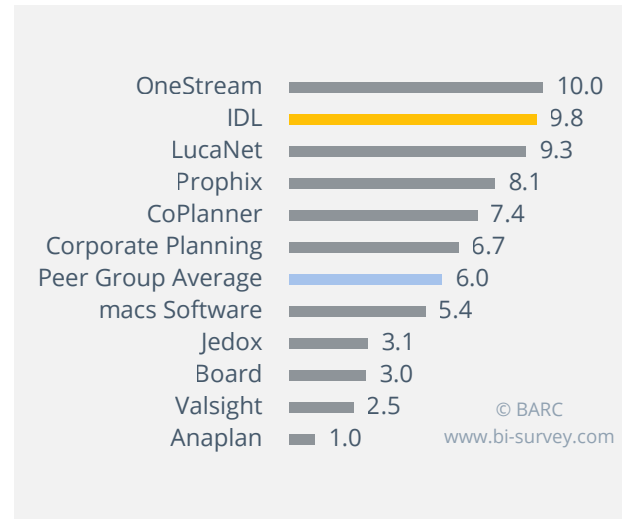
## Financial Consolidation – Leader
*Peer Group: Financial Performance Management Products*

| | |
|---|---|
| OneStream | 10.0 |
| IDL | 9.8 |
| LucaNet | 9.3 |
| CCH Tagetik | 8.5 |
| Prophix | 8.1 |
| CoPlanner | 7.4 |
| Corporate Planning | 6.7 |
| Peer Group Average | 5.9 |
| Workday Adapt. Plan. | 4.8 |
| Oracle Cloud EPM | 4.6 |
| SAP BPC | 3.6 |
| Jedox | 3.1 |
| Board | 3.0 |
| Unit4 FP&A | 2.6 |
| Infor d/EPM | 1.4 |

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## Financial Consolidation – Leader
*Peer Group: Performance Management Specialists*

| | |
|---|---|
| OneStream | 10.0 |
| IDL | 9.8 |
| LucaNet | 9.3 |
| Prophix | 8.1 |
| CoPlanner | 7.4 |
| Corporate Planning | 6.7 |
| Peer Group Average | 6.0 |
| macs Software | 5.4 |
| Jedox | 3.1 |
| Board | 3.0 |
| Valsight | 2.5 |
| Anaplan | 1.0 |

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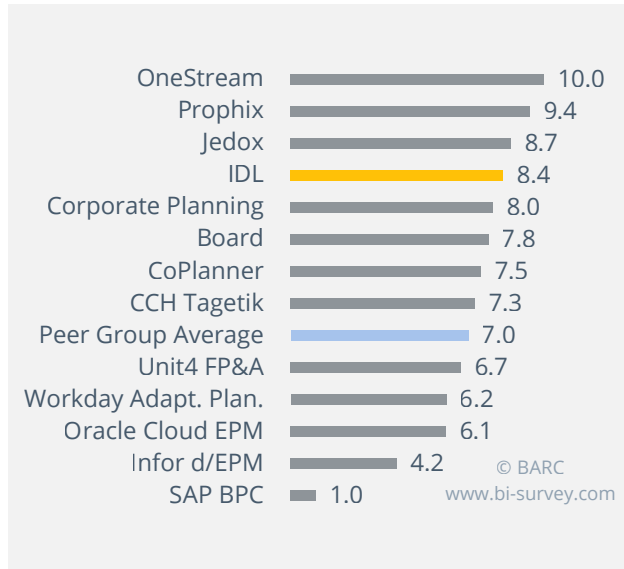
# Reporting/Analysis



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

## Reporting/Analysis – Leader
*Peer Group: Financial Performance Management Products*

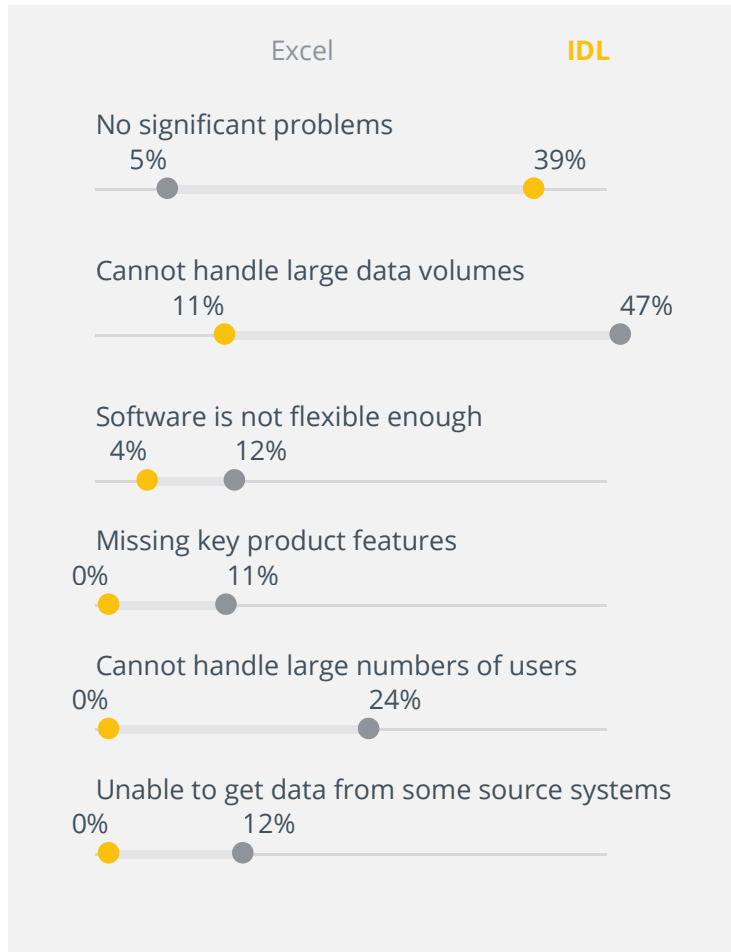| Product | Score |
|---|---|
| OneStream | 10.0 |
| Prophix | 9.4 |
| Jedox | 8.7 |
| IDL | 8.4 |
| Corporate Planning | 8.0 |
| Board | 7.8 |
| CoPlanner | 7.5 |
| CCH Tagetik | 7.3 |
| Peer Group Average | 7.0 |
| Unit4 FP&A | 6.7 |
| Workday Adapt. Plan. | 6.2 |
| Oracle Cloud EPM | 6.1 |
| Infor d/EPM | 4.2 |
| SAP BPC | 1.0 |

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**BARC Viewpoint**

In this year's Planning Survey, IDL is ranked as a leader for *Reporting/Analysis* in the *Financial Performance Management Products* peer group. IDL offers built-in reporting and analytics functionality for all internal and external reporting needs. IDL.DESIGNER is a user-friendly and web-based component for operational planning, ad hoc reports, OLAP analyses and dashboards. The product is a central component of the IDL reporting platform and complements the financial consolidation and financial planning modules with comprehensive functionality. Its modern tile interface and Windows look and feel provide a user-friendly environment for designing individual reports and analyses with custom layouts. Furthermore, IDL.PUBLISHER can be used to generate external business reports (disclosure management) as well as the corresponding management summaries. Additional applications for more specific reporting requirements are available such as country by country reporting (CbCR), financial reports in the European Single Electronic Format (ESEF) and e-balance filings according to the XBRL taxonomy.

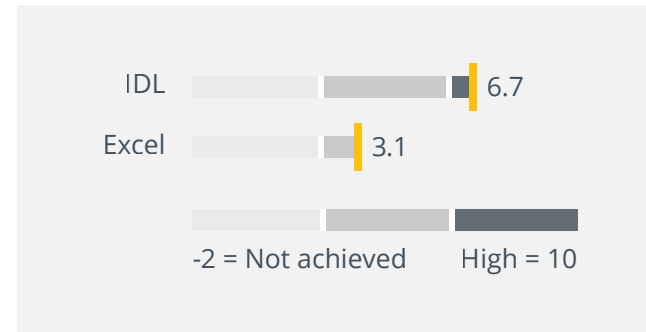# IDL - an insightsoftware company vs. Excel

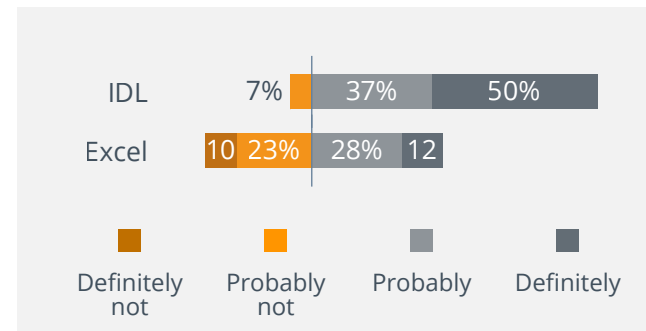## Problems encountered by IDL - an insightsoft-ware company and Excel users
*n=28/129*

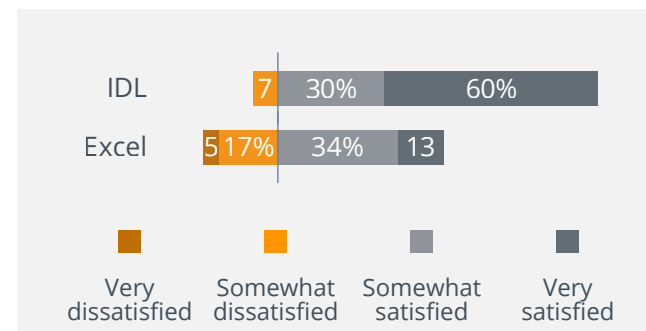| | Excel | IDL |
|---|---|---|
| No significant problems | 5% | 39% |
| Cannot handle large data volumes | 11% | 47% |
| Software is not flexible enough | 4% | 12% |
| Missing key product features | 0% | 11% |
| Cannot handle large numbers of users | 0% | 24% |
| Unable to get data from some source systems | 0% | 12% |

## Business Benefits Index*
*n=31/125*

IDL 6.7
Excel 3.1

-2 = Not achieved — High = 10

## Recommendation**
*n=31/126*

| | | | |
|---|---|---|---|
| IDL | 7% | 37% | 50% |
| Excel | 10 / 23% | 28% | 12 |

Definitely not — Probably not — Probably — Definitely

## Satisfaction level**
*n=31/127*

| | | | |
|---|---|---|---|
| IDL | 7 | 30% | 60% |
| Excel | 5 / 17% | 34% | 13 |

Very dissatisfied — Somewhat dissatisfied — Somewhat satisfied — Very satisfied

## IDL vs. Excel

## BARC Viewpoint

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. IDL 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 IDL software users. 39 percent of customers even report having no significant problems at all with the product. Business benefits regularly achieved with IDL software (and achieved more frequently than with Excel) include increased transparency of planning, improved integration of planning with reporting/analysis, improved integration of different sub-budgets and better quality of planning results. 87 percent of IDL users say they would definitely or probably recommend their planning product to other organizations, while 90 percent of respondents are 'somewhat satisfied' or 'very satisfied' with IDL.

\* 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

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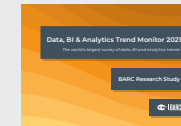
The BARC Data, BI and Analytics Trend Monitor 2021 reflects on the trends currently driving the BI and data management market from a user perspective. We asked close to 2,300 users, consultants and vendors for their views on the most important BI and analytics trends.

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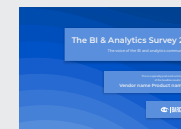
The BI & Analytics Survey 21 is the world's largest survey of business intelligence software users. Based on a sample of over 3,000 responses, it offers an unsurpassed level of user feedback on 33 leading products. Find out more at www.bi-survey.com

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