

Business Intelligence Tools

A PEEK INTO WHAT REAL USERS THINK

2015

IT Central Station helps tech professionals by providing...

A comprehensive list of enterprise level Business Intelligence Tools vendors.

A sample of real user reviews from tech professionals.

Specific information to help you choose the best vendor for your needs.

Disclaimer

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ABOUT IT CENTRAL STATION

User reviews, candid discussions, and more for enterprise technology professionals.

The Internet has completely changed the way we make buying decisions. We now use ratings and review sites to see what other real users think before we buy electronics, book a hotel, visit a doctor or choose a restaurant. But in the world of enterprise technology, most of the information online and in your inbox comes from vendors but what you really want is objective information from other users.

We created IT Central Station to provide technology professionals like you with a community platform to share information about enterprise software, applications, hardware and services.

We commit to offering user-contributed information that is valuable, objective and relevant. We protect your privacy by providing an environment where you can post anonymously and freely express your views. As a result, the community becomes a valuable resource, ensuring you get access to the right information and connect to the right people, whenever you need it.

Use IT Central Station to:

- Read and post reviews of vendors and products
- Request or share information about functionality, quality, and pricing
- Contact real users with relevant product experience
- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendors

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ABOUT THIS REPORT























This report is comprised of a comprehensive list of enterprise level server virtualization software vendors. We have also included several real user reviews posted on ITCentralStation.com. The reviewers of these products have been validated as real users based on their LinkedIn profiles to ensure that they provide reliable opinions and not those of product vendors.
























IMPORTANT NOTICE

Did you find this whitepaper helpful? At IT Central Station, our philosophy is “Give to Get”. Our active community and unbiased reviews are made possible by your participation and as such, we ask that you share your expertise with us as well. Please email reviews@itcentralstation.com and one of our community managers will be in touch with you shortly. You can choose to review anonymously or not and your company name will not be included in the review.

If you found this report and/or the reviews on IT Central Station useful, we would greatly appreciate your participation in giving back to our community.

VENDOR (BY RANKING)		SOLUTION	
	QlikView	QlikView	Rating: 8.66 (84 reviews)
	Tableau	Tableau	Rating: 8.9 (90 reviews)
	Microsoft	Microsoft BI	Rating: 9.0 (88 reviews)
	IBM	Cognos	Rating: 8.56 (51 reviews)
	MicroStrategy	Microstrategy	Rating: 8.82 (74 reviews)
	SAP	Business Objects	Rating: 7.1 (78 reviews)
	Entrinsik	Entrinsik Informer	Rating: 8.94 (17 reviews)
	Pentaho	Pentaho	Rating: 8.08 (38 reviews)
	Oracle	OBIEE	Rating: 7.6 (28 reviews)
	Sisense	Sisense	Rating: 9.6 (48 reviews)
	SAP	Crystal Reports	Rating: 8.14 (13 reviews)
	Zoho	Zoho Reports	Rating: 8.76 (8 reviews)
	Panorama Software	Panorama Necto	Rating: 8.42 (7 reviews)
	TIBCO	Spotfire	Rating: 8.34 (17 reviews)
	Windward	Windward	Rating: 8.16 (6 reviews)
	BIME Analytics	BIME	Rating: 10.0 (8 reviews)
	IBM	Cognos TM1	Rating: 10.0 (9 reviews)
	Logi Analytics	Logi Info	Rating: 9.0 (19 reviews)
	Verix	Verix	Rating: 10.0 (8 reviews)
	SAS	SAS Visual Analytics	Rating: 8.0 (10 reviews)

	Information Builders	WebFOCUS	Rating: 10.0 (7 reviews)
	ClicData	ClicData	Rating: 8.5 (3 reviews)
	IBM	Cognos Express	Rating: 7.5 (3 reviews)
	Jaspersoft	Jaspersoft	Rating: 8.0 (6 reviews)
	SpagoBI	SpagoBI	Rating: 8.0 (6 reviews)
	Bitam	Artus	Rating: 9.0 (1 reviews)
	Teradata	Data Lab	(1 reviews)
	Actuate	e.Report	(1 reviews)
	Oracle	Essbase	Rating: 8.0 (3 reviews)
	GoodData	GoodData	(1 reviews)
	icCube	icCube	Rating: 10.0 (3 reviews)
	Yellowfin	Yellowfin	Rating: 10.0 (2 reviews)
	adjust	adjust	(1 reviews)
	Alteryx	Alteryx	
	arcplan	arcplan	
	Ayasdi	Ayasdi	
	BellaDati	BellaDati	
	Birst	Birst	
	Actuate	BIRT	
	BOARD International	BOARD	
	Bottlenose	Bottlenose	
	ColdLight	ColdLight	
	DataBricks	DataBricks	

	DataRPM	DataRPM
	Decisyon	Decisyon
	Domo	Domo
	Dundas Data Visualization	Dundas Dashboard
	eMite	eMite
	MID GmbH	Innovator
	Insightsquared	InsightSquared
	Interana	Interana
	iVEDiX	iVEDiX
	Jinfony Software	JReport
	Klipfolio	Klipfolio
	Lavastorm Analytics	Lavastorm Analytics Platform
	Magnitude Software	Noetix
	Numerify	Numerify
	Opera Solutions	Opera Solutions
	RapidMiner	RapidMiner
	Roambi	Roambi
	Rocket Software	Rocket
	Rosslyn Analytics	Rosslyn Analytics
	Salient Management Company	Salient
	Targit	Targit BI Suite
	ThoughtSpot	ThoughtSpot
	Trove	Trove



Viewics

Viewics



XLCubed

XLCubed



Zoomdata

Zoomdata

Business Intelligence Tools

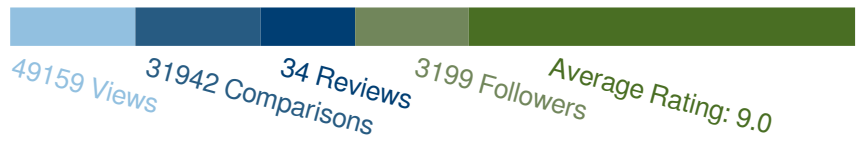
According to the IT Central Station community, the most important buying criteria for BI tools are scalability and performance, usability and UI, ease of development, and mobile/cloud based customization. An effective BI solution should be able to access any data source and provide capabilities for internal and external users from the same platform, as well as provide better integration with other systems (e.g. CRM, ERP). **Read more »**

Top Business Intelligence Tools Vendors

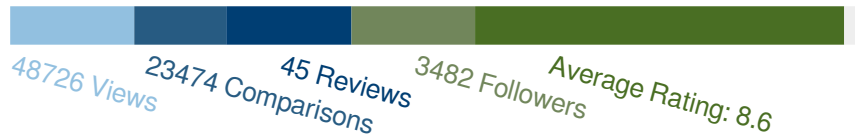
Over 73,637 professionals have used IT Central Station research on enterprise tech solutions. Here are the top Business Intelligence Tools vendors based on product reviews, ratings, and comparisons. All reviews and ratings are from real users, validated by our triple authentication process.



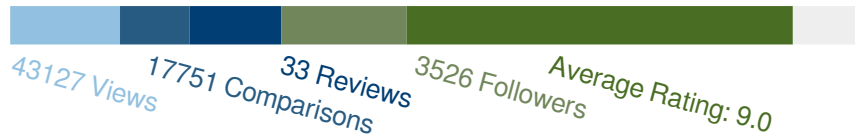
1. Tableau



2. QlikView



3. Microsoft BI



4. Microstrategy



5. Cognos

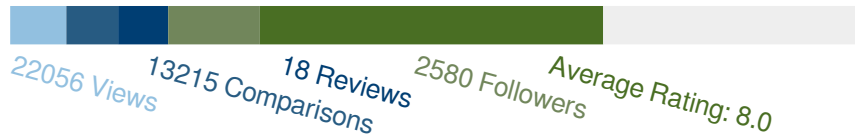


6. Sisense





7. Pentaho



8. OBIEE



9. Business Objects



10. BIME



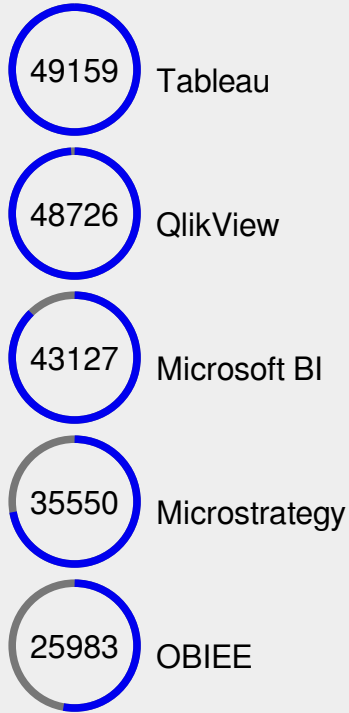
Chart Key

- Views:** Number of total page views
- Comparisons:** Number of times compared to another product
- Reviews:** Total number of reviews on IT Central Station
- Followers:** Number of followers on IT Central Station
- Average Rating:** Average rating based on reviews

The total ranking of a product (i.e. bar length) is based on a weighted aggregate ranking of that product's Views (weighting factor = 17.5%), Comparisons (17.5%), Reviews (17.5%), Followers (17.5%), and Average Rating (30%).

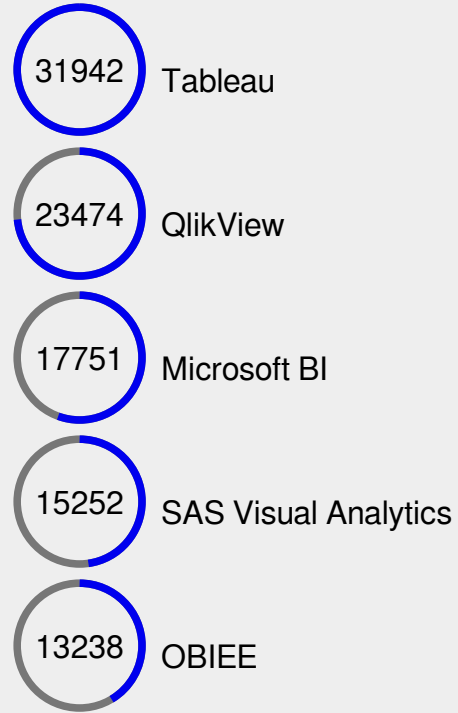
TOP 5

Based on Views



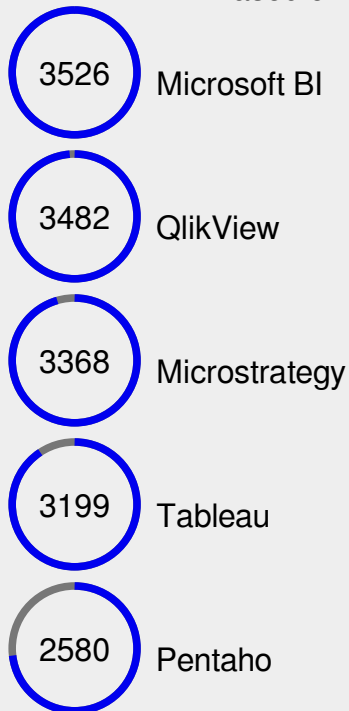
TOP 5

Based on Views of Comparisons



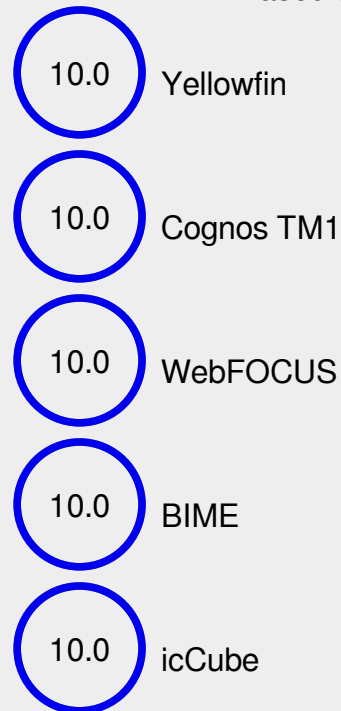
TOP 5

Based on Followers



TOP 5

Based on Rating



QlikView

Vendor: QlikView



Overview: QlikView is an all-encompassing Business Intelligence tool that allows you to keep tabs on all of your business-related information in a clean, clear, and easy to access database that is intuitive to build and simple to navigate. It is ideal for business owners who wish to improve overall output by creating the most productive system possible.

Sample Customers: Canon, Gatorade, Amcor, Panasonic, Fila, Cambridge University Hospitals, Global Retail Bank, North Yorkshire Police department, Lanoo Group Publishers, and AonGroep Nederland.

Pricing Information: **Personal Edition** - This is for a single user only to input and access data indiscriminately.

Free

Named User License - This allows you to connect as many individual users as you like to the network.

☒\$1350 USD/user

Document License - This allows one named user to access one document.

☒\$350 USD/name used, per document

Concurrent License - This license allows multiple users to access the information.

\$15000 USD/concurrent user

Top Comparisons:*	Microsoft BI vs. QlikView	Compared 11% of the time.
	Microstrategy vs. QlikView	Compared 10% of the time.
	SAS Visual Analytics vs. QlikView	Compared 9% of the time.

Top Industries:*	Financial Services Firm	21%
	Manufacturing Company	8%
	Transportation Company	7%
	Media Company	7%

Company Size:*	1-500 Employees	27%
	500-5000 Employees	36%
	5000+ Employees	37%

* Data is based on the aggregate profiles of IT Central Station Users researching this solution.

QLIKVIEW REVIEW BY A REAL USER



Pablo Parnisari *Verified by IT Central Station*
BI Expert at a tech services company with 1-500 employees

Valuable Features:

As a BI professional sometimes you have to tackle projects with poor or no documentation at all, just the datasources and some vague requirements. In QlikView it is quite easy build up a first data model (dimensional or not) and use the first stage to understand the entities and relations between it and the business. From there you can explore the business, understand the users real requirements and needs and improve the model with a few changes, without much effort. This is because Qlikview has a very flexible and short cycle of development in each iteration.

For the user QlikView is a wonderful tool of data discovery, providing powerful tools to navigate easily between a sea of data in an intuitive, easy, and clear way, allowing them to go from facts to KPI and vice versa.

Improvements to My Organization:

Qlikview can be used both as an advanced reporting tool as well as an BI KPI tool, becoming the base for continuous process improvements. In general the benefits of the tool become clear at the early development stage when the user is challenged to input clearly his ideas, problems and needs and that will affect the process in which he participates. Typically in a second iteration the key user will ask for a new release more oriented to advanced KPIs rather than just reports. This is a direct consequence of the process making things clearer and evolving. So the main value supplied by Qlikview is to reduce uncertainty, make the participants question, discover, interact with each other, and eventually improve the process. Properly used should function as an improvement catalyst for the processes involved.

Room for Improvement:

It is well know that the ETL is quite far away from leading products like Data Stagem Informatica and others. Currently Qliktech is working on this problem with Expressor, a powerful graphic dataflow tool. Another area is the licensing scheme, which leaves out many SMO. To remedy this and try to stop the eruption of third parties (e.g: Tableau), QlikTech launched Qlik Sense, although the future is unclear and there may be a possible merge of the two branches (Qlik Sense + QlikView). Finally QlikTech, since release 10/11, leaves the development of new graphic charts to the community with mixed results.

Use of Solution:

I have using it for the last five years, since 2010 at least.

WHAT REAL USERS ARE SAYING...

"ETL is quite far away from other leading products. Qlikview excels in data discovery."

"Best In Memory Tool"

"We now have set up and shared dashboards across our services. Not all the features are available for Mac users."

"It's easy to use but more graphics and dashboard support would be an improvement."

"Needs more support for collaboration. Extremely powerful for data analysis."

"The SME server edition doesn't include a deploy tool but it's a really good package for management reporting purposes."

Deployment Issues:

The deployment of the dashboards, in the simplest scenario, is so easy you just drop a unique file (qvw extension) in the published folder and the solution appears into the main web page that works like an index of all solutions: the access point.

Stability Issues:

The product has great stability although in some circumstances, especially if it is low in resources or the reload process encounters some kind of dead lock while extracting the data from the DB, it could/will result in the shutdown of the service. The good news is the automatic behavior: I never saw corrupted data or unstable behavior, just restart the service / reload and all works well again.

Scalability Issues:

The product is designed to scale both horizontally and vertically. Some organizations which have servers and dashboards that handle until 30 Tb of data have had some issues that finally have been addressed by the support service of QlikTech.

Customer Service:

The customer service is provided by the local reseller and is fine. We have mainly used it to get the new releases and some support during the installation.

Technical Support:

The technical support in my country is provided by the master reseller and it looks good even when they have to pass the case to Qliktech to figure-out the problem and find a solution. In this last case it can be somewhat delayed because these cases needed to reach the top levels of the service.

Previous Solutions:

I have used (and still use) Microsoft BI: SSISm SSAS and SSRS. The productivity level of QlikView is quite superior, whilst Microsoft licensing scheme is really better, specially when there are large number of users and a lot of SQL licences deployed making it (MS) much cheaper.

Initial Setup:

The initial setup was absolutely seamless and the only requirement for a successful deploy is a little training to the users, not only about how to use QlikView, but what can be done with QlikView, giving them the initial spark.

Implementation Team:

In general the vendors which I have worked with were very well qualified, although not very inclined to share information easily.

ROI:

This question is hard to answer because except for a few cases its impossible to measure how the project (not the tool) improves the results of the organization. Such measures are available at the organizational level, but it is difficult to quantify the proportion of the contribution from one tool to a whole process.

Setup Cost:

The start cost is around of US \$25.000 and the annual royalties are around 20% that includes customer and technical support and upgrades.

Alternate Solutions:

I have evaluated Tableau and Microstrategy. The first one is too basic (wonderful if you are a final user). The second one: extremely complex, just for very large organizations and large IT teams.

Other Advice:

Think seriously about the possible population of users, how it will grow-up, and check the licensing cost and its limitations.

QLIKVIEW REVIEW BY A REAL USER



Vijay Kumar Dhiraj *Verified by IT Central Station*
AVP at a financial services firm with 5000+ employees

Valuable Features:

Our business finds this tool very impressive, particularly the drill down to nth level is very good.

Improvements to My Organization:

Yes. we were using BO previously and it took a long time to track particular trade details. In QlikView we get trade level data in seconds.

Room for Improvement:

Yes, Drag and drop of controls. Some geographical charts.

Use of Solution:

I've been using this tool for 4.5 years

Deployment Issues:

None.

Stability Issues:

None as of now.

Scalability Issues:

Sometimes it creates problem when many users log in at same time, but this also depends on your RAM capacity.

Tableau

Vendor: Tableau



Overview: Tableau is a BI-focused software company that produces a wide range of interactive visualization tools that help businesses analyze large quantities of data in a quick, intuitive, and user-friendly way.

Sample Customers: Tableau customers include Accenture, Adobe, Amazon.com, Bank of America, Charles Schwab, Citigroup, Coca-Cola Company, Cornell University, Dell, Deloitte, Duke University, eBay, Exxon Mobil, Fannie Mae, Ferrari, French Red Cross, Goldman Sachs, Google, the Government of Canada, HP, Intel, Johns Hopkins Hospital, Macy's, Merck, the New York Times, PayPal, Pfizer, the US Army, the US Air Force, Skype, and Walmart.

Pricing Information: Tableau features five major products, each with its own pricing solution.

Tableau Desktop: - A drag-and-drop desktop program that allows users to quickly analyze, sort, and visualize big data in record time. (Pricing: Professional edition - \$1,999 per user, first year; \$399 per year thereafter. Personal edition - \$999 per user, first year; \$199 per year thereafter)

Tableau Server: - Browser-based analytics with an interactive dashboard. Shareable, usable BI available for desktop and mobile use.

Tableau Online: - The hosted version of Tableau Server, enabling users to share live, interactive dashboards within the company as well as with partners and customers. (Pricing: \$500-\$1,000 per user, per year)

Tableau Reader: - A free PC app that enables sharing of data visualization created with Tableau Desktop. (Pricing: Free)

Tableau Public: - Website enhancement with interactive data storytelling. No programming necessary to create, publish, or share visualizations. (Pricing: Free)

Top Comparisons:*	SAS Visual Analytics vs. Tableau	Compared 17% of the time.
	Cognos vs. Tableau	Compared 11% of the time.
	OBIEE vs. Tableau	Compared 11% of the time.

Top Industries:*	Financial Services Firm	22%
	Transportation Company	7%
	Energy/Utilities Company	6%
	Manufacturing Company	6%

Company Size:*	1-500 Employees	31%
	500-5000 Employees	35%
	5000+ Employees	34%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

TABLEAU REVIEW BY A REAL USER



Jonathan Friesen *Verified by IT Central Station*
User at a energy/utilities company with 500-5000 employees

Valuable Features:

Easily visualize data.

Improvements to My Organization:

I'm able to prototype charts/dashboards in hours vs days or weeks with other tools (mainly Excel). Doesn't require me to think about the level of aggregation that I'm going to need as it deals with large data sets. Blends disparate datasets together which is awesome for plan vs actual reports where the data is a two different levels of granularity.

Room for Improvement:

Needs a metadata solution plus some enhanced ETL functionality.

Use of Solution:

12 months

Stability Issues:

None.

Previous Solutions:

Moving from Excel. Used to work at BOBJ but I haven't used their tools in while. We're going with Tableau right now because it works for our dept and we could get it working quickly and without an enormously long and expensive project to get IT involvement.

Initial Setup:

Very easy to build with a rudimentary understanding of databases and data.

Implementation Team:

We're doing a bit of guerilla BI using internal resources.

WHAT REAL USERS ARE SAYING...

"Fast and easy data exploration that needs a fast DB or storing in proprietary format"

"Easily the most user-friendly (particularly for non-technical users) BI Tool I've ever used."

"I would like to see some additional calculation functions but no one has come close to unseating Tableau"

"Helps understand data in seconds with lower cost."

"Fantastic visualizations & dashboarding capability but some basic ETL functionality will do a world of good"

"It has rich graphics but the processing speed could be improved."

Setup Cost:

So far we're just using the Tableau Desktop, so just the licenses for that. The Reader is free to deploy.

Other Advice:

Our clients, from senior managers through field managers, have been very happy with the reports that we're producing for them.

TABLEAU REVIEW BY A REAL USER



BIExpert221 *Verified by IT Central Station*
BI Expert at a financial services firm with 500-5000 employees

Valuable Features:

Extraordinary ease of use, easier to use than any competitor product I've used in 15 years or so I've worked on MI/BI.

Improvements to My Organization:

Speed of data discovery and accelerated our ability to remodel our data and improve our existing ETL processes.

Room for Improvement:

Expansion of number of visualisations, as well as potential for straight to dashboard function, rather than design individual visualisation – these are, however, genuinely not priority to amend.

Use of Solution:

~2 years

Deployment Issues:

This was a Proof of Concept rather than full roll-out.

Stability Issues:

No, but important to note it was PoC.

Scalability Issues:

No, but important to note it was PoC.

Customer Service:

Excellent.

Technical Support:

Exceptional, probably the best user community I've ever seen in nearly 15 years of working in MI/BI/Analytical roles.

Previous Solutions:

Currently use an alternative provider, looking to switch to a newer more empowering piece of software, an alternative to Tableau was selected at a Global CIO level.

Initial Setup:

Extremely simple. Download a package, enter a key post purchase and that's it. Very easy.

Implementation Team:

Vendor team – they had (and indeed have) significant knowledge of the product and continue to share best practice tips and knowledge through their e-publications.

Setup Cost:

Standard software license cost to setup initially and an optional maintenance fee which include version upgrades. On balance, the costs of software balance nicely against the user experience because you probably wouldn't need to spend a great deal on training as the product is straightforward to use.

Alternate Solutions:

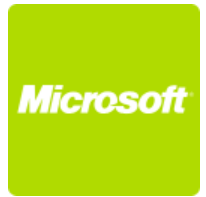
Evaluated numerous different BI tools, including but not restricted to Cognos, Jaspersoft, Pentaho, Tibco Spotfire.

Other Advice:

Assess the scalability using the Server set up, engage users of the tool independently through the Tableau Community for their ideas and advice on the pro's and con's of the tool. Even the biggest evangelists will be honest enough to tell you where it doesn't meet their expectations.

Microsoft BI

Vendor: Microsoft



Overview: Microsoft BI is a business intelligence solution that turns data into insightful and useful business information that is relevant to all levels of the business.

Microsoft BI combines familiar Microsoft tools - Office, SharePoint, and SQL server, with extra features for end-users, such as Power View and Power Pivot. This powerful product gives businesses a competitive advantage by allowing end-users to better analyze their data, collaborate and better present their data.

Sample Customers: Konica Minolta, Klout, Mahindra Satyam, The Weather Channel, Argus, Credit Suisse, NCR, and Sysmex.

Top Comparisons:*	QlikView vs. Microsoft BI	Compared 14% of the time.
	Tableau vs. Microsoft BI	Compared 11% of the time.
	SAS Visual Analytics vs. Microsoft BI	Compared 9% of the time.

Top Industries:*	Financial Services Firm	20%
	Comms Service Provider	8%
	University	7%
	Government	7%

Company Size:*	1-500 Employees	21%
	500-5000 Employees	31%
	5000+ Employees	48%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

MICROSOFT BI REVIEW BY A REAL USER



Omar Djaiz *Verified by IT Central Station*
Microsoft BI Consultant at a tech consulting company with
1-500 employees

Valuable Features:

Data Integration and Cleansing & Warehousing are the most valuable

Room for Improvement:

End-user tools such as Excel is not good enough for all business scenarios.

Use of Solution:

8 years

Deployment Issues:

There are some issues with 2005/2008 releases, but most of them were fixed starting with 2012 release

Stability Issues:

Sometimes in the starting few months of every new release.

Scalability Issues:

There are some problems with huge chunks of data. Some of these can be addressed with appropriate hardware appliances and a lot of tweaking.

Previous Solutions:

I do work on projects to switch clients to MS BI usually due to its attractive pricing and tight integration with MS Office suite. Also the learning curve for users is flattened due to their fluency with Excel.

Initial Setup:

MS products are great but security is always a concern to make the whole ecosystem work smoothly. The latest BI suite is tightly integrated with SharePoint which is great; but the set-up process and deployment is still painful.

WHAT REAL USERS ARE SAYING...

"Good product for End Users but there are some problems with huge chunks of data."

"This is the most compatible solution for medium sized organization but the robustness of the stack could be improved"

"Despite vague error messages, some functions were cut down from 90 seconds to about less than one second"

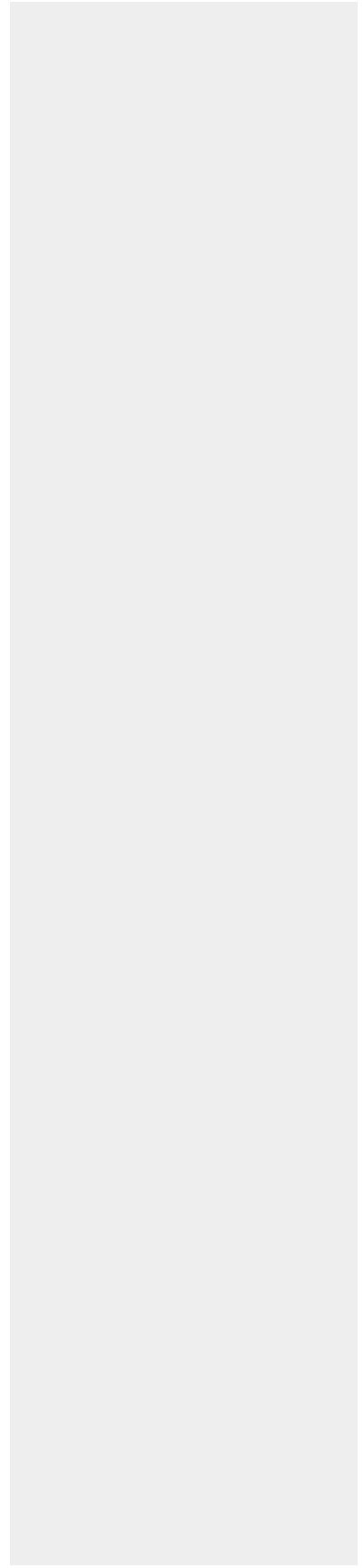
"Very stable tool with some improvements needed in SSIS"

"Excel in BI mode provides an excellent approach to the BI world for end users"

"Great wizard that is valuable in designing and implementing complex queries"

Other Advice:

Have knowledgeable people to make the right choices for you.



MICROSOFT BI REVIEW BY A REAL USER



Ravi Madhavaram *Verified by IT Central Station*

Database Analyst at a tech services company with 5000+ employees

Valuable Features:

The integration tool in Microsoft BI stack is one of the best in terms of understanding and together with the script component can make most data imports pretty simple and accurate. Also, the ease of use of the product.

Improvements to My Organization:

Prior to using the Microsoft BI stack the organization was using a lot of Access and Excel applications which became cumbersome as the organization grew. These tools helped us to streamline the reports and data integration.

Room for Improvement:

The robustness of the stack could be improved as it fails when we import/extract large amounts of data.

Use of Solution:

Four and a half years.

Deployment Issues:

No issues encountered.

Stability Issues:

Yes, when the volume of data is large.

Scalability Issues:

Yes.

Customer Service:

Excellent with online social help and customer care from Microsoft.

Technical Support:

There is a lot of room for improvement in technical support.

Previous Solutions:

I used other reporting platforms along with the Microsoft BI stack, but never switched.

Initial Setup:

The initial setup is pretty simple for most starting users.

Implementation Team:

It was an in house implementation.

ROI:

Very high, as it is a very cost effective application compared to any BI tools in the market.

Setup Cost:

It is setup by the organization, so I am not sure about the exact cost and renewal cost.

Alternate Solutions:

No, I did not have an opportunity to do any evaluations.

Other Advice:

It is a great, cost effective solution if the size of the organization is only medium and easy to use and cost of finding a resource is low.

Cognos

Vendor: IBM



Overview: Cognos Software is IBM's Business Intelligence and Performance Management solution, offering BI, strategy management, financial performance, and data analytics applications. Cognos caters to all levels in an organization with products designed for individuals, workgroups, departments, mid-size companies, and big enterprises.

Sample Customers: More than 23,000 leading organizations across multiple industries use Cognos. Some examples of Cognos customers include BMW Financial Services, Quinte Health Care, Troy Corporation, Michigan State University, and GKN Land System.

Top Comparisons:*	Tableau vs. Cognos	Compared 34% of the time.
	Pentaho vs. Cognos	Compared 6% of the time.
	Crystal Reports vs. Cognos	Compared 6% of the time.

Top Industries:*	Financial Services Firm	34%
	Manufacturing Company	9%
	Energy/Utilities Company	9%
	Insurance Company	6%

Company Size:*	1-500 Employees	16%
	500-5000 Employees	24%
	5000+ Employees	61%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

COGNOS REVIEW BY A REAL USER



BIDev655 *Verified by IT Central Station*

BI (Cognos) Developer at a pharma/biotech company with 500-5000 employees

Valuable Features:

Jobs

Schedules

Auditing

Report Studio

Improvements to My Organization:

Cognos gives a consistent single source answer for many users to retrieve easily. It allows for prompted value, so many questions can be answered.

Room for Improvement:

Auditing the SQL to determine if there are any particularly slow points. Also allowing jobs to send email notification when complete with links to all the reports within the email.

Use of Solution:

Seven years.

Deployment Issues:

There are always some errors, but typically user errors.

Stability Issues:

It is pretty stable, but bad queries can cause problems.

Scalability Issues:

No issues encountered.

WHAT REAL USERS ARE SAYING...

"Report Studio is a valuable feature but would be better with the ability to audit the SQL"

"A good mix of abilities for reporting but ability to manage source code & environment deployment needs work"

"Initial setup can be straightforward but expertise is needed to fully benefit from the capabilities of Cognos. "

"Framework Manager is the best Metadata Modeling Tool but we have to restart the mobile server everyday"

"Despite IIS configuration being more complex than it should be you will not regret implementing Cognos"

"Go for it but get training first"

Customer Service:

6/10 as they usually get back quickly but rarely have a solution.

Technical Support:

6/10

Previous Solutions:

I used MicroStrategy before, but I changed jobs because Cognos is a bigger company and would have more job opportunities.

Initial Setup:

It is pretty straightforward. It doesn't take an expert to set up, but consultants will try to make it seem more complex than it is.

Implementation Team:

We used a vendor team. They talked a good game, but I would rate them at a 6/10.

ROI:

Don't know, but it's not cheap.

Other Advice:

It's not as good a MicroStrategy for data analysis, but better for static reporting.

COGNOS REVIEW BY A REAL USER



Architect781 *Verified by IT Central Station*

Solution Architect at a tech services company with 1-500 employees

Valuable Features:

Good mix of abilities for reporting for both technical and non-technical users.

Improvements to My Organization:

Dashboarding presentations of key metrics.

Room for Improvement:

Ability to easily manage source code and environment deployment

Pricing model is frequently changing and hard to manage

Maintenance fees were based on a percentage of the base cost, not the discounted price we paid which was a surprise the first year

Use of Solution:

Five years - Cognos BI 8 and 10

Deployment Issues:

Because the configuration options are wide, there are typically minor issues with an installation.

Stability Issues:

Not once it is configured correctly.

Scalability Issues:

No issues encountered.

Customer Service:

6 out of 10.

Technical Support:

6 out of 10.

Previous Solutions:

Previous solution was built on an old technology and updates continue to be built over the same engine rather than an updated technology. Caused issues with programming.

Initial Setup:

Complex, many options and variations available which is both good and bad.

Implementation Team:

Through a vendor. Very good expertise.

Alternate Solutions:

Brief evaluation of other products, selection was based on discounted pricing at year end and high rating from Gartner.

Other Advice:

If you don't have staff with previous experience in this product, it's worth engaging a partner you help you with installation and configuration options, training and early implementation.

Microstrategy

Vendor: MicroStrategy



Overview: MicroStrategy, Inc. is a publicly traded business intelligence (BI) software provider with offices in 28 countries around the world, including San Francisco, New York, Tokyo, Dubai, London, Paris, Warsaw, and Milan.

MicroStrategy provides organizations and companies with BI, cloud-based services, and software platforms for mobile and social intelligence apps. With MicroStrategy services and products, customers can analyze data (inventory, sales data, and payroll figures), generate integrated reports, develop mobile apps, and make important business decisions based on information from Excel files, Hadoop frameworks, and data warehouses.

Sample Customers: Allstate Insurance, Barneys New York, Boston Children's Hospital, Buenos Aires Department of the Treasury, Campbell Soup Company, DHL, eBay, eHarmony, Facebook, Four Seasons Hotels Inc., Godiva, Hard Rock International, LinkedIn, Netflix, Pfizer, SECO (Swiss Government Unemployment Agency), Starbucks, Texas A&M University, Thomson Reuters Markets, US House of Representatives, and the US Postal Service.

Pricing Information: **MicroStrategy Analytics Platform:-** Comprehensive analytics platform. (Pricing: varies)

MicroStrategy Mobile:- A quick and cost-efficient way to build custom, code-free mobile apps that will mobilize important data from your desktop into the mobile workforce. (Pricing: \$550 to \$2,000 per user)

Usher:- A mobile identity platform that increases enterprise safety and security by rendering digital badges to validate the credentials and identity of mobile users. (Pricing: Free)

MicroStrategy Analytics Desktop:- A quick, visual analytics tool used to analyze data in a self-service, user-friendly manner. (Pricing: Free)

MicroStrategy Analytics Express:- A software-as-a-service (SAAS) solution that enables users to execute analytical activity (design documents, deliver individualized data, create custom interfaces, publish data to mobile users) in a self-service manner. (Pricing: Free)

Top Comparisons:*	QlikView vs. Microstrategy	Compared 20% of the time.
	Microsoft BI vs. Microstrategy	Compared 11% of the time.
	Business Objects vs. Microstrategy	Compared 10% of the time.

Top Industries:*	Financial Services Firm	20%
	Media Company	8%
	Manufacturing Company	7%
	Retailer	6%

Company Size:*	1-500 Employees	17%
	500-5000 Employees	35%
	5000+ Employees	49%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

MICROSTRATEGY REVIEW BY A REAL USER



Scott Mitchell *Verified by IT Central Station*
Director of BI / Solution Architect at a tech services
company with 1-500 employees

Valuable Features:

Valuable features include advanced SQL Engine, Reusable Metadata, Data Exploration/Viz, Production Grade Report/Dashboard Automation, Mobile, Integration with rich SDK/API, and In Memory BI high performance.

Improvements to My Organization:

Made self-service BI/Data Exploration possible for the end-user.

Room for Improvement:

Simplified development tools.

Removing Flash from web interfaces

Use of Solution:

I have been using this solution for 18 years.

Deployment Issues:

No, very easy to install and manage environment.

Stability Issues:

No issues with stability.

Scalability Issues:

No, highly scalable on all sizes of data and platforms.

Customer Service:

4 out of 5 – they have great tech support but are sometimes challenging to work with on contracts and pricing.

WHAT REAL USERS ARE SAYING...

"There are many niche players that may excel, but if you need to push the boundaries MicroStrategy is a leader."

"A full BI solution for any size/industry organization."

"Transaction Services is a good feature which I'm looking forward to seeing improve."

"The product supports a broad range of analysis styles, but it struggles with schemas other than star or snowflake. "

"Data access could be improved but I find the totality of the product to be the best in the business"

"One stop solution for a complete BI suite"

Technical Support:

5 out of 5 – they go above and beyond to resolve or enhance their product.

Previous Solutions:

I have worked with many other solutions but keep choosing MicroStrategy whenever the requirements are complex. There are many niche players that may excel in certain specific areas but if you need to push the boundaries and have a complete BI solution that is not focused in a niche such as data visualization then MicroStrategy is a leader that should be considered.

Initial Setup:

You need to understand the platform but once you have this understanding the installation is very straightforward.

Implementation Team:

Internal/Off-shore vendor (Infocepts – 5 out of 5 off-shore vendor founded by ex-MicroStrategy employees).

ROI:

It is providing both internal and external reporting for the business that was not previously possible. The first external reporting solution was delivered in less than 1 month of development.

Setup Cost:

\$150k for a single CPU of web/iserver capacity. Currently all development/administration is supported by a single off-shore developer at a rate of \$35/hr. The new pricing model has allowed for simplified web user pricing allowing all web functionality to be available to all users.

Alternate Solutions:

We evaluated Tableau, QlikView, Cognos, BO, SSRS?MS Power BI, OBIEE, TIBCO.

Other Advice:

If your BI requirements are complex and require significant integration into internal applications this can be achieved using MicroStrategy and the SDK but the appropriate skilled resources will be required throughout the implementation. Do not expect to be successful just throwing a java developer at the SDK work who has no previous experience with the MicroStrategy SDK.

MICROSTRATEGY REVIEW BY A REAL USER



Alexander Milshtein *Verified by IT Central Station*
MicroStrategy Expert with 15 years at Strategy BI Consulting

Valuable Features:

Centralized

Object oriented

Meta Data

Improvements to My Organization:

All business data available to analyse in acceptable time and form with no extra efforts.

Room for Improvement:

Visualisation will improved in the next version.

Use of Solution:

15 Years

Stability Issues:

No

Scalability Issues:

No

Customer Service:

Good

Technical Support:

Good enough

Previous Solutions:

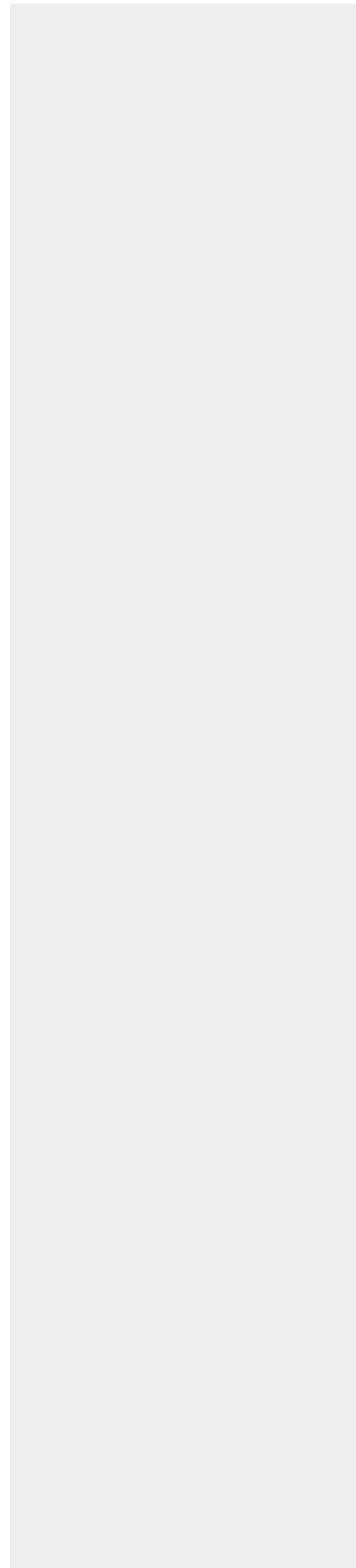
MS OLAP and SAP BW.

ROI:

High

Alternate Solutions:

OBIEE, MS OLAP, Cognos, Tableau, QlikView



Business Objects

Vendor: SAP



Overview: Business Objects is SAP's Business Intelligence solution, which is comprised of a number of different solution modules. Business Objects puts reliable, real-time and relevant business information at your fingertips, enabling you to have clearer insight into your business and helping you make informed and quick business decisions.

Business Objects is deployed simply and cost-effectively, making optimal use of existing IT resources and infrastructure.

Sample Customers: SRAM, Kennametal, Fairfax Water, British American Tobacco, Velux, and FedEx.

Top Comparisons:*	OBIEE vs. Business Objects	Compared 14% of the time.
	Tableau vs. Business Objects	Compared 14% of the time.
	QlikView vs. Business Objects	Compared 13% of the time.

Top Industries:*	Financial Services Firm	18%
	Healthcare Company	12%
	Manufacturing Company	10%
	Energy/Utilities Company	9%

Company Size:*	1-500 Employees	21%
	500-5000 Employees	27%
	5000+ Employees	52%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

BUSINESS OBJECTS REVIEW BY A REAL USER



Fundoo_BI_007 *Verified by IT Central Station*
Senior Manager - BI Head at a tech company with 5000+ employees

Valuable Features:

1. SAP BO/BI

Enterprise scalability

Security

Ease of use

Semantic layer

2. Tableau

Visualization

Data discovery

Turnaround time

3. IBM Cognos

Enterprise scalability

Security

In-memory feature

4. MS BI - Flexibility

5. Pentaho - Open source but still enterprise grade

6. QlikView

Data visualization

Turnaround time.

7. OBIEE

Enterprise security

WHAT REAL USERS ARE SAYING...

"Comparison of SAP BO, Tableau, QlikView, Cognos, Microsoft, OBIEE and Pentaho"

"The product works well, but is only as good as the servers it uses."

"Web intelligence is valuable but SAP patch methodology is horrific"

"LifeCycle manager needs more stability but Web Intelligence for its ad-hoc ability is a valuable feature"

"Sometimes we've encountered bugs, but able to get critical analysis in a fraction of time and run the business better."

"Bottom Line: Get the data foundation in shape first prior to implementing a reporting tool."

Semantic model

Room for Improvement:

1. SAP BO/BI

Visualization

2. Tableau

Scalability

3. IBM Cognos

Ease of use

4. MS BI

Visualization

Ease of use

5. Pentaho

Ease of use

Semantic layer

6. QlikView

Scalability

7. OBIEE

Visualization

Database connectivities

Use of Solution:

I have used SAP for almost 12 years

Tableau - Rate 6/10 overall but 9/10 for visualization. I have used it for three years

IBM Cognos - Rate 7/10 and I have used it for three years

MS BI - Rate 5/10 and I have used it for two years

Pentaho - Rate 5/10 and I have used it for over five years

QlikView- Rate 7/10 and I have used it for two years

OBIEE - Rate 7/10 and I have used it for five years

Customer Service:

SAP BO/BI - Below average

Tableau - Good

IBM Cognos - Average

MS BI - Average

Pentaho - Average

QlikView - Above average

OBIEE - Average

Technical Support:

SAP BO/BI - Below average

Tableau - Good

IBM Cognos - Average

MS BI - Average

Pentaho - Average

QlikView - Above average

OBIEE - Average

Other Advice:

There is no perfect solution or one size fits all. Be clear on the requirements that you are trying to meet with the tools and solutions and do a POC and thorough evaluation. Also most of the time a single vendor works better than using best of the breed solution.

BUSINESS OBJECTS REVIEW BY A REAL USER



BizObsDev065 *Verified by IT Central Station*

Business Objects Developer at a aerospace/defense firm with 1-500 employees

Valuable Features:

Being able to utilize a connection to the database with a semantic layer, so it can be modified if needed to fit a particular need. The Universe does this quite well and allows for business names to be used in place of the cryptic database name.

Improvements to My Organization:

Instead of downloading the information into a spreadsheet or something similar, you can now develop the graphs and drilldown, drillup needs for the different departments in an easy to use and functional method.

Room for Improvement:

The development of the Design Studio to be ready for prime time. It is pretty well ready now just needs a few points finished to make it completely ready.

Use of Solution:

I have used this solution in different areas for about 17 years

Deployment Issues:

A few, these were related mainly to the development team not realizing how much data they actually had.

Stability Issues:

Not really, there have been a few hiccups but that was mainly due to bandwidth since we have a centralized location for the servers now.

Scalability Issues:

No issues with scalability.

Customer Service:

For SAP it's not too bad, would always like to have it better of course.

Technical Support:

Very good.

Previous Solutions:

We used Cognos however the price was getting too prohibitive, and it was time for a change.

Initial Setup:

Fairly straightforward but, not as easy as the vendor made it sound. As with most things it was not just a flip of the switch.

Implementation Team:

We used a mix of both in-house and vendor teams.

Other Advice:

Take time to realize how much data you will be processing and how many users you will have, this will help you to scale the needs to the product. The product works well, but is only as good as the servers it uses.

Entrinsik Informer

Vendor: Entrinsik



Overview: Informer creates a web-based business intelligence, data discovery environment providing technical and non-technical users with immediate access to data from multiple sources.

Used by over 1500 customers, Informer's powerful web-based query engine and user-friendly interface provides flexible ad-hoc reporting, visualization and analysis based on real-time data blended from disparate data sources. With dashboards, Informer can quickly turn real-time information into departmental visualizations that monitor critical performance indicators.

Informer achieved high rankings in world's largest independent survey of business intelligence users, The BI Survey 14. Contact us today for a FREE 30 day trial.

Take a tour of Informer at <http://www.entrinsik.com/informer/#tour>.

Sample Customers: SugarCRM, Elon University, North Carolina Community College System, American University, American Museum of Natural History, New York Botanical Gardens, BP North America, Campbell University, Carnegie Museum of Pittsburgh, Linux Foundation, Julliard, Lake County Sheriff's Office, Raleigh Police Department, Loyola University, R & R Insurance, Schoolcraft College, Texas A&M, Two Rivers Insurance Company, University of Alabama, Advanced Medial Transport, Texas Title

Pricing Information: Based on number of users, database licenses. Email sales@entrinsik.com for a quote.

Top Comparisons:*	QlikView vs. Entrinsik Informer	Compared 20% of the time.
	Microsoft BI vs. Entrinsik Informer	Compared 12% of the time.
	Tableau vs. Entrinsik Informer	Compared 11% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

ENTRINSIK INFORMER REVIEW BY A REAL USER



Mark Baker *Verified by IT Central Station*
Co-Founder at a tech services company with 1-500 employees

Valuable Features:

The user interface is intuitive and simple. I rarely have to ask for help from IT to use this software.

The ability to create custom scripts in Java is wonderful and though I know very little Java I still find this useful to have this flexibility.

The forum is helpful, especially for finding Java code that I can use or modify for my needs.

Improvements to My Organization:

The Live Excel feature is a wonderful tool. It has allowed me to automate many reports that I used to run over and over and let the end-users be able to run them whenever they want on their own. They love not having to come back to me to ask for the same data, but for a new term. With Live Excels they can just enter the new value and the report refreshes with live data.

Room for Improvement:

There are some features that are available in Informer that aren't available in the Live Excel documents that are created. It would be nice to have the ability to have all the feature in the Live Excel documents.

Use of Solution:

3 years

Deployment Issues:

This is not my area of expertise as I did not deploy this software, but as far as I know I have not heard of any issues.

Stability Issues:

No, the system runs very reliably and is stable 99% of the time. Whenever there do seem to be interruptions they seem to be more related to our network issues rather than any fault of the software itself.

WHAT REAL USERS ARE SAYING...

"A workhorse for reporting that is intuitive and user friendly."

"Super reporting tool in interfacing with Community Colleges."

"Great Tool for a busy IT department, easy to use and implement."

"Very User Friendly"

"Great Product. I have so much more to learn."

"Informer is easy to setup, easy to use, and our users love it."

Scalability Issues:

This is not my area of expertise as I am not the software administrator, but as far as I know I have not heard of any issues.

Customer Service:

They have been great the few times I needed to check with them. I have not had to contact them very often so this also is a testimony to the quality of product that Informer is.

Technical Support:

They have been great the few times I needed to check with them. I have not had to contact them very often so this also is a testimony to the quality of product that Informer is.

Previous Solutions:

I was used to using TELNET (colon prompt) for all my reporting before we adopted Informer. At first, the graphic user interface seemed slower and more cumbersome, but over time I've realized that tools like the Live Excels and the ability to connect between different files in the database seamlessly make up more than enough for the slower graphic user interface instead of a command prompt.

Other Advice:

Entrisik Informer is a great solution. As an end user and heavy report writer I find it useful and intuitive. Compared to other solutions I have used in the past, I find Informer to be the best. I couldn't imagine doing my work without this great tool!

ENTRINSIK INFORMER REVIEW BY A REAL USER



thomas palombo *Verified by IT Central Station*
Business & Applications Analyst at a university with 1-500 employees

Valuable Features:

Packaging tool lets you share report designs easily and efficiently.

Versatile in report design with script writing capability.

Improvements to My Organization:

Normally programs can take as long as 6 weeks during its review and approval of new release packages to the Colleges.

The Informer product allows the easy flow in the approval process especially with the incorporation of the Import and Export Packaging feature. This packaging feature allows for a developer within one environment to share their reports to other developers in a different mapping of files and fields environment. Saving time and possibility of errors during conversion.

Room for Improvement:

The use of computer columns created locally will not work in the logic but does work in the reports columns. More attention to how it can work in both places can be improved.

Use of Solution:

2 years

Deployment Issues:

Minimum deployment issues have been encountered or in my experience while work this this particular application.

Stability Issues:

Minimum stability issues have been encountered or in my experience while work this this particular application.

Scalability Issues:

Minimum scalability issues have been encountered or in my experience while work this this particular application.

Customer Service:

Good customer service. Even better Community Forum and training services while work this this particular application.

Technical Support:

Very Good Technical Support with both on-site and webinar training classes available while work this this particular application.

Previous Solutions:

Can not comment on this piece of the product. I work for the Community College Systems office and all parts of application purchase and installation performed by upper management.

Initial Setup:

Can not comment on this piece of the product. I work for the Community College Systems office and all parts of application purchase and installation performed by upper management.

Implementation Team:

Can not comment on this piece of the product. I work for the Community College Systems office and all parts of application purchase and installation performed by upper management.

ROI:

Can not comment on this piece of the product. I work for the Community College Systems office and all parts of application purchase and installation performed by upper management.

Setup Cost:

Can not comment on this piece of the product. I work for the Community College Systems office and all parts of application purchase and installation performed by upper management.

Alternate Solutions:

Can not comment on this piece of the product. I work for the Community College Systems office and all parts of application purchase and installation performed by upper management.

Other Advice:

I have use the software for 2 years and enjoy the versatility and ease. I work for the Community College Systems office and can not comment and a couple of your questions but in my years of IT experience this product (in my opinion) rates high.

Pentaho

Vendor: Pentaho



Overview: Pentaho is an open source business intelligence company that provides a wide range of tools to help their customers better manage their businesses. These tools include data integration software, mining tools, dashboard applications, online analytical processing options, and more.

Pentaho has two product categories: There is the standard enterprise version. This is the product that comes directly from Pentaho itself with all of the benefits, features, and programs that come along with a paid application such as analysis services, dashboard design, and interactive reporting.

The alternative is an open source version, which the public is permitted to add to and tweak the product. This solution has its advantages, aside from the fact that it is free, in that there are many more people working on the project to improve its quality and breadth of functionality.

Sample Customers: Cargo 2000 Lufthansa, Marketo, ModCloth, Cardiac Science, Telefonica, ExactTarget, Active Broadband Networks, and Brussels Airport.

Top Comparisons:*	SpagoBI vs. Pentaho	Compared 20% of the time.
	Tableau vs. Pentaho	Compared 18% of the time.
	QlikView vs. Pentaho	Compared 9% of the time.

Top Industries:*	Manufacturing Company	11%
	Transportation Company	9%
	Financial Services Firm	8%
	Media Company	7%

Company Size:*	1-500 Employees	34%
	500-5000 Employees	34%
	5000+ Employees	33%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

PENTAHO REVIEW BY A REAL USER



Alexandre Santos *Verified by IT Central Station*
IT Manager at a transportation company with 1-500 employees

Valuable Features:

Pentaho Data Integration (PDI).

Pentaho Analysis Services

Pentaho Reporting

Improvements to My Organization:

We developed Sales's and HR's datamarts. So nowadays, managers of these departments can have quick and flexible response with them. I think it was an improvement, because in the past each new analyses demanded IT resources, taking time, and this doesn't occur nowadays. The final users have much more freedom to discover the information they need.

Room for Improvement:

I think that Pentaho can improve a lot its UI interface and its tool for dashboard maintenance.

Use of Solution:

2 years

Deployment Issues:

I think the most complex are the solutions with the most hardcore implementations. Pentaho could invest more to make the life of developers' easier.

Stability Issues:

Yes, once in a while, we have to face a unexpected problem that takes us time to overcome. And it causes problems with user's satisfaction.

Scalability Issues:

No. I think the choice for Pentaho was right for my company. It fits very well for our purpose, which was demonstrate to the directors the power of BI for the business. But, now there is a perception of the benefits, and the company is become bigger. Perhaps, in the near future, I can evaluate other options, even Pentaho EE.

WHAT REAL USERS ARE SAYING...

"In terms of functionality, they're not growing as fast as other companies. It's good for showing the need for BI."

"With the help of the Data Analysis tool, decisions are very easy but Data Mining needs improvement"

"The initial setup of the tool is very simple and the product is fairly simple."

"Creating your own plugin is very easy with Pentaho"

"Working on poverty alleviation in Indonesia, this tool has improved the ability of policy makers to make good decisions."

"A few steps in PDI can be fine tuned, but has enabled our clients and their users to make calculated decisions. "

Customer Service:

My company has a procedure to evaluate all of our suppliers and we have questions about promptness, level of expertise, pre-sale and post-sale, effectiveness and efficiency.

Technical Support:

7 out of 10

Previous Solutions:

Yes, when I started with Pentaho in 2011 I already had worked in another company that had Cognos BI Suite as a BI solution.

Initial Setup:

The initial setup was straightforward. The setup was done by my team, which had no expertise with the Pentaho BI Suite. In 2 days, I was presented with the first dashboards.

Implementation Team:

I implemented my first Pentaho project with a vendor team, which help us a lot, but its level of expertise could be better. In the middle of the project, we had some delays related to doubts which had to be clarified by Pentaho's professionals.

ROI:

The ROI of this product is good, because in little time you can have the first's outputs. But it's not excellent if compared with other BI solutions, like QlikView or Tableau.

Setup Cost:

My original setup cost for the first project was \$30,000 and the final cost was about \$35,000.

Alternate Solutions:

Yes. Cognos, Microstrategy and Jaspersoft.

Other Advice:

For me, Pentaho is not growing in terms of functionality, as fast as other companies in the same segment. The UI falls short and for more complex solutions, it's necessary to have good developers. However, being an Open Source solution, I think it allows IT departments to show with low investment the importance of BI for the company.

PENTAHO REVIEW BY A REAL USER



Rushikesh Nasare *Verified by IT Central Station*
Senior Software Engineer - BI at a tech services company
with 500-5000 employees

Valuable Features:

The ability to maintain historical data.

Improvements to My Organization:

For decision purposes, it serves the information to managers so they can make proper decisions using the data. With the help of the Data Analysis tool, decisions are very easy.

Room for Improvement:

Populating Cube

Data Mining

Use of Solution:

Four months.

Deployment Issues:

Yes we did.

Stability Issues:

No issues encountered.

Scalability Issues:

No issues encountered.

Customer Service:

9 out of 10.

Technical Support:

7 out of 10.

Previous Solutions:

No previous solution used.

Initial Setup:

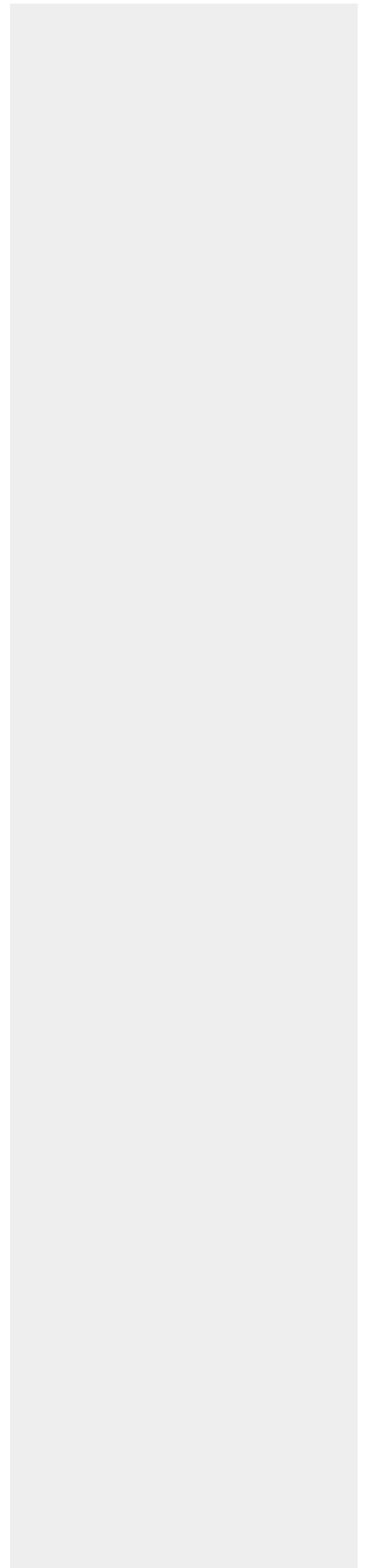
It was complex to set-up.

Implementation Team:

We implemented it through a vendor and I would rate them 9/10.

Alternate Solutions:

We also looked at Talend.



OBIEE

Vendor: Oracle



Overview: OBIEE is a multifaceted network of tools that can create amore fluid and better-integrated data flow for your business. This service isactually a platform that is made up of six individual elements, rather than asingle tool with multiple features. These services include: presentationcatalog, BI presentation service, BI scheduler service, BI server service,administration client, and metadata repository.

The purpose of the OBIEE is to have an entire system for allof your enterprising needs. The various tools within the suite can take yourdata, organize it, analyze it and then glean the pertinent information from it,sending it on to the relevant parties who can then use it for metrics, patternanalysis, and future projections. The essence of the platform is to integrateyour current IT together with their tools in order to give you the overall bestreturn on investment with minimal fiscal obligations.

Sample Customers: Banca Transilvania, BeckmanCoulter, Hong Kong Housing Society, HealthShare, Ivanhoe Cambridge Unifies, andHome Credit, and Finance Bank.

Top Comparisons:*

Tableau vs. OBIEE	Compared 26% of the time.
QlikView vs. OBIEE	Compared 15% of the time.
Microsoft BI vs. OBIEE	Compared 12% of the time.

Top Industries:*

Financial Services Firm	23%
Energy/Utilities Company	9%
Transportation Company	9%
Government	9%

Company Size:*

1-500 Employees	16%
500-5000 Employees	32%
5000+ Employees	52%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

OBIEE REVIEW BY A REAL USER



SrFinance3457 *Verified by IT Central Station*

Senior Finance Associate at a insurance company with 500-5000 employees

Valuable Features:

The features of OBIEE most important to me and my organization are Interactive Dashboards, Ad-hoc Analysis & Enterprise Reporting. We also extensively use the Repository services to create Data layers.

Improvements to My Organization:

We have created various standard reports which are used extensively in my organization and help us to save upon duplication and data errors. OBIEE has also helped my organization to consolidate all the sources of data and create conformity between the data and hierarchy of all the sources.

Room for Improvement:

One of the major areas for improvement on this product is that it should be made friendlier to the end user. Also, there should be a functionality added where we can provide a comprehensive user guide on the report itself rather than outside the dashboard.

Being a Business Intelligence Suite it provides some best in class features on paper, but after working upon its implementation in my organization for past year, I have understood that it has various technical limitations.

Use of Solution:

I've used OBIEE 11g for one year and was trained for six months by Oracle and Internal Trainings.

Deployment Issues:

As my organization works in the BFSI sector, the size of data that our systems produce every day is immense. I feel OBIEE is still not able to fully handle that amount of data and that creates deployment issues.

Stability Issues:

The overall OBIEE architecture is quiet stable. Although, we have faced issues infrequently where the application has crashed.

WHAT REAL USERS ARE SAYING...

"It provides some best in class features on paper, but it has various technical limitations."

"A very good, stable and reliable product with more report views needed"

"Dashboard capability and enterprise level security are valuable but end users can't change their password on their own."

"Exalytics and OBIEE, size does matter!"

"Comprehensive BI tools, but lacks support for deploying multiple RPD on one BI server, direct access to RPD schema or model layers."

"Dashboards, semantic modeling are great. But needs improvement with visualizations and mobile."

Scalability Issues:

OBIEE is very scalable and can handle a large number of users simultaneously. Although, it gets slower on heavy usage on a lot of machines.

Customer Service:

I would rate the Customer Service for OBIEE from Oracle support team at 8/10. They are quite good at responding to the queries.

Technical Support:

I would rate the Technical Support for OBIEE from Oracle support team at 6/10. A lot of times they would just ask to update to the latest version when asked for a specific functionality.

Previous Solutions:

Previously we were using Peoplesoft based Nvision reports. The major reason for switching to OBIEE was that it was not a complete BI solution. Also, Oracle had stopped the support for Peoplesoft which made it more vulnerable.

Implementation Team:

We had a mix of vendor team and in-house resources and both teams were working simultaneously. The vendor team worked well at the time of initial setup but recently we decided to roll off the majority of the vendor resources because of cost concerns.

Alternate Solutions:

We did evaluate other options such as Cognos, SAP BO. As all our database architecture is based on Oracle Based technologies such as Essbase, Hyperion etc, we went on to implement Oracle BI.

OBIEE REVIEW BY A REAL USER



Yazan Shadid *Verified by IT Central Station*
BI Expert at a consultancy with 1-500 employees

Valuable Features:

Powerful, interactive and high performance reports and dashboards.

Room for Improvement:

More reports views and enhance user interactivity.

Use of Solution:

Around 6 years, previously 10g but now 11g.

Deployment Issues:

If you use Arabic reports names in the default reports path on windows you will face "Path too long" problem because all names are encrypted in hexadecimal format.

Stability Issues:

Immediate shutdown for services may crash the system.

Scalability Issues:

No issues encountered.

Previous Solutions:

No

Initial Setup:

Straightforward set-up.

Alternate Solutions:

No.

Other Advice:

Go ahead it is a very good, stable and reliable product.

Sisense

Vendor: Sisense



Overview: Sisense is a business intelligence (BI) software that provides analytic solutions and market insights for small to enterprise-level businesses. Sisense is one of only a few fully-functioning BI software systems that let non-technologically inclined users combine multiple data sets, customize dashboards, generate data visualizations, and share them with other users. This web-based BI solution unifies data into one centralized location without the use of hardware or IT departments. Its data visualization features include a variety of widgets, such as line charts to determine trends and pie charts for clear comparison of findings, which allow users to uncover insights. Sisense's advanced monitoring capabilities are crucial for experiencing business data in real-time as the most up-to-date information is reflected in the dashboard and available for immediate use. Another feature of Sisense is its collaboration tools which allow report accessing, monitoring, and sharing _ without downloading the file. Its mobile capabilities include dashboard checks, data insight access, and push notifications. Wix, a leading cloud-based web development platform, chose Sisense because of its customizable dashboard and scalability. Wix grew from a small start-up company to a reputable business with thousands of users and millions of websites. In order to continue to expand, it needed a software that would allow the company to derive insight based on behavioral data and to generate reports in real-time. It selected Sisense as its BI solution and Wix is now able to react quickly to market trends and to customize reporting based on the particular data needed.

Sample Customers: Ebay, WIX, Wave Accounting, ESPN.com, Magellan Luxury Hotel, Paylogic, Sony, Merck, EDA, One Hour Translation, NASA, Plastic Jungle, Philips, Yahoo

Top Comparisons:*	Tableau vs. Sisense	Compared 20% of the time.
	Microsoft BI vs. Sisense	Compared 11% of the time.
	QlikView vs. Sisense	Compared 11% of the time.

Top Industries:*	Manufacturing Company	10%
	Financial Services Firm	9%
	Software R&D Company	9%
	Transportation Company	8%

Company Size:*	1-500 Employees	42%
	500-5000 Employees	23%
	5000+ Employees	35%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

SISENSE REVIEW BY A REAL USER



Isaac Ndereba *Verified by IT Central Station*
Techno-Functional Consultant at a tech consulting
company with 1-500 employees

Valuable Features:

The most valuable feature is the ability to combine multiple/disparate data sources into one and derive intelligence from them. Also, the ability to easily visualize the data-sets via Sisense studio is a key feature.

Improvements to My Organization:

The client we have deployed this for is now able to easily make decisions based on the visualizations from this BI solution. Top Executive Management is able to make decisions without necessarily relying on reports from the mid-level management. This has greatly improved the ability to make decisions based on trends from the past by making projections to the future.

Room for Improvement:

The ability to handle larger data sets, tables in the hundreds of millions of rows range.

Use of Solution:

Two years.

Deployment Issues:

No, the process for deployment was straightforward especially with the older version V4. However, IMO, the new v5 which is purely web-based has a lot of optimizations in order to be equal to or better the previous version. This has greatly hindered our upgrade to the newer version as some of the most obvious features are missing.

Stability Issues:

Yes. We have encountered some issues especially as far as importation of data is concerned. Sometimes the platform works great, but other times, it's a drag and users are always on our necks to speed it up.

Scalability Issues:

Yes, as the number of rows or volume of data has increased over the past two years, the querying time has been gradually increasing and this has impacted user productivity.

WHAT REAL USERS ARE SAYING...

"You can easily make decisions based on the visualizations however the ability to handle larger data sets needs work"

"Very good product, would recommend in the future."

Customer Service:

Satisfactory, with opportunity to improve. Some issues are speedily handled, however, others take forever to be taken care of and communication is sometimes lacking.

Technical Support:

Adequate. The team of engineers are adequately skilled to deal with whatever we throw at them.

Previous Solutions:

No previous solution used.

Initial Setup:

The initial setup was straightforward. The installation process was very clear; it was/is very clear what one needs to do for the product to work or to derive the maximum use from it. Proper documentation has helped a great deal.

Implementation Team:

Vendor team; 9/10. They were adequately skilled to provide the solution.

Alternate Solutions:

Yes, other products such as QlikView & Tableau.

Other Advice:

You should have adequate SQL skills as this will come in handy. Else, prepare to have some fun slicing and dicing data.

SISENSE REVIEW BY A REAL USER



RonSNunes *Verified by IT Central Station*

Infrastructure Expert at a tech services company with 5000+ employees

Valuable Features:

It's incredibly lightweight, and very easy to work with. Implementing it and linking it with existing resources was a breeze.

Improvements to My Organization:

From what my customers have told me, regarding this product, it adds a layer of automation previously non-existent from their previous reporting service.

Deployment Issues:

Deploying it was smooth as butter, and there was little to no down time after lab testing. Pretty much had the new environment up and ready, shut the old one down and transitioned to the new one overnight.

Scalability Issues:

I haven't necessarily needed to scale past the original requirements yet, but the product seems to have potential for easy scaling to medium and large businesses.

Customer Service:

From what little I had to talk to SiSense, their CS department was top notch and had an answer for any question I had. The reps were very knowledgeable about the product.

Initial Setup:

Surprisingly simple, to be honest. The API's included with it provide for easy access to existing data and resources, and creating custom resource links where there is no API was straightforward, not much room for error!

Implementation Team:

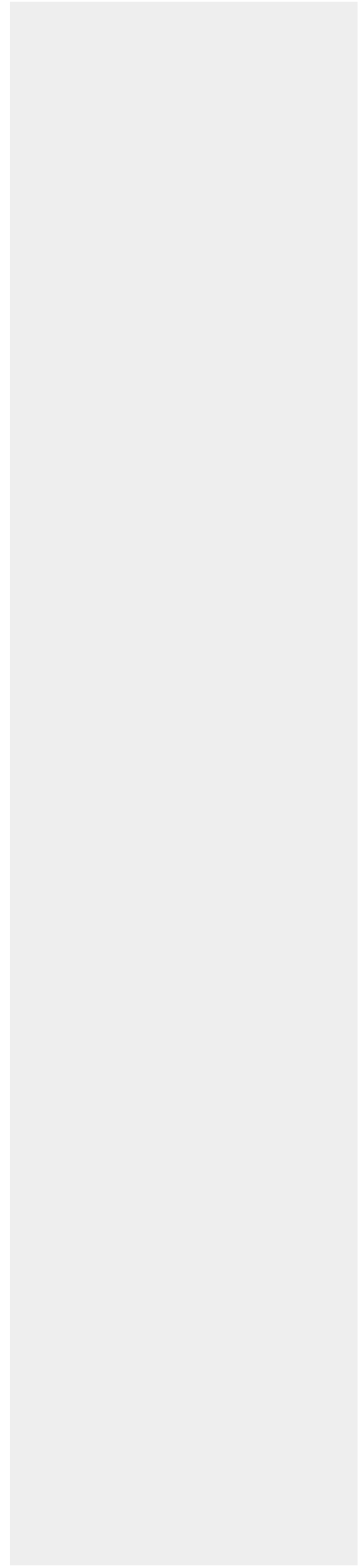
Implementation was done personally, but for 2-3 clients. A few cases it was simply a recommendation and it was implemented through another vendor or through a specific companies in house IT department.

Setup Cost:

The implementation cost was substantially lower than what I've seen of the competition.

Other Advice:

Thoroughly research before you decide to implement. This meets the needs of most clients that I have offered it to, but some have outright rejected it due to lacking visualization and readouts.



Crystal Reports

Vendor: SAP



Top Comparisons:*	Tableau vs. Crystal Reports	Compared 16% of the time.
	Cognos vs. Crystal Reports	Compared 11% of the time.
	QlikView vs. Crystal Reports	Compared 10% of the time.

Top Industries:*	Energy/Utilities Company	14%
	Healthcare Company	12%
	Comms Service Provider	12%
	Financial Services Firm	10%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

CRYSTAL REPORTS REVIEW BY A REAL USER



Lynn Everling *Verified by IT Central Station*
Senior Data Analyst at a healthcare company with 500-5000 employees

Valuable Features:

The ability to create reports via the GUI with click and drag at the table level as well as from SQL via Command objects.

Use of Solution:

I have used CR with a number of different db types (Oracle, SQL Server, etc.) for a number of different data types (health care, accounting, manufacturing, etc.).

I have been using the app since version 5 in 1996. I was a certified instructor and implementation specialist on CR and BOE (and its predecessors Seagate Info) via the developers from 1997 through 2002.

Previous Solutions:

What little I have seen of other products I would select CR and BOE but I am not the decision maker of the organization..

Other Advice:

There are many suggestions but the first would be to develop a template of how you would like your reports to look. Consistent layout helps users focus on the data rather than figuring out how to view a report, e.g., this report shows drill down links blue and underlined like the Web, but the other shows them in boxes with a note at the top that you can click on boxed items for more info.

WHAT REAL USERS ARE SAYING...

"The ability to create reports via the GUI is a valuable feature"

"Creating custom reports is easy but you can't retain parameter lists when upgrading"

"The graphing portion of Crystal Reports is still lacking but despite this you can present consistent formatted reports"

"Great product that can be used out of the box, however it's always good to invest in training."

"Third party add-on needed for maps and gauges but straightforward setup"

"Business Objects and Crystal Reports - Use Windows Servers if you can afford the licensing. "

CRYSTAL REPORTS REVIEW BY A REAL USER



CrystalReportsDev273 *Verified by IT Central Station*
Crystal Reports Developer / DBA at a non-profit with 1-500 employees

Valuable Features:

Ease of creating custom reports

Being able to edit in design view without having to refresh the data

Ease of linking tables

Ability to create union queries

Improvements to My Organization:

We use the product to run weekly update reports to show managers how many hours have been billed to specific grants. The reports include formulas to flag if we are behind on billing out the grant or have overspent. We also run reports to see what type of legal issues clients are contacting us about and reports on time slips that managers use when creating work plans and goals.

Room for Improvement:

Retain parameter lists when upgrading

Use of Solution:

Ten years.

Deployment Issues:

No issues encountered.

Stability Issues:

No issues encountered.

Scalability Issues:

No issues encountered.

Previous Solutions:

We previously used Microsoft Access.

Implementation Team:

We implemented it in-house.

Setup Cost:

I'm not sure. We are a non-profit, so we were eligible to purchase the product from TechSoup at a significant discount.

Other Advice:

I don't really have any advice since we didn't test any other reporting software. I like Crystal Reports. I think it's very easy to use and there are numerous forums I can look to when I need help.

Zoho Reports

Vendor: Zoho



Overview: Zoho Reports is a powerful, easy-to-use and highly scalable cloud-based reporting and business intelligence platform for small to medium-sized businesses. Its flexible pay-as-you-go pricing model and scope for customization allow businesses to tailor it to their unique needs.

Top Comparisons:*	QlikView vs. Zoho Reports	Compared 8% of the time.
	Microsoft BI vs. Zoho Reports	Compared 6% of the time.
	Tableau vs. Zoho Reports	Compared 6% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

ZOHO REPORTS REVIEW BY A REAL USER



Karol Acosta *Verified by IT Central Station*
Reservations Control Analyst at a hospitality company with
500-5000 employees

Valuable Features:

Dashboards and pivot tables.

Improvements to My Organization:

We are a hotel chain. There are seven hotels all over the country and Zoho Reports let us collect important information without traveling or sending big e-mails.

Room for Improvement:

Delete and copy cells. I would let the users delete and copy as many cells as they want. It is absolutely uncomfortable for me to do it one by one.

Use of Solution:

Five months.

Initial Setup:

It was not complex, I think the videos help a lot.

WHAT REAL USERS ARE SAYING...

"Zoho Reports let us collect important information without traveling or sending big e-mails."

"Eases the demand on IT support for ad hoc reports and also allows for automated report processing"

"Business Intelligence Reporting - for all of us"

"The ability to produce pivot tables and the integrated SQL functions have been of great value."

"Zoho Reports allows us to spend more time analyzing data and less time manipulating it."

"The ability to create summary views with multiple filters that could be manipulated was very helpful."

ZOHO REPORTS REVIEW BY A REAL USER



DataAnalyst257 *Verified by IT Central Station*

Data Analyst at a transportation company with 500-5000 employees

Valuable Features:

For the CIO, the value is putting data in the cloud, accessible by other company employees who can create their ad hoc reports pretty easily while keeping our data secure on our servers.

Improvements to My Organization:

Zoho will make it easier for other company employees to have access to data tables, create pivot charts and reports with a lot of flexibility. This helps create ad hoc reports much more quickly.

Room for Improvement:

It would be nice if the charts were more like the Excel charts. The charts are kind of simplistic and limited.

Use of Solution:

We've been working with it for just over a month.

Deployment Issues:

For premium responsiveness, you have to purchase a high performance plan. Kind of like stand alone server versus shared server.

One issue was the api. We ended up using an Oracle api tool that is more updated than the Zoho api tool.

Stability Issues:

One performance issue in saving a SQL query was resolved by moving to a high performance plan.

Scalability Issues:

No issues yet.

Customer Service:

I really like the customer service responsiveness and willingness to help.

Technical Support:

Technical support is very responsive and willing to help.

Previous Solutions:

I don't know the background, the CIO made the choice.

Initial Setup:

Initial set up was basically importing data from excel or something else to the servers they have. 50Mb limit on upload, they can take archived files as well as CSV and other formats. Using the api tool gets around the manual upload limits.

Implementation Team:

We went in house.

ROI:

It eases the demand on IT support for ad hoc reports and also allows for automated report processing. This dispensed with using many excel reports for me.

Other Advice:

I think this is more like a cloud layer interface between IT data and internal customers. It's a great option for managing user facing data. People familiar with SQL, Excel/DAX will do okay.

Panorama Necto

Vendor: Panorama Software



Top Comparisons:*

QlikView vs. Panorama Necto

Compared 26% of the time.

Tableau vs. Panorama Necto

Compared 15% of the time.

Microsoft BI vs. Panorama Necto

Compared 12% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

PANORAMA NECTO REVIEW BY A REAL USER



Shazin Siddiqui *Verified by IT Central Station*
Assistant Consultant at a tech vendor with 5000+ employees

Valuable Features:

I have been evaluating tools within our organization to be suggested to different clients which are less technical and more business user oriented for fast first hand analytics and I came across Necto.

I was thrilled with the capabilities of astonishingly ready to build and simplified, modern and in-cell infographics that can be used by just right clicking on the attributes. Another feature that I think stood out in this tool is of it being suggestive which leads to automated analysis and recommendations. I also observed that it uses crowdsourcing to recommend workboards. This tool also has a feature of it being collaborative in decision making experience wherein one can directly connect with the associates within the enterprise from within the tool.

Improvements to My Organization:

Quick reporting without need of technical expertise

Quick connection to multiple data sources and data integration

Quick answers

Quick collaboration

Room for Improvement:

Performance in case of huge datasets needs to be further analyzed.

A good application for basic analysts but more advanced features need to be released by the vendor for power users in coming versions.

Cost of implementing multiple analytical tools for different sect of users should be considered.

Technical documentation needs to evolve with time.

Use of Solution:

Over one year

WHAT REAL USERS ARE SAYING...

"A good application for basic analysts but more advanced features need to be released by the vendor for power users."

"It's end-user centric but could run faster."

"I like the ability to automatically build workboards with a few clicks."

"The self service capability of Necto has encouraged users to build their own dashboards."

"Provides seamless collaboration and excellent infographics. Although, the user console is a bit complicated."

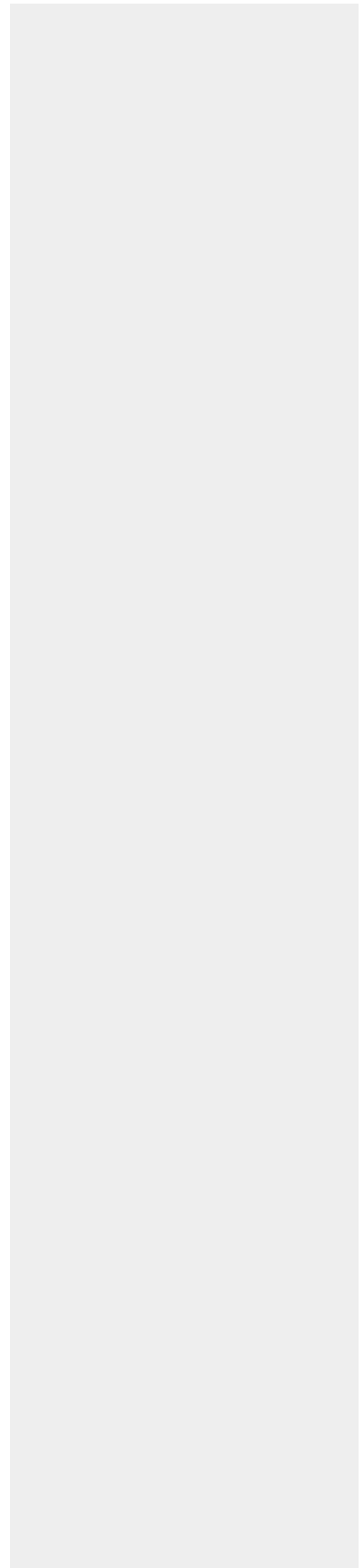
"Great infographics. Needs more support for predictive and forecast analysis, ETL and data transformation, and more languages."

Deployment Issues:

None

Stability Issues:

None



PANORAMA NECTO REVIEW BY A REAL USER



manshul goel *Verified by IT Central Station*
IT Analyst at a tech services company with 5000+ employees

Valuable Features:

The infographics are customizable and the tool is end-user centric. It has a commendable recommendation engine.

Improvements to My Organization:

Will allow us to migrate towards end-user centric tools from our current developer-centric tools.

Room for Improvement:

Administration is an area where it needs improvement as a huge set of scripts are required.

Use of Solution:

2 weeks

Stability Issues:

It is slow.

Customer Service:

It's fine.

Previous Solutions:

We are currently assessing BI tools available in the market for a customer of ours. We want to migrate from the existing one.

Initial Setup:

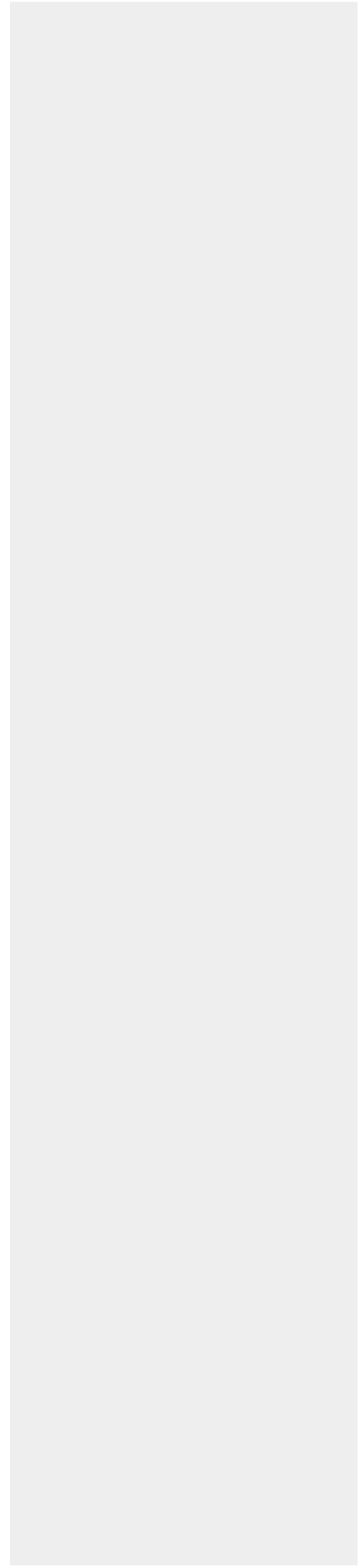
Straightforward

Implementation Team:

In-house

Alternate Solutions:

We're still evaluating others as well.



Spotfire

Vendor: TIBCO



Top Comparisons:*	Cognos TM1 vs. Spotfire	Compared 14% of the time.
	SAS Visual Analytics vs. Spotfire	Compared 13% of the time.
	Business Objects vs. Spotfire	Compared 10% of the time.
Top Industries:*	Financial Services Firm	18%
	Energy/Utilities Company	11%
	Pharma/Biotech Company	11%
	Software R&D Company	7%
Company Size:*	1-500 Employees	8%
	500-5000 Employees	41%
	5000+ Employees	51%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

SPOTFIRE REVIEW BY A REAL USER



OMC994 *Verified by IT Central Station*

Organization's Metrics Consultant at a tech services company with 1-500 employees

Valuable Features:

Interactive Visualizations, allowing us to write scripts to change the outlook of the tool and statistics are the key to this product.

Improvements to My Organization:

This has allowed us to see real time operational analytics helping us to take timely decisions in correcting the defects and repositioning them in correct mode.

Room for Improvement:

Story Telling features aren't intuitive as much as Tableau and some of the features are segregated

Use of Solution:

2+ years.

Deployment Issues:

Deployment issues were very minimal.

Stability Issues:

So far, not any noticed issue on stability.

Scalability Issues:

Few times when the data size got increased , it shuts automatically and restarts in the thick client environment.

Customer Service:

It's good, at least the Tibco Community is active and very helpful.

Technical Support:

9/10

WHAT REAL USERS ARE SAYING...

"We can see real time operational analytics. It's not as intuitive as Tableau."

"Although the look and feel is not very customizable it is the most complete software for data analysis"

Previous Solutions:

I haven't used any other reporting tool as my present organization using Spotfire exclusively for it.

Implementation Team:

It was implemented in-house.

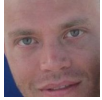
Alternate Solutions:

I know that other products were evaluated but I don't know what they were.

Other Advice:

Know the complete tool by going through all the help files available. Feel free to play with this product with no limitations to the imagination. It makes it possible to give us factual insights, helps us to take a right decisions transforming our business.

SPOTFIRE REVIEW BY A REAL USER



Jose Leviaguirre *Verified by IT Central Station*
Senior Consultant at a consultancy with 1-500 employees

Valuable Features:

.NET SDK, IronPython and R integration

Improvements to My Organization:

We are BI Consultants and this tool is by far the most complete software for data analysis. It has helped many organizations to analyze, predict next trends and report findings using interactive dashboards. One of the best features is the capability to export the analysis to make it run in a web browser without losing the core interactive and filtering functionality making it available to anyone without having to install any software. This characteristic can represent in huge savings in custom web application programming efforts.

Room for Improvement:

The look and feel is not very customizable out of the box, which is the cherry on the cake when it comes to analyzing data. If you are looking for a nice looking sexy reporting tool, this is not it but I doubt you will find one with the brains and sophistication Spotfire has.

Use of Solution:

6+ years in different projects and 2 years doing full time Spotfire consulting

Deployment Issues:

As any other software, deployment has its challenges, but once the server is up and running, it is reliable stable. If you follow the well written Spotfire documentation, you should be good to go.

Stability Issues:

Issues come and go by the Spotfire development team via the hot fixes and constant version updates. No major issues with stability from my end. If there are any, the issues are addressed quickly.

Scalability Issues:

They have new version releases twice a year, which is hard to keep up with the latest version since it requires migration efforts from the IT admins. If you do not keep up to date, in a few years Spotfire will no longer support your outdated version. Another issue is that once you convert an old version analysis to a new version, you can no longer save it as an old version, but that is rarely the case to be backward compatible.

Customer Service:

I am a technical guy, but according to the business, they are very responsive and generous.

Technical Support:

They have a strong Spotfire community where they discuss technical issues. My experience with technical support is limited.

Previous Solutions:

I was born with Spotfire so I never "switch" but I tried other tools, however it is hard to compare apples to apples.

Initial Setup:

With the right technical skills, especially in reading and following instructions, you should not have any issues installing and configuring the Spotfire Server. For the client, it is straightforward.

Implementation Team:

We are Spotfire consultants, so we are that vendor team that implements Spotfire to our customers.

ROI:

I do not have that figure

Setup Cost:

It really depends on the complexity of the client. Each project and client are different hence, each implementation will have a different setup cost.

Alternate Solutions:

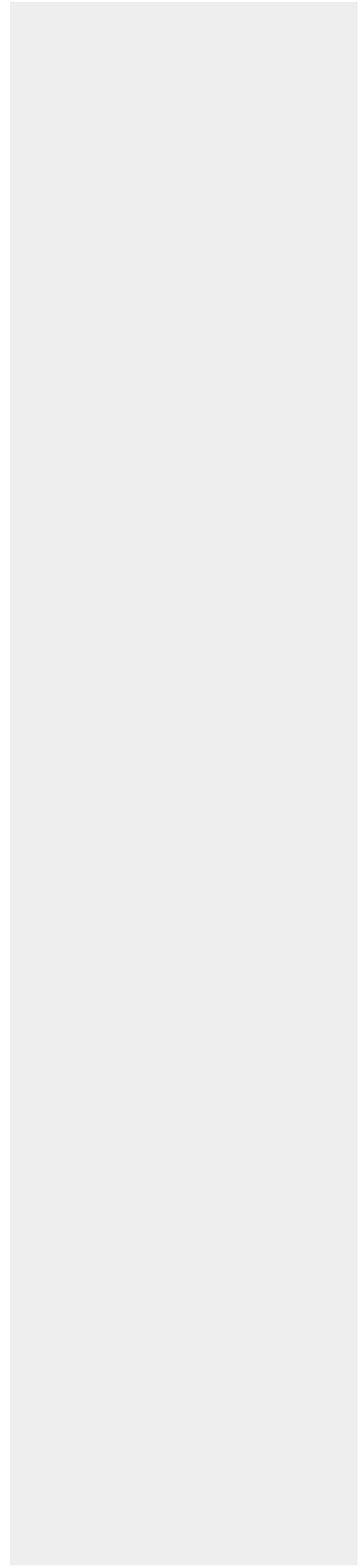
No

Other Advice:

If you are looking for an analysis tool, this is the one. It has great features. It is also great for interactive dashboards that can save huge web development work. A 3 months web application dashboard project, even with third party controls to consume data from a database can be done in a couple of hours with Spotfire.

Also, I have a technical blog that helps developers extend Spotfire beyond its out of the box features

<http://spotfired.blogspot.com>



Windward

Vendor: Windward



Overview: The Windward Solution is ideal for commercial software (OEM), system integrator and enterprise developers who need to add Reporting and Document Generation functionality to desktop, online, SaaS or mobile products. The .NET or Java report engines can be quickly integrated in as few as 14 lines of code, meaning faster time to market. Windward enables design without restrictions through AutoTag, the Office-based template design tool. Any user can create and rapidly revise templates, freeing up dev resources.

Sample Customers: HAL, Inc., Axe Group, White Clark Group, Blueprint Software, Aspect Security, Nucleus Software, LeBlanc's Food Stores, South Sound 911, Aegon, Barclays, Fidelity Investments, ArisGlobal LLC, USDA, RepLink, AON Hewitt

Top Comparisons:*	Microsoft BI vs. Windward	Compared 8% of the time.
	QlikView vs. Windward	Compared 6% of the time.
	Tableau vs. Windward	Compared 5% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

WINDWARD REVIEW BY A REAL USER



Charaka Weerawardena *Verified by IT Central Station*
Java Developer at a tech services company with 1-500 employees

Valuable Features:

There's less of a learning curve than with other reporting tools and it has easy to design complex templates using the AutoTag Microsoft Office plugin.

I can use Microsoft Office standard features with templates. This has reduced template development time on coding, layouts and formatting.

We receive customer data in various formats and it is very convenient to pass the XML datasource to generate reports.

Easy to integrate with our company product using Javelin Server RESTful web-services API.

Improvements to My Organization:

Reduced design time for complex templates.

Room for Improvement:

Javelin Server improvements: the ability to change the datasource file path on run-time.

AutoTag improvements: does not support dynamically changing headers and footers on Microsoft Office Word templates.

Use of Solution:

I've used it for four years.

Deployment Issues:

No issues encountered.

Stability Issues:

No issues encountered.

WHAT REAL USERS ARE SAYING...

"Low learning curve. Has reduced our template development time."

"Before Windward, we needed to use SSRS reporting engine to render reports to MS Word."

"Most valuable feature: ability to design reports, using all formatting bells and whistles, in Microsoft Word and Excel. "

"Customer service is very good. Very good ROI as well."

"Valuable Feature: Ability to incorporate it into our solution so clients have a seamless experience using it."

"We switched because Windward offered better maintenance."

Scalability Issues:

No issues encountered.

Customer Service:

10 out of 10 - excellent.

Technical Support:

10 out of 10 - excellent, promptly responded to all our queries communicating between the UK and the US.

Previous Solutions:

No solution was used previously.

Initial Setup:

Setup was straightforward using Javelin Server (Setup using IIS7 & SQL DB) and AutoTag – Microsoft Office 2010.

Implementation Team:

We implemented it in-house and we received support when required.

ROI:

Excellent investment for reducing template designing cost. Could not provide percentage numbers.

Setup Cost:

Day to day cost – None apart from development time for new template design.

Alternate Solutions:

We also evaluated Jaspersoft Report Designer.

Other Advice:

It's easy to use

Use standard Microsoft Office to design complex templates so you can utilize rich Microsoft Office formatting, layouts etc.

WINDWARD REVIEW BY A REAL USER



Gayan Wijesinghe *Verified by IT Central Station*
Software Developer at a consultancy with 1-500 employees

Valuable Features:

I like Windward as it's directly attached to MS Word and we actually develop the report on MS Word. It gives us the benefit of using most of the MS Word features. Lot of clients of ours prefer reports in MS Word format and therefore Windward suits us quite well. Also, it's much better compared to a couple of years ago.

Improvements to My Organization:

Previously we were using SSRS reporting engine to render reports to MS Word. It couldn't deliver what our clients wanted. So we had to go for an alternative. Now clients are quite happy as they get pretty much what they wanted. It may not be 100% but quite close.

Room for Improvement:

I think it needs few other reporting features like grouping data on the report itself.

Use of Solution:

About three years.

Deployment Issues:

Yes there were some unexpected bugs but we were able to find workarounds.

Stability Issues:

Yes there were some unexpected bugs but we were able to find workarounds.

Scalability Issues:

No, not really.

Customer Service:

It's quite good actually. Usually I get a response within 24 hours.

Technical Support:

It's quite good actually. Usually I get a response within 24 hours.

Previous Solutions:

Previously we were using SSRS reporting engine to render reports to MS Word. It couldn't deliver what our clients wanted. So we had to go for an alternative. Now clients are quite happy as they get pretty much what they wanted. It may not be 100% but quite close.

Initial Setup:

I'd say average. Not easy nor really complex.

Implementation Team:

In house implementation was done.

Setup Cost:

When I started a couple of years ago Windward wasn't a very stable product. So the maintenance cost was bit high. But now it's much better.

Alternate Solutions:

I was not involved in the process. But I was told that Windward was the only one they could find as a better product in terms of delivering what our clients wanted at that time.

Other Advice:

It's a really good product if you really want the reports in MS Word form and if you want to use MS Word features in your reports.

BIME

Vendor: BIME Analytics



Overview: BIME simplifies business intelligence (BI) for data analysts and makes it easier for all types of businesses to both access and analyze big data. It focuses on creating user-friendly products for business intelligence that are based on new innovations in cloud-computing and the most advanced data visualization. With the BIME platform, businesses can take control of managing, analyzing, and sharing data. A scalable solution, BIME allows you to access all of your data at once, connecting all sources of data in your customizable dashboard. It offers an intuitive interface that is very user-friendly. Another feature of BIME is that it works in real-time as well as remotely, allowing you to access constantly updated data in the cloud at anytime and from anywhere. This software also offers a calculation engine that allows you to write your own functions for data analysis, interactive data visualizations, and advanced tools for comparing various data elements. You can use QueryBlender to mix and match all types of information. BIME also allows you to examine data from many different perspectives at the same time. SpicyLemon, a Dutch company that distributes security and anti-virus software, used BIME to maintain a high level of growth despite heavy competition in their industry. With BIME, this company was able to more easily analyze data from their online marketing campaigns, allowing them to decrease costs and increase awareness of their brand online. BIME's solution is one of many data analytics applications reviewed in our SmartAdvisor; click the link to see more companies' reviews.

Sample Customers: American Addiction Centers, AsiaInspection.com, British Columbia, Cars.com, Delivery Hero, GREENPEACE, Health Direct, Hovis, Lenovo, McAfee

Top Comparisons:*	QlikView vs. BIME	Compared 10% of the time.
	Tableau vs. BIME	Compared 8% of the time.
	Microstrategy vs. BIME	Compared 6% of the time.

Top Industries:*	Energy/Utilities Company	19%
	Marketing Services Firm	14%
	Transportation Company	12%
	Media Company	11%

* Data is based on the aggregate profiles of IT Central Station Users researching this solution.

BIME REVIEW BY A REAL USER



Frederic WAEBER *Verified by IT Central Station*
Founder & General Director at a consultancy with 1-500 employees

Valuable Features:

Cloud BI- no deployment necessary

Ability to connect all data sources (databases, online services, files, BigData)

Ability to create a dashboard on your own without IT - BIME is "User Centric"

A high level of data security

Ability to perform an URL publication of your data boards- so easy

Improvements to My Organization:

Marketing dashboards

Financial production dashboards

Room for Improvement:

The V6 should be better in terms of navigability and ergonomony

Use of Solution:

I have used this solution for 2 years

Deployment Issues:

No deployment, it's a full cloud solution

WHAT REAL USERS ARE SAYING...

"BIME Analytics is a NATIVE CLOUD BI solution: Easy to connect all data sources and easy to play with your data"

Cognos TM1

Vendor: IBM



Top Comparisons:*	QlikView vs. Cognos TM1	Compared 26% of the time.
	Microsoft BI vs. Cognos TM1	Compared 11% of the time.
	Spotfire vs. Cognos TM1	Compared 11% of the time.
Top Industries:*	Financial Services Firm	18%
	Manufacturing Company	14%
	Insurance Company	12%
	Retailer	10%
Company Size:*	1-500 Employees	14%
	500-5000 Employees	34%
	5000+ Employees	52%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

COGNOS TM1 REVIEW BY A REAL USER



Ghislain LAMY *Verified by IT Central Station*
BI Expert at a consultancy with 1-500 employees

Valuable Features:

This product is entirely designable and flexible, you can adapt it quickly to every structure and analysis requirements.

Cognos TM1 is particularly adapted to Budget planning. You can input data and comments easily.

Real time calculation, TM1 calculate reports in real time, each time you refresh it.

Ownership: one of the goal of this product is that end users like CFO's can make modifications (model, business rules, etc.) without the help of the IT.

Improvements to My Organization:

As a consultant I implemented this product in many organizations, mainly in finance departments. Their reporting and budgeting processes were improved at several levels: Time saving to produce the reports, budget/forecast cycle shortened from quarters to months, access and security of data and more. Many improvements can be gained from this process automation.

Room for Improvement:

Cognos TM1 versions are regularly updated/improved. But I would say that I'm still waiting for the automation of feeders. When you write a business rule in TM1, you also have to write another rule called "feeders" to tell TM1 where to do the calculation. But it appears to be difficult to automatize for IBM engineers.

I think Cognos reporting modules can be improve to be more intuitive, interactive like product as Qlikview. And more generally, I think the BI solution's data visualizations based on maps are too poor, they should improve it by interfacing their product with Google maps for example.

Use of Solution:

6 years

Deployment Issues:

As with all IT projects we encountered several issues: servers not received in time, users workstations configuration not ready for Cognos TM1, lack of communication around the project. I don't remember any issue caused by the product itself.

WHAT REAL USERS ARE SAYING...

"Saves time when creating reports but I'd like to see automation of feeders and more intuitive and interactive reporting"

Stability Issues:

Cognos TM1 can be sensible to changes of configurations. Sometimes it implies several files and services on the user workstation (Excel, web, ISS). You need to remember the technical requirements of the product before your change something if you don't want to have some bad surprises.

Scalability Issues:

One of the advantages of TM1 is its adaptability and its capacity to calculate a lot of data in real time. The issues you can encounter with this kind of product will be mainly due to a problem of design of TM1 database. With the experience you learn how to design your model flexible enough to resist to any scalability issues.

Previous Solutions:

I created a model with Qlikview at its early beginning in France. But it was more adapted to simple data/KPI visualization than budget planning with complex business rules which are the main parts of my projects.

Initial Setup:

For me the first times was a little complex, management and finance are more my specialty than IT. I had to learn how to install the product and what to ask IT to prepare the installation.

Setup Cost:

Most of the setup cost come from the consulting charges, around 130, 000 euros for a 6 months project. After you add the cost of the TM1 licenses, not so expensive, depends of the number and type of users.

Alternate Solutions:

I did a comparative study between Qlikview, Cognos TM1, and Microsoft BI several years ago for a one of the world leaders in the pharmaceutical industry. Qlikview was more "sexy" than the others products but couldn't match with all the business requirements, and Microsoft BI was not flexible enough.

Other Advice:

Before implementing this kind of product you have to make sure that it matches with your needs. Its unnecessary to implement such a product to replace 2 or 3 reports on Excel. Then for implementation, look for experienced TM1 professionals, which have successfully implemented this tool several times and with almost the same needs.

Logi Info

Vendor: Logi Analytics



Overview: Logi Info calls itself an 'all-in-one' information application development platform "with five core offerings;" Core BI, Interactive Web Portals, Interactive Mobile Applications, Embedded Analytics, and Web Front-end.

Logi Info can be rolled out quickly and easily, and can grow with your company, without incurring additional costs. The solution is based on drag-and-drop technology, so you don't need to know code to use the products. The solution is flexible enough to change as end user needs evolve, combines many data sources, and can be used across multiple platforms.

Sample Customers: Better Business Bureau, VasoHealthcare, Perry's Ice Cream, Express Metrix, Motionsoft, Grand Crowne Resorts, Virginia State University, and iFreedom Direct.

Top Comparisons:*	Tableau vs. Logi Info	Compared 32% of the time.
	QlikView vs. Logi Info	Compared 11% of the time.
	Microsoft BI vs. Logi Info	Compared 6% of the time.

Top Industries:*	Financial Services Firm	16%
	Tech Company	14%
	Media Company	13%
	Government	7%

Company Size:*	1-500 Employees	30%
	500-5000 Employees	25%
	5000+ Employees	45%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

LOGI INFO REVIEW BY A REAL USER



Nigel Montgomery *Verified by IT Central Station*
BI Expert at a media company with 1-500 employees

Valuable Features:

Rapid development/deployment of solutions

Latest versions cope much better with large data sets.

Low cost server based licencing attractive in high user count environments.

Room for Improvement:

Performance dependant on back-end much more than some other toolsets

Large data sets a major issue until recently

Other Advice:

Server based licencing great for a high potential user/low concurrency environment where user-based licencing prohibitive. Needs good SQL writers to get the best out of it.

WHAT REAL USERS ARE SAYING...

"Very capable & flexible low cost BI solution especially for SMB's"

"A must have"

LOGI INFO REVIEW BY A REAL USER



Wayne Bullington *Verified by IT Central Station*

Senior Manager of IT at a manufacturing company with 1-500 employees

Valuable Features:

- Easy to use, Quick deployment and little to no maintenance
- Excellent TCO
- Support Staff is professional and responsive

Room for Improvement:

The only feature I would like to see at this point is a normalized curve for Histograms

Other Advice:

A must have for the business looking to understand their processes in an easy to consume way

Verix

Vendor: Verix



Overview: Verix offers cloud-based applications to analyze life sciences commercial operations and optimize business process performance. The Verix engine normalizes data inputs and applies predictive analytic algorithms to answer key, role-based questions and allow users to proactively act upon changes that affect the business.

Sample Customers: P&G, Accenture, Roche Diagnostics, KV Pharmaceutical, The Nielsen Company, HealthCare Pharmaceuticals, Bayer HealthCare Pharmaceuticals

Top Comparisons:*

QlikView vs. Verix	Compared 8% of the time.
Tableau vs. Verix	Compared 7% of the time.
Microsoft BI vs. Verix	Compared 6% of the time.

Top Industries:*

Pharma/Biotech Company	30%
Financial Services Firm	18%
Software R&D Company	8%
Marketing Services Firm	6%

Company Size:*

1-500 Employees	27%
500-5000 Employees	52%
5000+ Employees	20%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

VERIX REVIEW BY A REAL USER



Reviewer104361 *Verified by IT Central Station*
Vice President, BI at a pharma/biotech company with
5000+ employees

Valuable Features:

The solution has a number of distinct features that are noteworthy. First, it is an incredibly flexible and fast, yet comprehensive analytical solution. Verix has found a way to deploy the solution quickly, in under 3 months, while providing a product that is robust and uniquely tailored to the sales model within the industry. Second, in response to specific business needs that are constantly arising, Verix is consistently able to address our needs in a quick and thoughtful manner. Additionally, since Verix is cloud-based, these changes happen almost immediately, usually within hours or days. Finally, Verix's intelligent business alerts (i.e. hotspots) provide outstanding value by putting easy-to-use analytics in the hands of the user.

Improvements to My Organization:

I lead a small team of highly trained experts whose job it is to understand the data that is important to our business. The team supports thousands of people across the company, including the sales and marketing groups, as well as the executive branch. Verix allows us to better understand our business and compare ourselves in a meaningful way to our competitors. The solution makes it easy by integrating and displaying the information in a highly useful way so that we can provide targeted guidance to managers on what is and isn't working. We are able to focus on the right customers with greater insight, be they HCPs or payers.

Room for Improvement:

I am very happy with Verix. The solution itself is flexible and reasonably priced. Therefore, I would like to see it expanded into different parts of the business, which I believe is the ambition.

Use of Solution:

4 years

Deployment Issues:

There were no issues with the deployment. The deployment took place one group at a time and expanded from there. Once one group was satisfied, that group passed on recommendations to their colleagues in another group, and so forth. The early adopters generated demand among the subsequent groups.

WHAT REAL USERS ARE SAYING...

"Business Analytics enables us to better understand our business and compare ourselves meaningfully to our competitors."

"Verix has enabled us to standardize the view of our sales data and analytics; overall flexibility is excellent"

"We evaluated Tableau, Splunk, and QlikView before choosing Verix."

"Verix creates "dynamic" data which helps us predict future sales trends & identify vulnerable points in the sale process"

Stability Issues:

None at all - the product is extremely stable.

Previous Solutions:

I attempted to use our enterprise data warehouse coupled with a generic BI tool. This solution proved very costly, cumbersome to use and required many internal resources and consultants to support. For example, it took us six months to develop and produce a set of reports. With this tool, we are able to produce full reports within six weeks. This time savings really confirms the agility of the solution and team.

Initial Setup:

For us, the initial set-up was very straightforward. I assume that for the Verix team, the large amount of data along with our business requirements, made it quite complicated. However, Verix's production model and domain expertise helped to cut through the complexity. They used their experience from past engagements and suggested how and what would be best to display. Rather than starting with a blank slate, Verix brought in ideas and templates that served to guide us through the process.

Setup Cost:

One of the nice things about the contract with Verix is that the offering terms are predefined. The contract allows for a liberal set of adjustments and changes within a defined scope. I know how much I'm going to spend in a year, rather than other pay-as-you-go models, where the costs are unknown and possibly endless. Verix understands that business needs change and their system is flexible enough to accommodate these changes.

Other Advice:

I would recommend reaching out and talking to people with significant experience in developing and using BI tools. Learn about the different products and their pros and cons. Find out the deployment pain points. We went through several BI iterations prior to Verix that were unsuccessful. We would have saved millions if we had worked with Verix in the first place. Once we did, it was smooth sailing.

VERIX REVIEW BY A REAL USER



reviewer108765 *Verified by IT Central Station*
Director, Sales Analytics at a pharma/biotech company
with 500-5000 employees

Valuable Features:

One of the most valuable features of Verix is the flexibility that the solution provides. Depending on the end user's needs, the data can be presented either broadly or in a more detailed, in-depth manner. Because of this flexibility, the solution lends itself well to both highly analytical end users as well as users who are less analytically oriented.

Improvements to My Organization:

Verix has not only standardized the view of our sales data but has also enabled the data to be available to all the teams in the sales division. Previously, the sales reporting was region specific and each region had its own way of presenting its reporting. This made sharing and receiving information quite cumbersome. Verix has improved our processes since the entire sales force now functions on this standardized platform, which allows for smoother channels of communication throughout the team. Everyone sees one version of the truth.

Room for Improvement:

There are tools in the market that have very slick graphical interface features. It would be nice to have the graphical user interface upgraded with some of these latest graphical features. I believe there are modifications being made to have it become more visually oriented.

Use of Solution:

5 years

Stability Issues:

Stability issues arose periodically, but any problems were resolved quickly. There were a few times where access became an issue, sometimes due to a connection with Verix's service provider. Issues were solved and fixed within a day at most. Verix has recently switched service providers and there has not been a problem since then.

Customer Service:

The team is very responsive to issues and willing to work with us.

Previous Solutions:

We did not have a different solution before Verix and were mostly using excel.

Initial Setup:

The initial setup was complicated by due to the complexity of our sales model. Verix was very accommodating in adapting the tool to fit our needs.

Alternate Solutions:

We evaluated other options and determined that our needs would be met to the fullest with Verix.

Other Advice:

Ensure that there is adequate documentation of the processes, procedures and set-up of the solution.

SAS Visual Analytics

Vendor: SAS



Overview: SAS Business Intelligence package offers business owners an all-in-one tool for data analysis. It is mainly comprised of analytics software that can handle all of the statistical analysis that a company requires. Functions include mining and managing to fetching important information from a variety of sources and even adapting that information, all for the purpose of analyzing the data for future use.

The SAS Business Intelligence software allows users to handle, understand, and analyze their data in both past and present fields, as well as influence vital factors for future changes. Users can also create and publish reports based on their findings so that others in their field can share the information and input suggestions. The graphic presentation is another benefit that many businesses find useful when presenting their findings to others.

Sample Customers: Staples, Ausgrid, Scotiabank, the Australian Institute of Health and Welfare, the Blue Cross and Blue Shield of North Carolina, Oklahoma Gas & Electric, Xcel Energy, and Triad Analytics Solutions.

Pricing Information: **SAS Business Intelligence Suite (Analytics Pro)** - This includes the base SAS server, SAS/STAT and SAS/GRAPH \$8000

Additional Users - Cost per user \$1710

Top Comparisons:*	Tableau vs. SAS Visual Analytics	Compared 37% of the time.
	QlikView vs. SAS Visual Analytics	Compared 14% of the time.
	Microsoft BI vs. SAS Visual Analytics	Compared 11% of the time.

Top Industries:*	Financial Services Firm	23%
	Government	10%
	Transportation Company	9%
	Media Company	7%

Company Size:*	1-500 Employees	28%
	500-5000 Employees	35%
	5000+ Employees	37%

* Data is based on the aggregate profiles of IT Central Station Users researching this solution.

SAS VISUAL ANALYTICS REVIEW BY A REAL USER



itadmin *Verified by IT Central Station*

Head of Databases at a retailer with 500-5000 employees

Valuable Features:

- It includes great tools for performing data analysis, executing queries and developing reports.
- We can develop all types of reports by using its web based interactive interface. It enables us to build, load, organize, view and save reports based on OLAP cubes and/or relational data from one or more data sources.
- It offers us a central platform and support for maintaining consistent metadata, managing huge databases, business rules, data and security definitions.
- It ensures our data credibility and consistency, so we can easily manage all of our data integration projects.

Room for Improvement:

- It is expensive. This is BI at the the high end.
- Installation is complex. We required expensive professional services for installation. Would be nice to be able to do the install ourselves!
- We had compatibility issues while integrating SAS.

Other Advice:

We are using SAS because it provides us a complete set of BI capabilities. We use its role based portal to define the access level of each member of our team. I love the wizard-based report creation function which helps us in creating reports with enhanced graphs and skins. I also really like that we can print reports in PDF format and export data in any format to Excel as per our requirements. SAS in my opinion is an excellent BI solution if you have the money.

WHAT REAL USERS ARE SAYING...

"Great for data analysis and reports once we got it up and running. Recommended!"

WebFOCUS

Vendor: Information Builders



Overview: Reporting, analysis, distribution, personalization, development, management and administration.

Top Comparisons:*	Tableau vs. WebFOCUS	Compared 19% of the time.
	Microsoft BI vs. WebFOCUS	Compared 14% of the time.
	QlikView vs. WebFOCUS	Compared 9% of the time.

Top Industries:*	Insurance Company	19%
	Financial Services Firm	16%
	Transportation Company	12%
	Comms Service Provider	10%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

WEBFOCUS REVIEW BY A REAL USER



John Becker *Verified by IT Central Station*
CEO at a consultancy with 500-5000 employees

Valuable Features:

The simply intuitive end user experience, as well as the data animation/visualization features of IBI's BI system (a la Hans Rosling, of TED Talks) are a high priority for us.

Improvements to My Organization:

We searched high and low for the above-mentioned functionality in a product that was available to us on-premise (this is a must for us, because we simply can't afford to use a SaaS/cloud-based solution due to the security/risk factors inherent in the oil industry), and looked at Domo, Qlikview, Tableau, SAP, Birst, SiSense, among many others before we stumbled onto the Information Builders' BI solution at one of their lunch and learn events, in St. Petersburg, Florida.

Room for Improvement:

As we speak, IBI is adding the data animation/visualization features mentioned above. This is a must for our company, and we and IBI believe it is going to revolutionize the BI space. Here's the thing...Wouldn't anyone agree that a data presentation that shows the relationship between factors in a moving/animated way would be more powerful/convincing than the typically static data presentations we have become accustomed to seeing/victimimized by in all of those seemingly endless corporate performance meetings? Wouldn't it be wonderful if the results for an organization simply jumped off the page and it was relatively obvious what was going on/what needs to be done? The cool part is that this future functionality will be free from IBI as part of their regular BI solution offering!

Use of Solution:

We are a greenfield operation and are designing all of our IT, BPM and BI solutions to be the best available today, working on a collaborative business partnership level with all of our vendors/business partners collectively. As such, no systems have been purchased, tested, implemented and deployed as yet.

Deployment Issues:

As mentioned above, deployment hasn't occurred as yet. However, we have designed and built into our lab testing, implementation, and deployment processes a healthy professional services component that is designed to accommodate for any bumps and stumbles that may occur.

WHAT REAL USERS ARE SAYING...

"Expensive but BI the right way can't reasonably be done on the cheap"

Customer Service:

There were many meetings held at our offices, we also participated in their Customer Summit, in Orlando this summer where we met lots of good, solid professionals and customer-based professionals with whom we were able to learn and grow, as well.

Technical Support:

Fabulous so far

Previous Solutions:

We had been positioned to go with Domo, but because of the problems with purchasing Domo as an on-premise solution at the time, we ran across IBI, and the rest is history! Even though Domo has now told us that they would offer their BI solution to us on-premise, we feel that the intuitive, user friendly aspects of IBI far surpass what Domo has to offer, and as such will be going with IBI as a result.

Initial Setup:

BI is complex. Anyone who imagines otherwise isn't looking at the entire picture of what's involved. Although we haven't as yet deployed (as mentioned above), we believe that IBI's implementation and testing process will be both thorough and illuminating for our staff in IT and enterprise-wide.

Implementation Team:

In-house is planned, with IBI professional services directly.

ROI:

Since we are a high risk environment, we have calculated that any core business down time will cost us ~\$18K per minute (or ~\$1M per hour, with our core business process's reset time projected at ~9 hours = ~\$9M or more). Similarly, any efficiencies gained will be realized at those same rates (~\$18K per minute, etc.). As a result, we are expecting that our select BI solution will pay for itself many times over in both disasters averted and efficiencies gained through our core business's continuous process improvement efforts.

Setup Cost:

TBD. We have a cost proposal for both the solution and professional services broken out, but needless to say doing BI the right way can't reasonably be done on the cheap. I would say that there is an economy of scale where IBI would not be affordable for just any business, as it would be with any IT solution, but for our sized and type of company (~700 staff, revenues projected in the \$Bs per year, and both end user experience and continuous process improvement as key business values), we have decided that IBI makes the most sense for us. Guess it all comes down to how much your company has at stake, and how imbedded continuous improvement thinking is within your company's culture.

Alternate Solutions:

Yes, see above. We looked at Domo, Qlikview, Tableau, SAP, Birst, SiSense, among many others before we stumbled onto the Information Builders' BI solution.

Other Advice:

Participate in one of their lunch and learn events as we did, and see for yourself what IBI can do!

ClicData

Vendor: ClicData



Top Comparisons:*

Tableau vs. ClicData
Microsoft BI vs. ClicData
QlikView vs. ClicData

Compared 17% of the time.
Compared 12% of the time.
Compared 12% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

CLICDATA REVIEW BY A REAL USER



Retief Visser *Verified by IT Central Station*
Business Manager (Exco level) at a retailer with 1-500 employees

Valuable Features:

Dashboarding with maps, charts and pivottable.

The only 3 things that you need for a simple fast but VERY EFFECTIVE sales tool

Improvements to My Organization:

Changed sales force behavior.

Moved from 0% mobile solutions on Android to the following:

Marking all customer locations on GPS map apps (using smartphones and apps)

Updated Customer address database with GPS coordinates (from data collected by sales reps on their smartphones)

Implemented Click map dashboard with customer locations by sales rep

Use of Solution:

1 month evaluation

Deployment Issues:

No. Accessible anywhere since it is Saas via www. Could use it immediately on existing smartphones (no extra cost, no hardware delays, no connectivity issues – just UP and GO).

Stability Issues:

No

Scalability Issues:

No, we handle small datasets as well as several daily loads of >50,000 records per load into multiple dashboards and it works every time like clock-work.

WHAT REAL USERS ARE SAYING...

"Easy to Use - Perfect for SME's"

Customer Service:

10 out of 10. Got the necessary phone calls when I responded to automatic emails

Technical Support:

Did not need any technical support – neither will you even if you are not very computer literate or BI experienced.

Previous Solutions:

Qlikview. Changed because of affordability vs Qlikview, without losing any significant functionality.

Changed because it was Saas and does not require any additional infrastructure and/or server investment.

Initial Setup:

It is SAAS, just sign on and go.

Load data

Up and running with 1 LIVE functional dashboard in less than 45 minutes

Multiple dashboards covering 80% of business needs in < 3days

Distributed daily dashboards with sales results to 30 sales employees after just 1 day.

Implementation Team:

No vendor team required, since no installation (because it is Saas)

Training yourself as an administrator takes +/- 1 hour to view all the youtube video's, which jumpstarts you from 0% to working solution in less than 2 hours, which includes dashboard distribution via email to users in pdf or jpg.

ROI:

Payback period less than 1 month in our case (and I would be very surprised if anyone else cannot achieve the same very high ROI's)

Setup Cost:

Zero setup cost since it is Saas.

Usage options available for less than 50 USD per month – extremely affordable. This is one of the reasons why there is such a quick payback period / high ROI

Alternate Solutions:

Yes, many many of them. I went through nearly every one of the 58 BI solutions in the review list to find a simple affordable solution.

Pentaho (the Saas scenario of Clic was much preferred over a physical installation of Pentaho, in real sales jargon – “the time to market” was sooo much better with Clic),

Qlikview, (too expensive for our SME size)

Microstrategy (too complex for our users and “semi-skilled” IT workforce)

SAP Lumira (although it is not reviewed on IT Central Station – the Clic learning curve was just much simpler and therefore much better for our specific situation)

Logianalytics (the whole dotnet interface was “too much IT jargon” for a true self service BI aimed at really really lay persons)

IdealAnalytics (another similar Saas solution) – the setting up of the connector, then dataset etc was also “too much IT jargon” for a true self service BI

... and the list of other products evaluated goes on and on and on ...

Other Advice:

As long as it stays this simple, it will be more than good enough for a very large number of small businesses.

Ask yourself this - if it can do more things, will it really still effectively serve this particular market segment.

Most business users (not the IT staff) want exactly what this product offers **SIMPLICITY**, something which requires no more than just a notch or 2 above excel skills on the part of the user, because that is what the average self service BI user in a SME have time for

Cognos Express

Vendor: IBM



Top Comparisons:*

Jaspersoft vs. Cognos Express

Compared 12% of the time.

Cognos TM1 vs. Cognos Express

Compared 10% of the time.

QlikView vs. Cognos Express

Compared 8% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

COGNOS EXPRESS REVIEW BY A REAL USER



ProgramAnalyst22 *Verified by IT Central Station*

Program Analyst at a engineering company with 500-5000 employees

Valuable Features:

Building complex custom reports

Bursting to specified users

Data Warehouse accessible to users to quickly build their own reports

Improvements to My Organization:

Dashboards on KPI, scoring vs targets.

Room for Improvement:

Nothing I can think of now.

Use of Solution:

2 years.

Deployment Issues:

No issues encountered.

Stability Issues:

Needs a little bit of tuning, once setup and tuned correctly it's very stable.

Scalability Issues:

No issues encountered.

Customer Service:

Very good. Direct access to top qualified resources.

WHAT REAL USERS ARE SAYING...

"Needs a little bit of tuning but once setup and tuned correctly it's very stable."

" IBM Cognos Express can quickly analyze complex data and display results in graphic form in which decisions can be made easily by managers. "

Technical Support:

Top professionals.

Previous Solutions:

Former version of Cognos (Impromptu) back in the past.

Initial Setup:

Not really complex, needs to answer basic setup questions (Database server addresses, Active directory and so on...)

Implementation Team:

In-house (did it myself).

ROI:

Difficult to evaluate on a cash basis. The real benefit is more related to knowledge, data precision, and the help to orientate business decision.

Setup Cost:

Original setup would be around \$15k (don't forget hardware requirements).
Roughly around \$5 a day (working day).

You could divide that by the number of licenses you own... Also, in our case, one person full time to pursue development and to be in charge of everything related to Cognos.

Alternate Solutions:

The company looked for other products but decided to go with Cognos Express.

Other Advice:

Be prepared, highlight and prioritize what you need/want to achieve. Then focus on one specific topic and build around it. Don't try to go too fast. Stay up to date. Learn then new features and use them if you can.

COGNOS EXPRESS REVIEW BY A REAL USER



lazarmihai *Verified by IT Central Station*

Project Manager at a software R&D company with 1-500 employees

Valuable Features:

Cogno's number one advantage is security. It's easily the best in the industry. Cognos allows dynamic data filtering at access to reports and cubes, a powerful set of options.

Easy for maintenance and interpretation by the administrators

Very good performance after the cube is built.

You can connect natively to many databases

Cognos has been in BI business from a long time and they are a solid company. They also seem to listen and react to customers problems.

Room for Improvement:

Building the cube can last a very long time, also during the cube-build very big temporary files are built, more than 4GB

If you build your cubes on Unix (we build our cubes on Unix (AIX)), at a certain volume of data, you can not be able to build a cube, additional tuning must be applied.

If your Database is dimensional then you don't have to worry. I used to work with non-dimensional databases and from my experience it takes a full working day to create the cube.

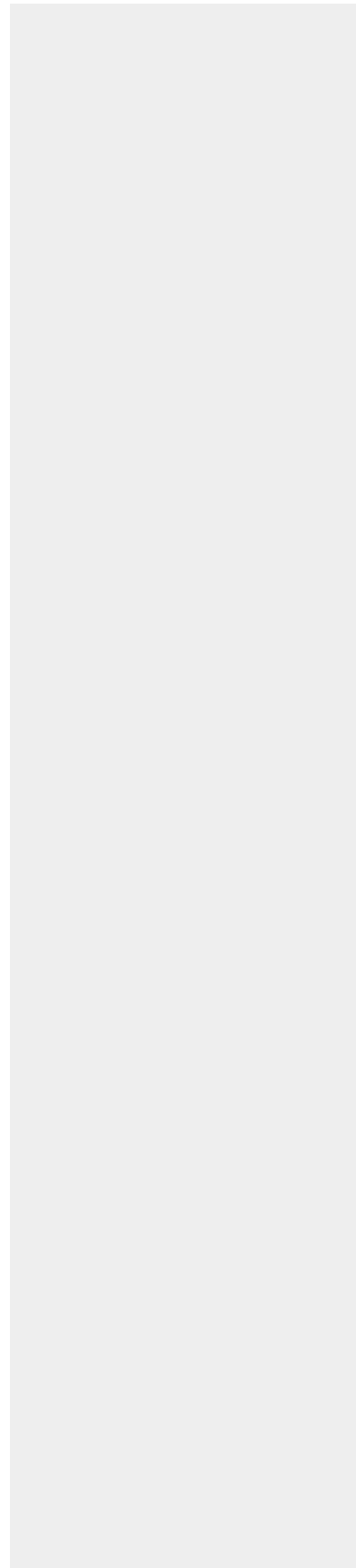
Other Advice:

Its write-back capabilities allow users to act immediately, achieving optimal economic results.

- Includes an in-memory analysis server (U.S.) high-speed powerful that connects quickly to operational data sources and creates a dimensional view of your business.
- Use drill-down capabilities and drill-up simple and flexible graphic displays for a quick review of key areas, such as customers, products and geographical areas.
- Includes bar charts, line, surface, radial, radar, bubble points and intervals, plus maps and maps thermal performance, to achieve high impact views.
- Provides self-service analytical tools through an intuitive, Web-based.

- Provides flexible delivery of information across the enterprise using interactive reports and dashboards Web-based

- Can be used with other IBM Cognos Express modules in a single, integrated solution for BI and Planning, designed specifically for midsize customers.



Sample Customers: Ministry of Education and Science of the Russian Federation, Telecom Italia, ASL Genovese, San Giovanni Battista University Hospital, Gamebay.com, Accor, Reutlingen University, Fiat Group

Top Comparisons:*

Pentaho vs. SpagoBI	Compared 38% of the time.
Jaspersoft vs. SpagoBI	Compared 14% of the time.
Tableau vs. SpagoBI	Compared 9% of the time.

Top Industries:*

Media Company	16%
Software R&D Company	13%
Energy/Utilities Company	7%
Non Tech Company	7%

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

SPAGOBI REVIEW BY A REAL USER



Saravanan Ramaraj *Verified by IT Central Station*
Solution Architect at MIMOS Berhad

Valuable Features:

QbE(QueryByExample) using Hibernate

Support for both Liferay and ExoPortal

Data Mining using Weka

Improvements to My Organization:

Making better decision using KPI, Performing predictive analytics about each department/functional units

Room for Improvement:

Data Integration

Data Visualization

MobileBI

Cloud BI

Use of Solution:

3-4 months

Deployment Issues:

Yes, very few times

Stability Issues:

No

Scalability Issues:

No

WHAT REAL USERS ARE SAYING...

"SpagoBI makes available a remarkable number of BI functionalities even if it adopts a free open source model."

Customer Service:

3 (out of 5 scale)

Technical Support:

3(out of 5 scale)

Previous Solutions:

No

Implementation Team:

Yes, it is implemented in-house.

Setup Cost:

Still we are using community edition as the base. On top of this we have our own feature implementations.

Alternate Solutions:

No, now I am evaluating Pentaho and Jasper

Other Advice:

Study, Analyze and Compare the features with your specific requirement. Nice features available in SpagoBI compared with other Open-source BI are

- * Auditing
- * ColloborativeBI
- * QueryByExample
- * User Profiling

Few of the missing features/support are

- * Ad-hoc reporting
- * Google Maps

Artus



Vendor: Bitam
Overview:

Bitam's 6 applications for Enterprise Performance Management offer BI, Strategic Planning, & Financial Planning.

Top Comparisons:*

Tableau vs. Artus

Compared 9% of the time.

QlikView vs. Artus

Compared 9% of the time.

Microsoft BI vs. Artus

Compared 8% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

ARTUS REVIEW BY A REAL USER



Armando Flores *Verified by IT Central Station*
IT Manager at a manufacturing company with 1-500 employees

Valuable Features:

Executive dashboards

Easy design and publishing

OLAP ad-hoc analysis

Improvements to My Organization:

It's allowed us to implement High Performance Work teams who periodically monitor KPIs, as well as improving the infrastructure and overall work methodology.

Room for Improvement:

Pricing needs to be brought down.

Use of Solution:

I've used different versions over a 12 year period.

Deployment Issues:

We had an issue with the ETL product, which may be considered another product of BITAM, so Artus doesn't really have issues worth mentioning.

Stability Issues:

We had an issue with the ETL product, which may be considered another product of BITAM, so Artus doesn't really have issues worth mentioning.

Scalability Issues:

We had an issue with the ETL product, which may be considered another product of BITAM, so Artus doesn't really have issues worth mentioning.

Customer Service:

Excellent.

WHAT REAL USERS ARE SAYING...

"OLAP ad-hoc analysis is a valuable feature but the pricing needs to be improved."

Technical Support:

Excellent.

Previous Solutions:

I've used Microstrategy and SAP BW/BO.

Initial Setup:

Mostly it's straightforward.

Implementation Team:

Implementation was done with BITAM directly so the level of expertise was fine.

ROI:

It's not measured as BI projects often tend to have very subjective financial measures. Gartner says that the KPI's of a BI project are

Quantification of Use

Qualification of Analysis

Qualification of decisions made through the BI platform, which is really subjective or hard to measure

Setup Cost:

US\$100,000, including hardware for the initial setup and then approximately US\$25,000 annually.

Alternate Solutions:

We didn't evaluate any others.

Other Advice:

Be sure the product will be used, because it's not cheap.

Essbase

Vendor: Oracle



Top Comparisons:*

Tableau vs. Essbase

Compared 14% of the time.

Cognos TM1 vs. Essbase

Compared 13% of the time.

Microsoft BI vs. Essbase

Compared 12% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

ESSBASE REVIEW BY A REAL USER



Shyamkant Matondkar PMP® *Verified by IT Central Station*

Consultant at a tech services company with 5000+ employees

Valuable Features:

Its multi-dimensionality, powerful calculation engine, aggregate storage applications are excellent features for faster calculations and response.

Improvements to My Organization:

We are on consulting side but definitely client implemented it for are able to carry out their planning and budgeting exercise in optimize and well structure manner.

Room for Improvement:

Variable attributes functionality need to be incorporated in Planning, though its available in Essabse I believe its still not in Planning.

Use of Solution:

For the last 8 years we have been implementing Essbase for various clients around globe.

Deployment Issues:

Application deployment process is very easy in classic way but yes I personally found it bit difficult in EPMA way.

Stability Issues:

No. if your application design is good stability is not an issue in stable version of Hyperion

Scalability Issues:

No

Customer Service:

Very good.

WHAT REAL USERS ARE SAYING...

"Excellent features for faster calculations and response. Deployment a bit difficult in EPMA."

Technical Support:

Very good knowledge base to look for solution or previously fixed issues and timely support by able consultants.

Initial Setup:

Yes. Initial setup and configuration is made very straightforward in latest versions compared to earlier.

Other Advice:

Essbase is a multidimensional database (MOLAP) is undoubtedly leading in that space. It leverages its powerful computing capability and combined with relational database gives hybrid flavor. Its powerful computing capability and scalability rates overall 4.

icCube

Vendor: icCube



Overview: Our OLAP server, tools, and products, are designed specifically to increase both your Business Intelligence accuracy and your productivity.

Sample Customers: Binary, TU/e, Kantar Worldpanel, Rivo

Top Comparisons:*	Microsoft BI vs. icCube	Compared 12% of the time.
	QlikView vs. icCube	Compared 9% of the time.
	Pentaho vs. icCube	Compared 9% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

ICCUBE REVIEW BY A REAL USER



principa7056 *Verified by IT Central Station*

Consultant at a tech consulting company with 1-500 employees

Valuable Features:

Economically priced, runs on all platforms, excellent cube building and query performance, and the development time to first report is very short even for an MDX novice. The MDX IDE is fabulous. They respond quickly and responsibly to support requests. New features in the reporting module are very welcome.

Room for Improvement:

As with many products, the documentation is light in some areas.

WHAT REAL USERS ARE SAYING...

"Economically priced, runs on all platforms, excellent cube building and query performance."

Yellowfin

Vendor: Yellowfin



Overview:

Yellowfin offers a business intelligence (BI) platform that allows users to interact with big data in a variety of ways. Yellowfin works to provide big data access to companies of all sizes, from small business to billion-dollar enterprises. It is designed for providing data quickly and allowing users to filter for specific results, maximizing gain from big data. Yellowfin has a variety of dashboards so the user can filter, drill to detail, and have data analysis in the same browser. The data can also be easily shared with others via email, wiki embed, and reports. There is a mobile app as well, which works automatically with the desktop dashboards to allow users to access their data on the go, and alerts can be set up to notify a user via email or push to a mobile device if the data is indicating a critical event taking place. Yellowfin also can map data to locations, providing not only the **what** of data, but also the **where**. Lancashire Care NHS Foundation Trust provides its community in England with mental health and community care services. Using Yellowfin's mobile business intelligence capabilities to deliver reporting and analytics to approximately 6000 clinicians, Lancashire Care NHS Foundation Trust was able to greatly improve the quality of its patient care. Yellowfin allowed the Trust to access and share independent data from mobile devices as well as create a **Balanced Scoreboard** to quickly gather and report information on the company's performance to its executives, management, and directors.

Sample Customers:

NCS, Universitat Konstanz, AT&T, PG&E, SingTel, InternetStores

Top Comparisons:*

Tableau vs. Yellowfin	Compared 20% of the time.
QlikView vs. Yellowfin	Compared 15% of the time.
Microsoft BI vs. Yellowfin	Compared 8% of the time.

** Data is based on the aggregate profiles of IT Central Station Users researching this solution.*

YELLOWFIN REVIEW BY A REAL USER



Allan Evans *Verified by IT Central Station*
Director at a tech vendor with 1-500 employees

Valuable Features:

The breadth of features, compared to the simplicity of implementation and use. The product doesn't try to do everything, for everybody – but it has a broad range of capability. As an implementer, the ease of installation, plus how quickly you can bring a customer up to speed is important.

Improvements to My Organization:

I have been involved with the implementation of many BI products; many products are expensive, require complex and difficult implementations, and once installed it is only the start of a lengthy consulting engagement to get the installation to where the customer wants it to be. Yellowfin is the antithesis of this; it installs easily, the configuration is done quickly, and the user can come up to speed quickly (especially if they have used other BI products). As an implementer, this changes how we operate, because we can focus on providing the customer what they want, not just on technical wizardry to get the product operational.

Room for Improvement:

The Version 7 “minimalist” interface is new and is in the process of maturing. The first release was a bit buggy, but they seem to have gotten on top of that very quickly. Documentation and information about the new version took a while coming and will mature over time.

Use of Solution:

For a couple of years.

Deployment Issues:

At one site there were some issues with authentication when Yellowfin had been embedded into a frame in a company portal; Yellowfin released a bug fix within a week to sort it out however.

Stability Issues:

If the web server is well configured and not competing with other applications, no, but I've seen problems if a customer tries to overload the web server with many applications in addition to Yellowfin. This is NOT a Yellowfin stability problem but an environment consideration – provide the right environment and it will be stable. The same could be said about the database – most issues are the result of a poorly configured database, not Yellowfin itself.

WHAT REAL USERS ARE SAYING...

"Very scalable design and easy to implement. It can reside alongside more complex enterprise systems."

Scalability Issues:

No, scalability is a where Yellowfin shines.

Customer Service:

So far so good ... they are a small company and rely heavily on their wiki and customer forums.

Technical Support:

Good experiences when a customer needs something fixed.

Previous Solutions:

I've used a number of different solutions, both as a customer, and as an implementer. I've seen many sites where a complicated enterprise system locks the customer into the solution which doesn't meet their needs (for whatever reason; sometimes complexity, other times aging functionality that would take too much effort to update). Yellowfin doesn't try to do everything – it is a BI presentation and communication tool, and it does it brilliantly. Most customers switch to Yellowfin because they can't get what they want out of their monolithic legacy systems. It can reside alongside more complex enterprise systems.

Initial Setup:

Very straight forward. You can have a basic system operating in half an hour if you have a database already on your system (or even if you don't!). Since Yellowfin (in the initial installation) is essentially a package, there is very little to cause a problem. The most difficult aspect comes later if the customer has their data in a standard normalized database where nothing has been converted for BI purposes (no data marts, star schemas, etc).

Alternate Solutions:

I've had experience with SAS, Informatica, Pentaho, Microsoft ... less experience with others.

Other Advice:

If it is used in conjunction with a Data Mart creation tool like BI Ready it will ease the implementation. Note: there are a number of products like this – as an implementer this is the one that we have decided to put into our package of products to solve a problem (I'm with QFire, which produces a data quality product that checks data before it is used in the Data Mart). It is so simple to setup a demo version of this product however – talk to Yellowfin about getting a trial download so that you can play with it. You can set it up with an internal database just for that purpose (it wouldn't suffice using that for production purposes, but it is perfectly good for a play).

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