

# FrontRunners®

## RETAIL MANAGEMENT SOFTWARE

JANUARY 2019

Powered by  
**Gartner** Methodology

**Software Advice**

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# INTRODUCTION

This FrontRunners analysis is a data-driven assessment identifying products in the Retail Management software market that offer the best capability and value for small businesses. For a given market, products are evaluated and given a score for Usability (x-axis) and User Recommended (y-axis). FrontRunners then plots 10-15 products each on a Small Vendor and an Enterprise Vendor graphic, based on vendor business size, per category.

In the Retail Management FrontRunners infographic, the

Enterprise Vendor graphic had a minimum qualifying score of 3.83 for Usability and 3.64 for User Recommended, while the Small Vendor graphic had a minimum qualifying score of 3.68 for Usability and 3.67 for User Recommended.

To be considered for the Retail Management FrontRunners, a product needed a minimum of 20 user reviews published within 18 months of the evaluation period. Products needed a minimum user rating score of 3.0 for both Usability and User Recommended in both the Small and Enterprise graphics.

# INTRODUCTION

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The minimum score cutoff to be included in the FrontRunners graphic varies by category, depending on the range of scores in each category. No product with a score less than 3.0 in either dimension is included in any FrontRunners graphic. For products included, the Usability and User Recommended scores determine their positions on the FrontRunners graphic.



# DEFINING RETAIL MANAGEMENT SOFTWARE

Retail Management software helps retailers ring up customers, update inventory levels, present basic reports and keep track of customers.

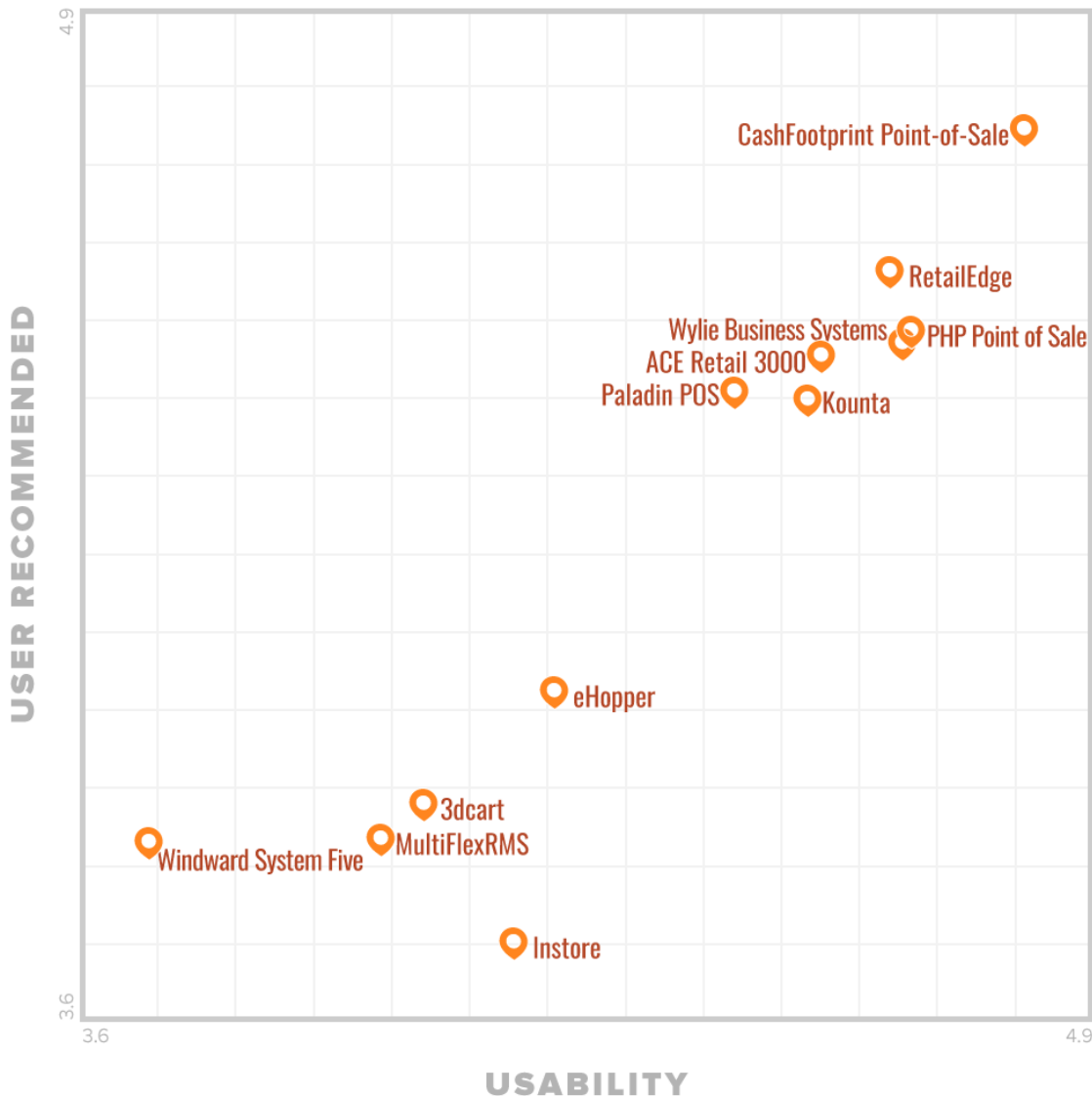
Software Advice's FrontRunners is focused on the North American Retail Management market. We identify this set of core capabilities for the Retail Management category: point of sale and inventory management, as well

as at least one of the following: accounting management, customer management and/or reporting/ analytics.

# FRONTRUNNERS

(SMALL VENDORS)

## FRONTRUNNERS® FOR RETAIL MANAGEMENT, JANUARY 2019



For each individual rating in both the Usability and User Recommended criteria, the methodology weighs recent reviews more heavily.

# FRONTRUNNERS SCORES

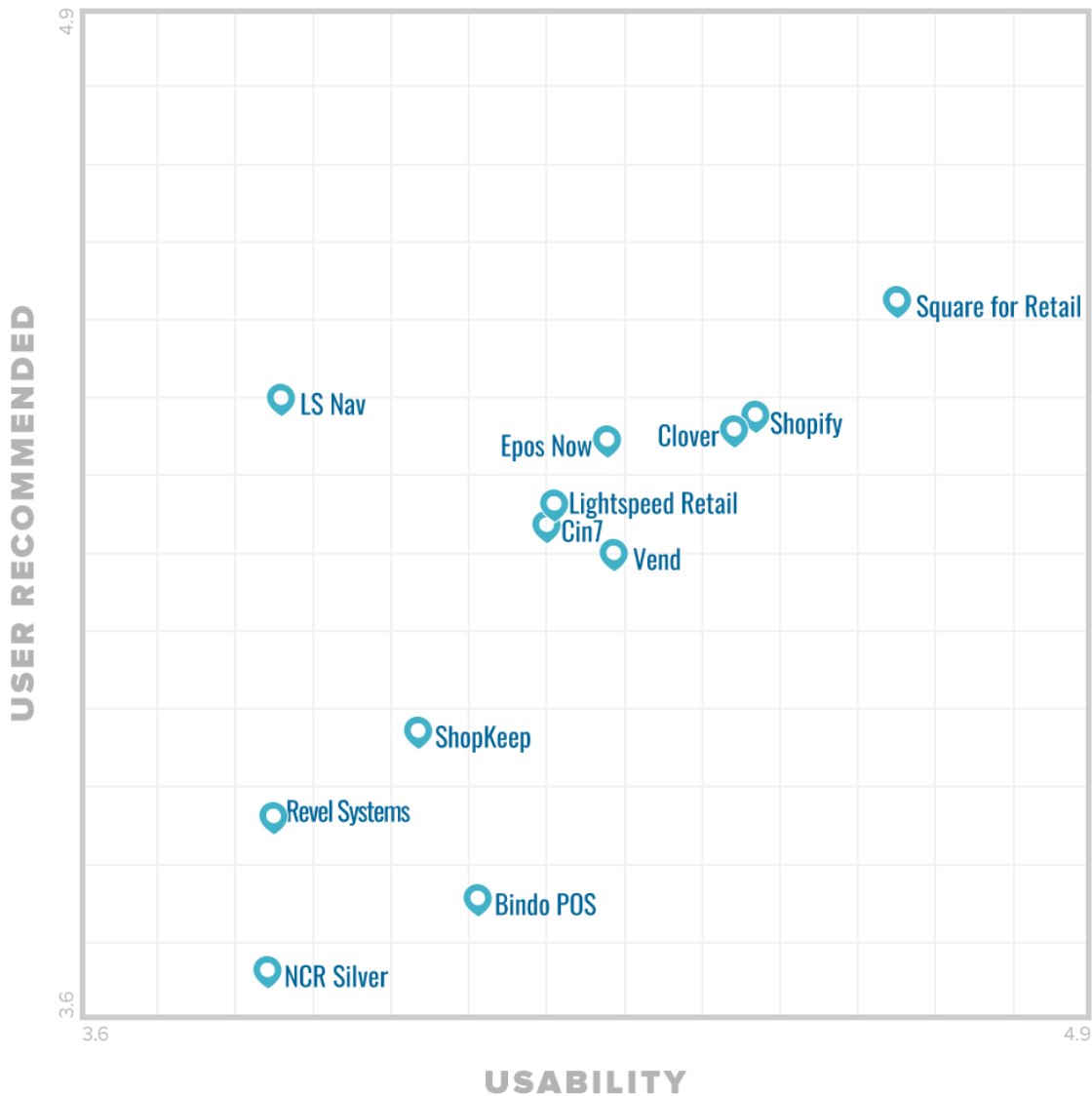
(SMALL VENDORS)

		TOTAL SCORE	USABILITY SCORE	USER RECOMMENDED SCORE
1	CashFootprint Point-of-Sale	9.53	4.81	4.72
2	RetailEdge	9.18	4.64	4.54
3	PHP Point of Sale	9.14	4.67	4.47
4	Wylie Business Systems	9.11	4.66	4.45
5	ACE Retail 3000	8.97	4.55	4.43
6	Kounta	8.92	4.53	4.38
7	Paladin POS	8.84	4.44	4.39
8	eHopper	8.22	4.21	4.00
9	3dcart	7.90	4.04	3.86
10	Instore	7.84	4.16	3.68
11	MultiFlexRMS	7.81	3.99	3.81
12	Windward System Five	7.50	3.69	3.81

# FRONTRUNNERS

(ENTERPRISE VENDORS)

## FRONTRUNNERS® FOR RETAIL MANAGEMENT, JANUARY 2019



For each individual rating in both the Usability and User Recommended criteria, the methodology weighs recent reviews more heavily.



# FRONTRUNNERS SCORES

(ENTERPRISE VENDORS)

		TOTAL SCORE	USABILITY SCORE	USER RECOMMENDED SCORE
1	Square for Retail	9.15	4.65	4.50
2	Shopify	8.83	4.47	4.36
3	Clover	8.77	4.44	4.33
4	Epos Now	8.60	4.28	4.32
5	Vend	8.48	4.29	4.18
6	Lightspeed Retail	8.46	4.21	4.24
7	Cin7	8.41	4.20	4.21
8	LS Nav	8.24	3.86	4.38
9	ShopKeep	7.98	4.03	3.95
10	Bindo POS	7.84	4.11	3.73
11	Revel Systems	7.69	3.85	3.84
12	NCR Silver	7.49	3.84	3.65

# RUNNERS UP

**A&B POS Pro**

**ACCEO Retail-1**

**ACCEO Smart Vendor**

**AccuPOS**

**ACR Point-of-Sale**

**Action Card**

**AdaPos more+**

**Adaptive Jewelry**

**AeroRetail**

**Agiliron**

**All in One Restaurant Solutions**

**Amber POS**

**Ambur POS**

**Amicus**

**Aptos**

**Aralco**

**ARMS USA**

**Artisan**

**Avercast Forecasting Solutions**

**BarTab**

**Bemacash**

**Bepoz**

**Bevo POS by Benseron**

**Bill To You**

**Boxy POS**

**Bravo POS**

**Brigade POS**

**Brightpearl**

**Brink POS**

**Business Control OneStep**

**BusinessMind for Jewelers**

**C-Store Office**

**Cash Register Express**

**Cashier Live**

**CashOrCardPOS**

**Catapult by ECRS**

**Celerant Command Retail**

**CellSell**

**CellSmart POS**

**ChainDrive**

**Checkout Professional**

**Cluster POS**

**COMCASH Retail ERP**

**ConsignPro**

**Copper POS**

**CORESense**

**Countr**

**CrunchTime Back Office**

**Cumulus Retail**

**DealPOS**

**Dynamics RMS**

**ECi RockSolid POS**

**EDGE by Abbott**

**ePaisa**

**ERPLY**

**Everest Software**

**Fashion-Ware**

**FashionPro Retail POS**

**Fattmerchant**

**Fedelta Point of Sale**

**Figment**

**FlexBooker**

**Floral Frog**

**Floranext**

**Foko Retail**

**Form.com (Suite)**

**Geelus**

**Genesis Advantage**

**GiftLogic**

**GlossGenius**

**GoEasyPOS Software**

**GoECart 360**

**GoSpotCheck**

**Gotmerchant.com**

**Gusto (by Dovetail )**

**Harbortouch Echo**

**Harbortouch Elite**

**HDPOS smart**

**Hike**

**HireHop**

**IBM Watson Commerce**

**iConnect POS**

**IndicaOnline**

**Inkling Systems**

**Intelligent Pharmacy Software**

**InTouchPOS**

**iRetail**

**iVend Retail**

**iWireless Point Of Sale**

**Jazva**

**JDA Software**

**kafelive**

**Keystroke POS Software**

**KORONA**

**Krunchbox**

**Lagniappe Pharmacy Services (LPS)**

**Lead Commerce**

**Liberty Software**

**Liberty4 Consignment**

**Lightning Online**

**LIGHTSPEED Restaurant POS**

**LionWise**

**Liquid Assets Point of Sale**

**LivePOS**

**Loyalty & Rewards**

**Loyverse POS**

**MaitreD POS**

**Mi9 Retail Suite**

**MicroBiz Cloud POS**

**MioSalon**

**MobiSoft Pro**

**Monsoon Marketplace**

**mPower Beverage**

**NetSuite - Retail**

**Nobly**

**Nova POS**

**Octopus**

**Odoo Point of Sale**

**OMAK POS 360**

**Omnia Dynamic Pricing**

**Online Food Ordering System**

**Openbravo ERP**

**Oracle ERP**

**Orderhive Plus**

**Ordyx**

**PawnMaster**

**PayGo POS**

**PBS Manufacturing**

**PeachWorks**

**Petpooja - Restaurant Management Platform**

**Pharmacy Management Systems**

**pimcore**

**Pivotal CRM**

**PomodoTech by ADI Business Solutions**

**POS Easy**

**POS System**

**POS-J**

**POSbistro**

**Posential POS**

**POSIM EVO**

**POSiSales**

**POSitive for Windows**

**POSSible Restaurant POS**

**Poster POS**

**PriceEdge**

**Primaseller**

**PrimeCare**

**Productsup Suite**

**Pronto Xi ERP**

**ProphetLine for Windows**

**Quetzal**

**Quickbooks POS by Big Hairy dog**

**RanceLab FusionERP**

**Rapid Bev POS**

**Rapid Garden POS**

**Rapid POS**

**RE 2.0**

**Rental Software by Rent it Biz**

**Rentman**

**Rentrax**

**Restaurant Manager by Action Systems**

**RETAIL**

**Retail Execution Platform**

**Retail Express**

**Retail Hero**

**Retail Pro**

**Retail STAR**

**Retailbean Lite**

**RetailMagic**

**RetailOps**

**RETAILvantage**

**Revers.io**

**Rezku POS**

**Ricochet Consignment Software**

**RICS Software**

**RQ Retail Management**

**RunIt RealTime**

**SalesVu**

**SalesWare**

**Salon and Spa Ultimate**

**SalonTarget**

**SAP Anywhere**

**Sapaad**

**Scorebuddy**

**Sellbery**

**Sellsy**

**Shopseen**

**Shyft**

**Silverware Avrio**

**SimpleOrder**

**SlickPOS**

**SmartRetail**

**Smartwerks**

**Snapfulfil**

**Social Taste**

**SoftTouch**

**SplitAbility**

**Springboard Retail**

**Spruce**

**Square Point of Sale**

**Starmount Customer Engagement Suite**

**Stitch Labs**

**StoreLIVE!**

**Storemapper**

**Storepoint Store Locator**

**STORIS**

**SupportSync**

**Swim**

**SynergySuite**

**System**

**talech**

**TeamPOS**

**Teamwork Retail by Retail Cloud Technologies**

**The Consignment Shop**

**Thrive POS**

**Tick-It!**

**Tiger POS**

**till**

**tillpoint**

**TimeForge HR**

**To be Checked**

**UAS**

**uniCenta**

**UNION POS**

**Univex Retail Software**

**UTC Retail Merchant**

**Vendio**

**VersAccounts**

**Vin eRetail**

**Visual Retail Plus**

**Vivonet Point of Sale**

**W3bstore.com**

**Waiterio**

**webCRM**

**Wink**

**WinRx**

**Wireless Standard POS**

**XERA POS**

**XpertMart POS**

**Yellow Dog Inventory**

**Yo!Kart**

**Yourcegid Retail**

**Zentail Commerce**

**ZigZag**

**Zoey**

# METHODOLOGY BASICS

The FrontRunners methodology assesses and calculates a score for products on two primary dimensions: Usability on the x-axis and User Recommended on the y-axis.

## **The Usability score is a weighted average of user ratings including:**

- End-user ratings of one to five stars on the product's ease of use.
- End-user ratings of one to five stars on the product's functionality.

## **The User Recommended score is an overall weighted average of scores including:**

- End-user ratings of one to five stars on how valuable users consider the product to be relative to its price.
- End-user ratings of one to five stars on how likely they are to recommend the product to others.

There are up to two FrontRunners graphics for each market, one Small Vendors and one Enterprise Vendors graphic. The Small Vendors graphic highlights qualifiers from smaller (by employee size) vendors, while the Enterprise Vendors graphic displays qualifiers for larger (by employee size) vendors.



## METHODOLOGY BASICS

Markets are defined by a core set of functionality, and to be eligible for FrontRunners, products must offer that core set of functionality. Core functionality required is determined by our research analysts, who provide coverage for and have familiarity with products in that market. Additionally, a product must have at least 20 unique user-submitted product reviews published within 18 months of the start of the analysis period across the three Gartner Digital Markets web properties: [softwareadvice.com](https://www.softwareadvice.com), [capterra.com](https://www.capterra.com) and [getapp.com](https://www.getapp.com).

Inclusion in the Small Vendor or Enterprise Vendor FrontRunners graphics is based on vendor employee count. Vendors eligible for the Enterprise Vendor graphic must have more than the median employee count for all vendors in the market, or 100 employees—whichever is greater. Vendors whose employee counts do not meet either of those thresholds qualify for the Small Vendor graphic.

*<sup>1</sup> In the event fewer than 10 products qualify for either a Small Vendors or Enterprise Vendors FrontRunners graphic, the vendors that do qualify will be combined into a single graphic.*





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