

THE BI SURVEY 14

The world's largest survey of business intelligence software users

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

INFOR

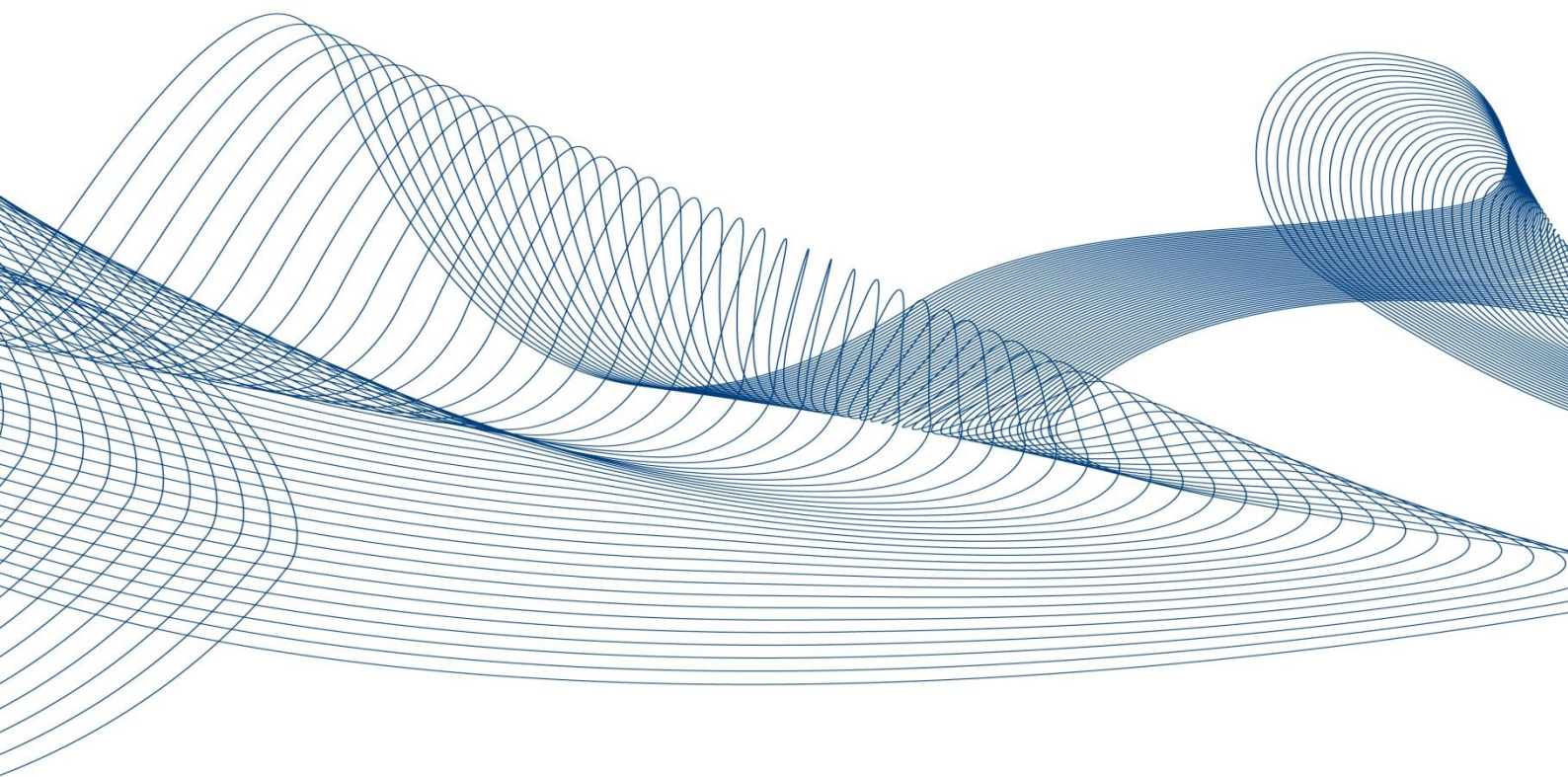


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THE BI Survey 14 Infor results overview

Large international BI vendor	
Top ranked	Leading
Price-to-value perception	Project success
Visual design standards	Seats per admin
	Investment
	Product satisfaction
	Vendor support
	Customer satisfaction
	Flexibility for the user

Large scale enterprise reporting vendor	
Top ranked	Leading
Price-to-value perception	Business benefits
Visual design standards	Project success
	Seats per admin
	Investment
	Big data analytics
	Cloud BI
	Innovation
	Product satisfaction
	Vendor support
	Implementer support
	Customer satisfaction
	Flexibility for the user
	Agility

OLAP analysis vendor	
Top ranked	Leading
Seats per admin	Investment per seat
	Price-to-value perception
	Investment
	Visual design standards
	Product satisfaction
	Flexibility for the user

Planning vendor	
Top ranked	Leading
Investment per seat	Price-to-value perception
Seats per admin	Big data analytics
Investment	Visual design standards
	Agility

Infor in THE BI Survey 14

Introduction

The BI Survey 14 is based on findings from the world's largest and most comprehensive survey of business intelligence end-users, conducted earlier this year. In total, 3,224 people responded to The Survey with 2,348 answering a series of detailed questions about their usage of a named product. Altogether, 34 products (or groups of products) are analyzed in detail.

The BI Survey 14 examines BI product selection and usage among users in areas including business benefits, costs, proportion of employees using the product, competitiveness, recommendation, innovation, performance, customer satisfaction and agility.

We asked several questions that helped us measure the business benefits derived from respondents' deployments. The combined results were then used as a calibration tool – The Business Benefits Index (BBI) - which is widely used throughout The Survey to assess the correlation between various factors and the achievement of benefits.

Infor overview

Infor is a business software company with an extensive product portfolio including solutions for ERP, financial management, supply chain management and CRM as well as business intelligence and performance management. The company was founded in 2002 and now has over 12,000 employees, generating revenues of \$ 2.7 billion in 2013. It has 70,000 customers in 200 countries worldwide.

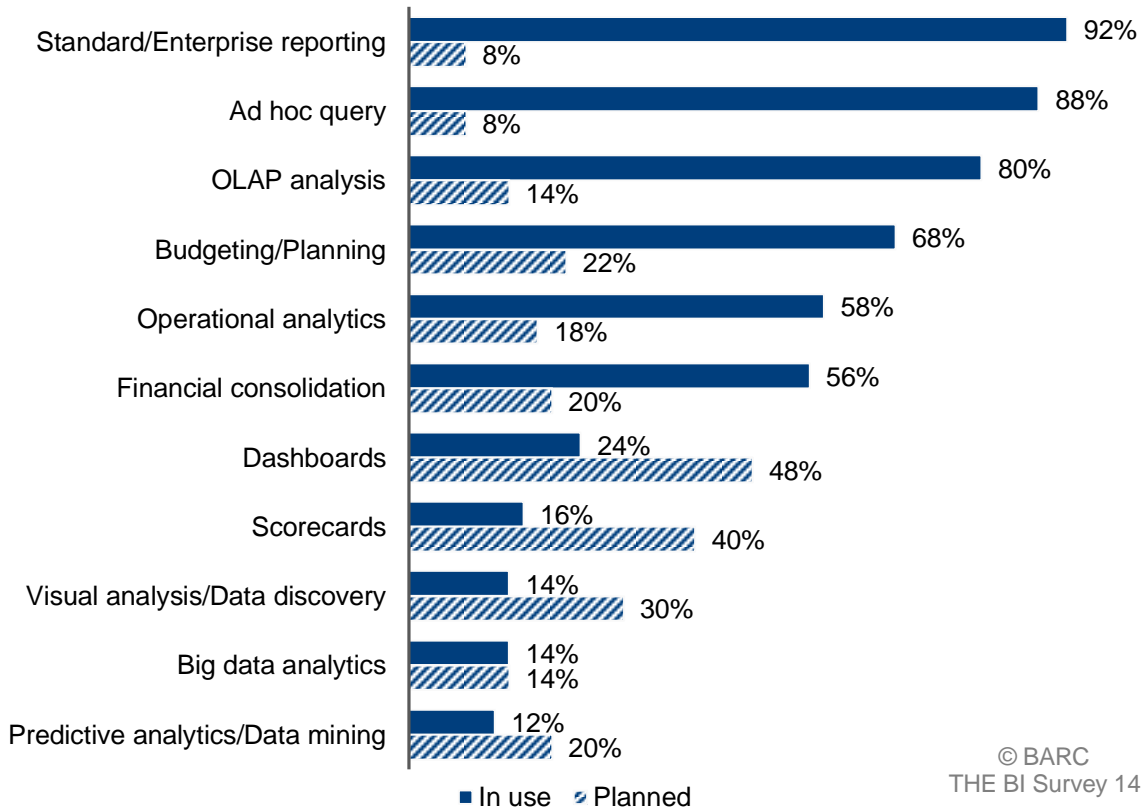
The roots of the current Infor BI offering can be traced back to the product line of the German vendor MIS, which had been bought out by Systems Union by the time Infor acquired it in 2006.

Infor has its own multidimensional database, Infor BI OLAP Server, and several front-end solutions including Office Plus, an Excel add-in, and Application Studio, a web-based front end for building reports, dashboards and analysis interfaces. Content from Application Studio can be used to build up custom dashboards in a web browser or on iPads with Infor Motion and BI Dashboards. For data analysis and data mining, Infor resells Bissantz's DeltaMaster product as Infor BI DeltaMiner, and applications for planning and budgeting as well as legal consolidation are also available.

Infor customer responses

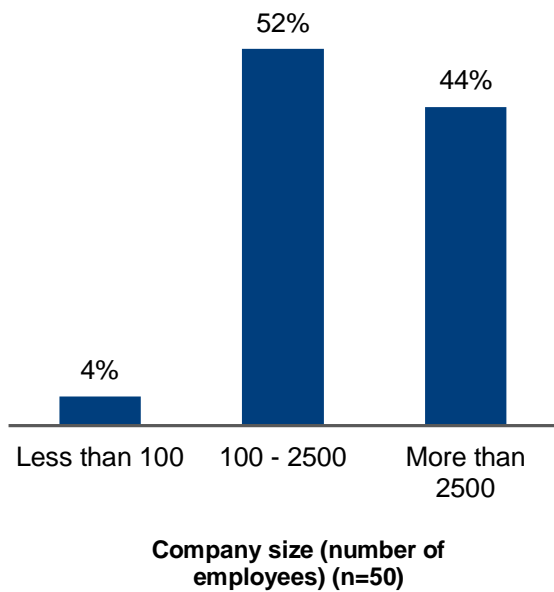
A total of 50 Infor users responded to The BI Survey 14, all of whom stated they are running version 10.

User and use case demographics



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Product usage (n= 50)

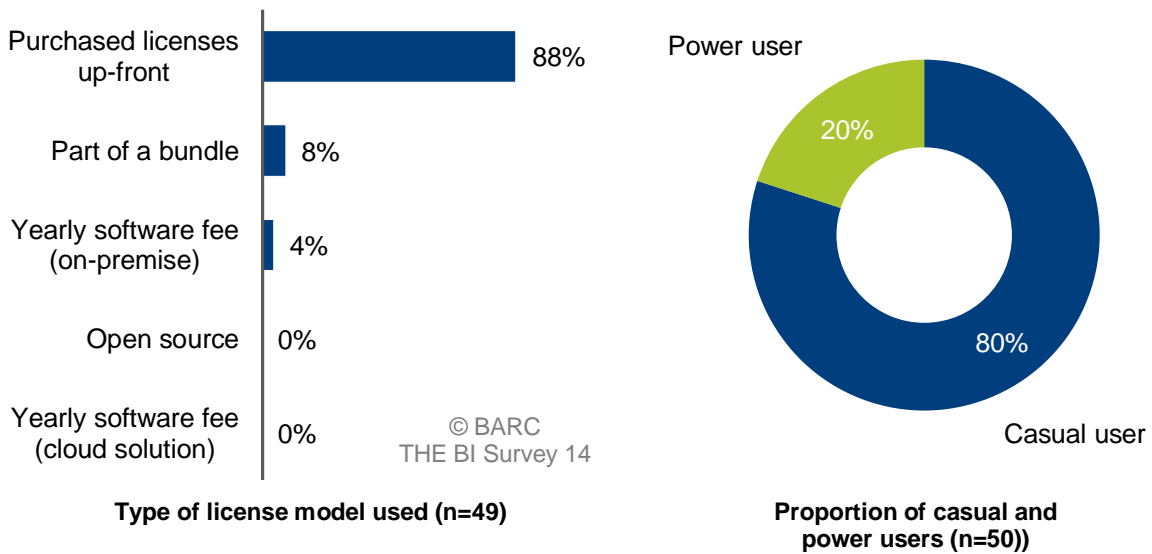


Percentage of employees using Infor

Infor	8%
Average of all products	15%

Number of users using Infor

Median	68
Mean	161



Infor users can build a rich variety of applications from reporting, analysis and dashboarding through to planning and financial consolidation. This scope is reflected in the product usage chart above where the figures for the aforementioned applications are way above the average in this year's survey.

Dashboards are used by only 24 percent of our sample of Infor users, but with the launch of Infor BI Dashboards in 2014 and a further 48 percent of BI managers and users planning to work with dashboards, we expect this figure to rise quickly.

Infor's focus on offering its BI product line to existing ERP customers has resulted in a BI customer base of predominantly mid to large sized companies. The acquisition of Lawson gave fresh impetus to this strategy in 2011, although the vendor is now pursuing new customers more actively.

In line with our experience, The BI Survey illustrates that a typical Infor BI deployment requires relatively few power users to build applications for requirements such as reporting, planning, analysis and financial consolidation, to be used by large numbers of business users.

Peer Groups

The BI Survey features a range of different types of BI tools so we use peer groups to ensure similar products are compared against each other. The groups are essential to allow fair and useful comparisons of products that are likely to compete.

The peer groups are primarily data-driven and based on how customers say they use the product.

Infor features in the following peer groups:

- Large international BI vendors
- Large scale enterprise reporting
- OLAP analysis
- Planning

The KPIs

The BI Survey 14 provides the reader with well-designed KPI dashboards packed with concise information, which can be absorbed at a glance. The KPIs all follow these simple rules:

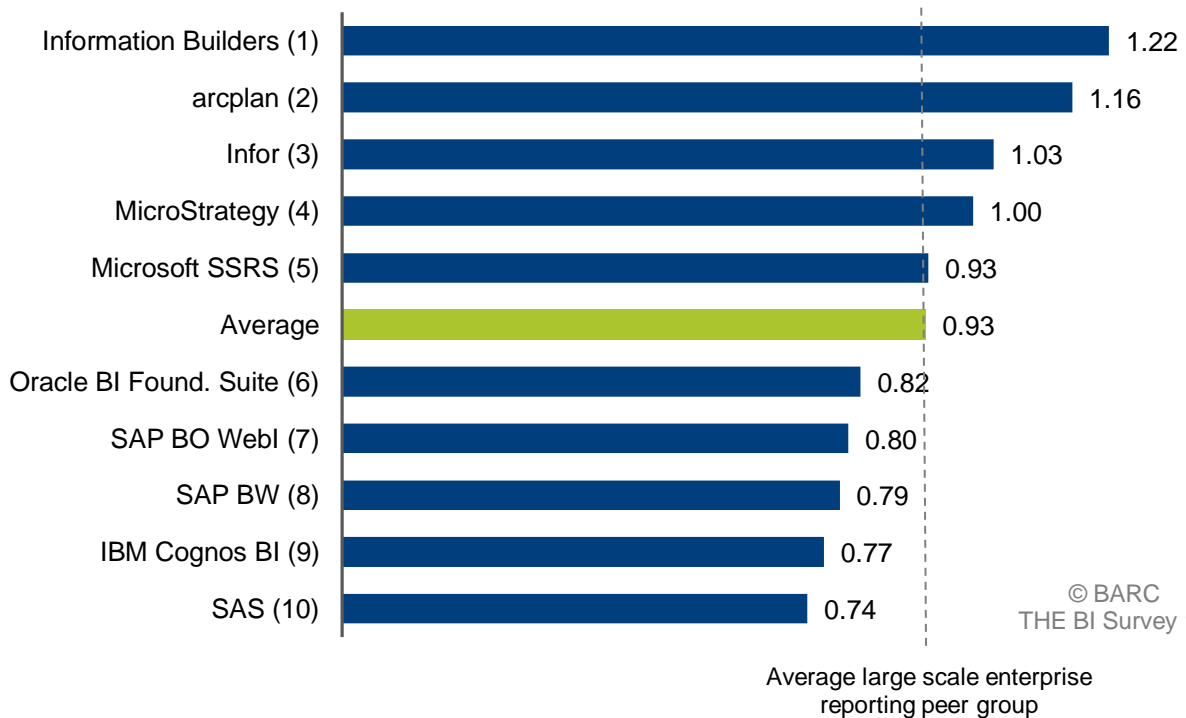
- Only measures that have a clear good/bad trend are used as the basis for KPIs
- KPIs may be based on one or more measures from The BI Survey
- Only products with samples of at least 20 - 30 (depending on the KPI) for each of the questions that feeds into the KPI are included
- Each KPI is normalized so that the overall sample always has a value of 1.0
- The KPIs are calculated so that better-than-average products always have scores of greater than 1.0, while less good products score less than 1.0. When viewing the peer group KPI charts, note that the average for each peer group will usually be either higher or lower than 1.0 because the peer groups are all subsets of the overall sample.

The products are sorted by value: the better the product the higher the value. The average is displayed as a green bar and separates the products into two groups, those that performed better than average and those that performed worse than average.

For more details on the KPIs, see our 'KPIs and Dashboards' document.

Leading large scale enterprise reporting vendor in business benefits

Based on the achievement level of a variety of business benefits



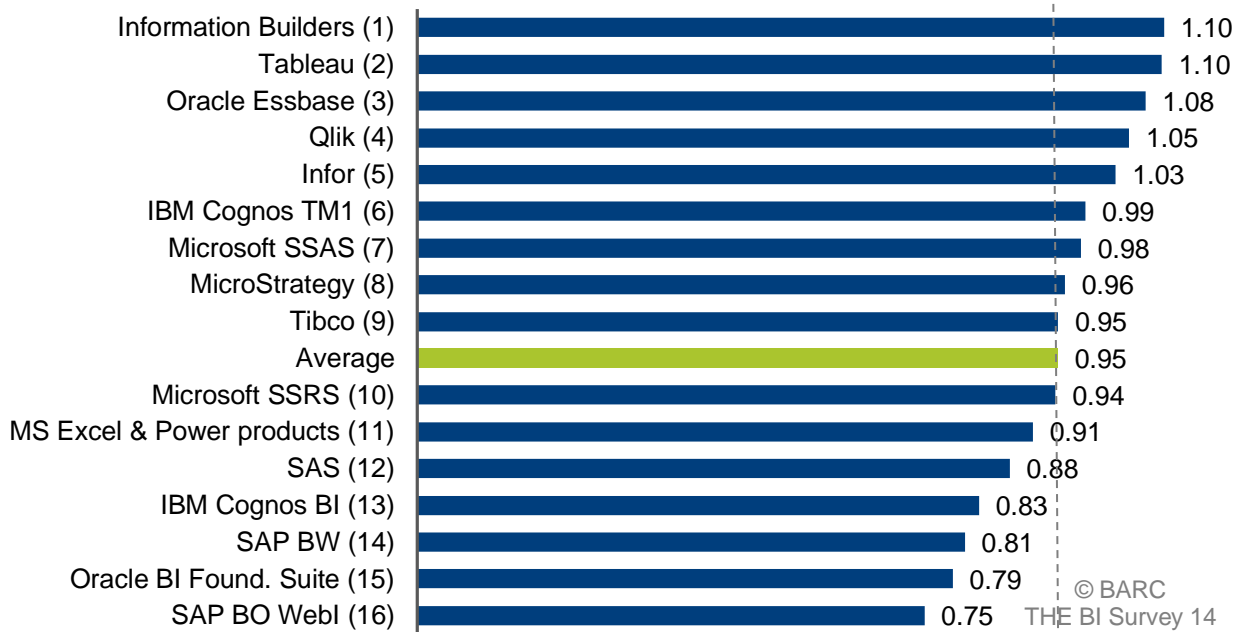
The 'Business benefits' KPI is one of The BI Survey's key metrics, measuring the success of BI deployments based on the achievement level of a number of benefits.

Infor customers rate the product highly in the Enterprise Reporting peer group, citing faster and more accurate reporting, analysis or planning; improved data quality and improved employee satisfaction through time savings and reduced effort.

Gaining buy-in from business users is critical to the success of BI initiatives and Infor's flexibility, as outlined later in this report, resonates very strongly with customers.

Leading large international BI vendor in project success

Based on the implementation satisfaction level and the frequency of projects completed on time and on budget

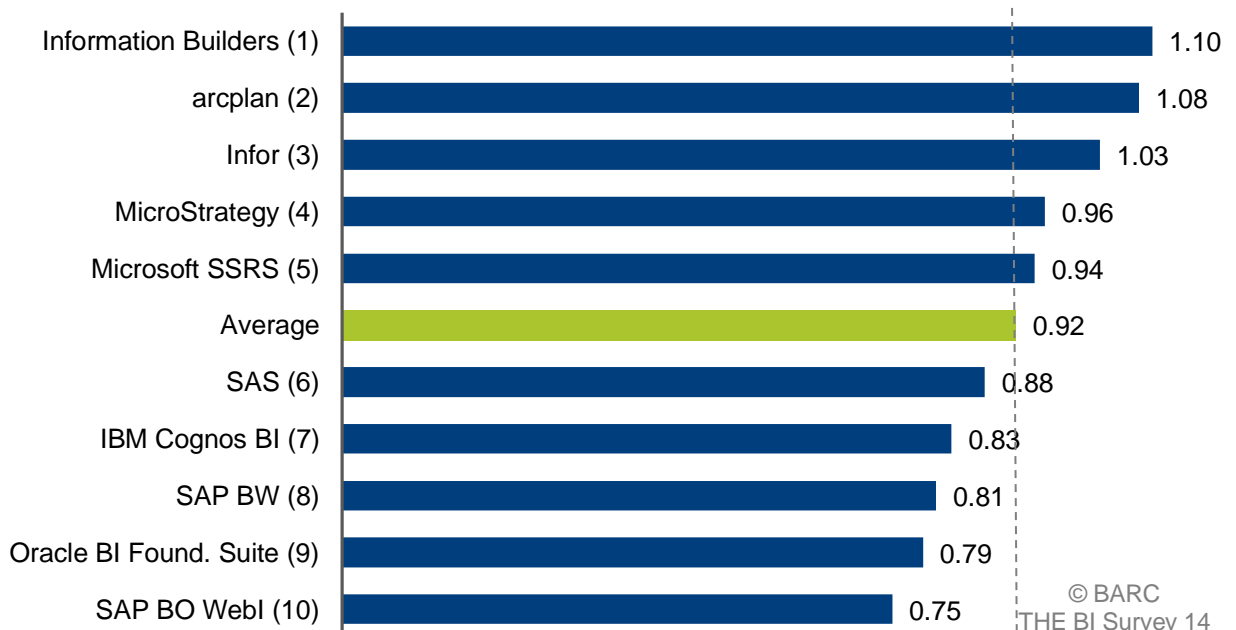


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Average large international BI vendors peer group

Leading large scale enterprise reporting vendor in project success

Based on the implementation satisfaction level and the frequency of projects completed on time and on budget



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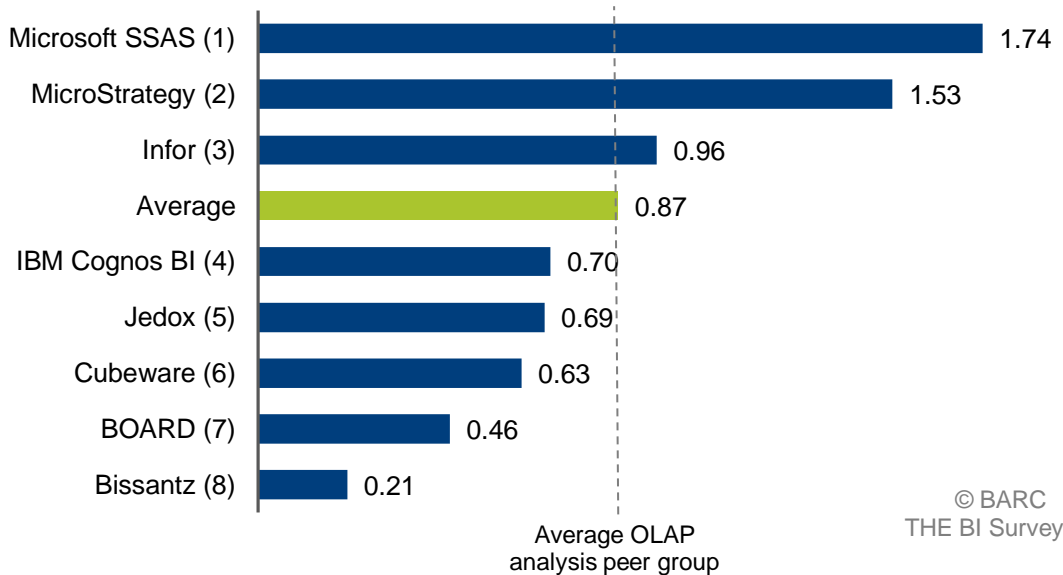
Average large scale enterprise reporting peer group

Infor leads its ERP rivals SAP and Microsoft in the Project Success KPI, only narrowly trailing behind a small group of pure BI vendors. This is an encouraging vote of confidence from its customers and

reveals that they are generally satisfied with their Infor BI projects, which can be completed within the agreed timeframe and budget.

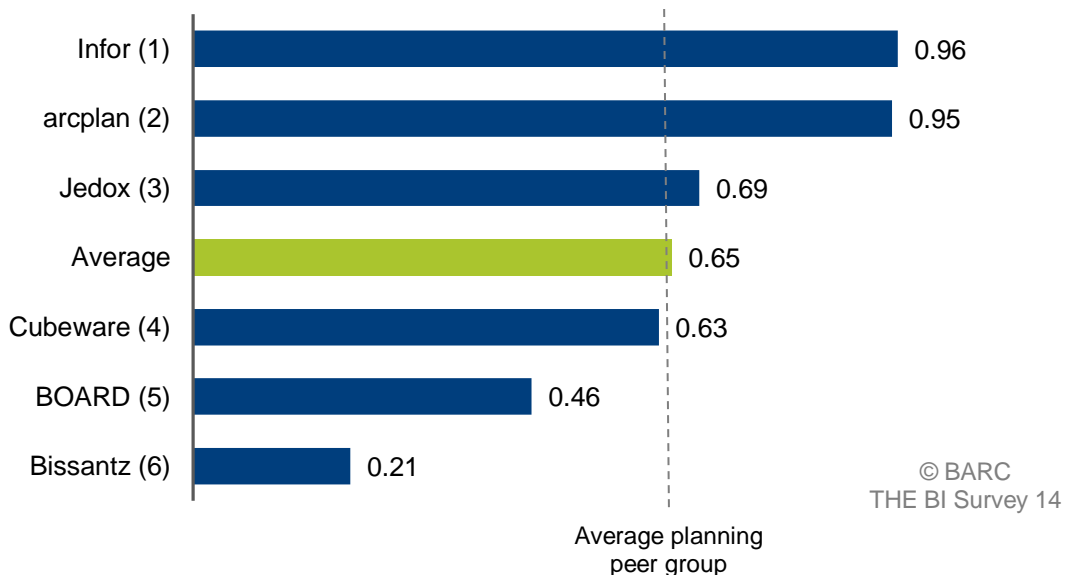
Leading OLAP analysis vendor in investment per seat

Based on median license fees, annual fees and external implementation fees, adjusted by the number of users



Top ranked planning vendor in investment per seat

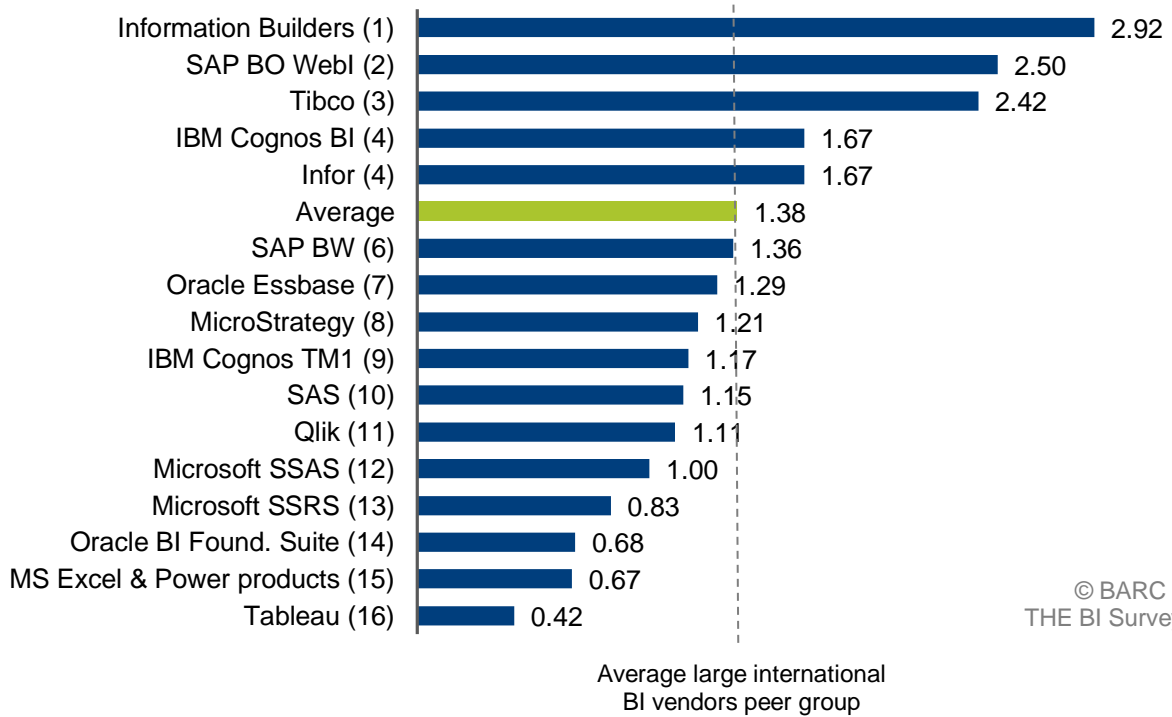
Based on median license fees, annual fees and external implementation fees, adjusted by the number of users



Infor is rated as the cheapest planning tool in this year’s BI Survey on a cost per seat basis. While it is not always perceived as the most economical product on the market, two factors work in its favor here: Compared to most other planning vendors featured in the Survey, Infor deployments are usually much larger so the licensing and implementation fees are averaged out over more users. Secondly, Infor’s traditional strategy of selling BI into its existing ERP customer base means it can offer competitive bundle deals for its software.

Leading large international BI vendor in seats per admin

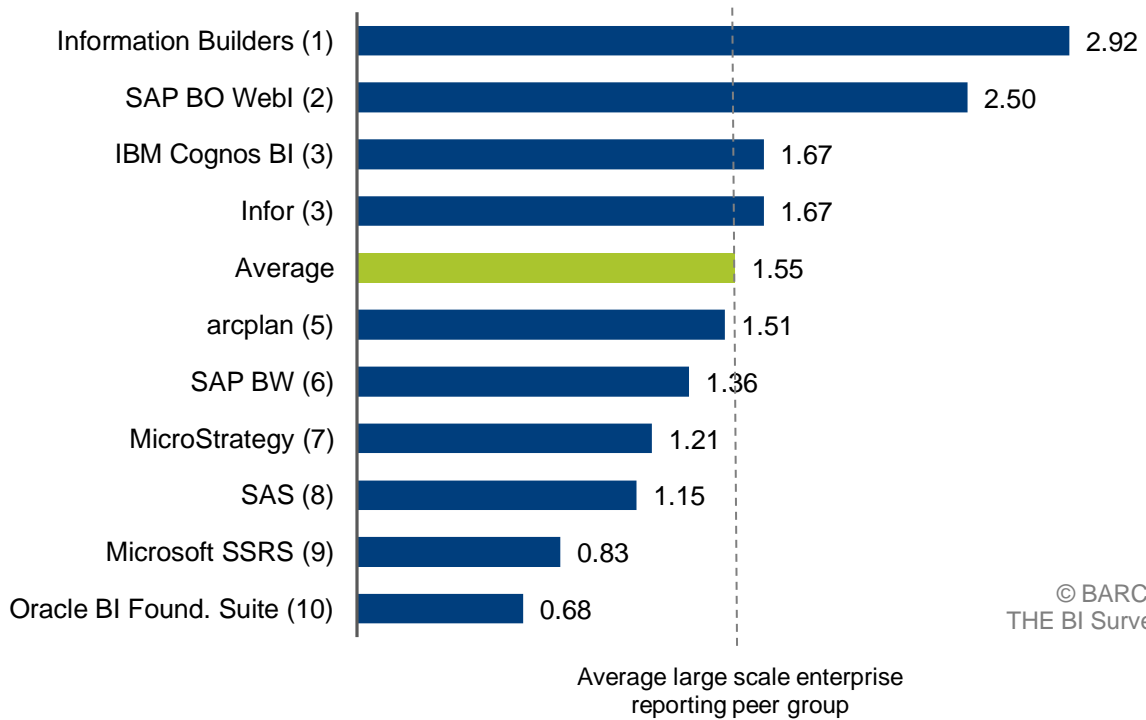
Based on the number of full-time administrators per user



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Leading large scale enterprise reporting vendor in seats per admin

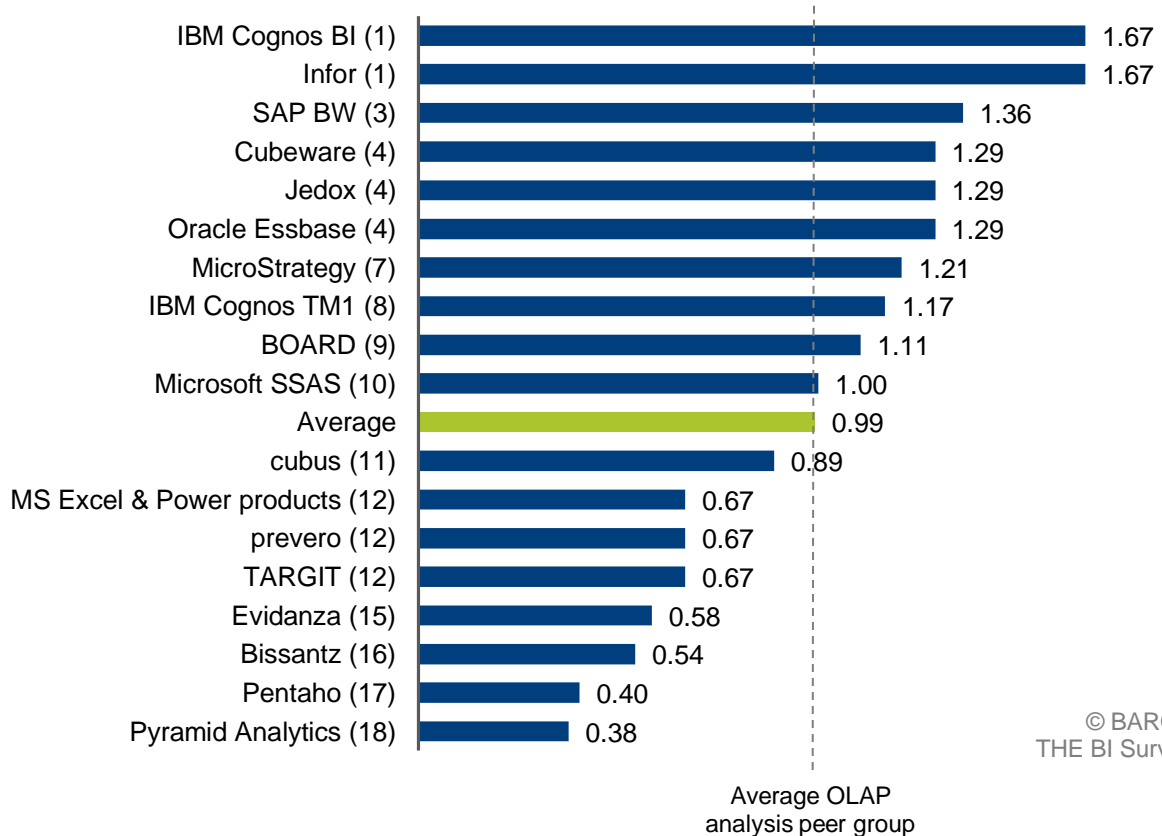
Based on the number of full-time administrators per user



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Top ranked OLAP analysis vendor in seats per admin

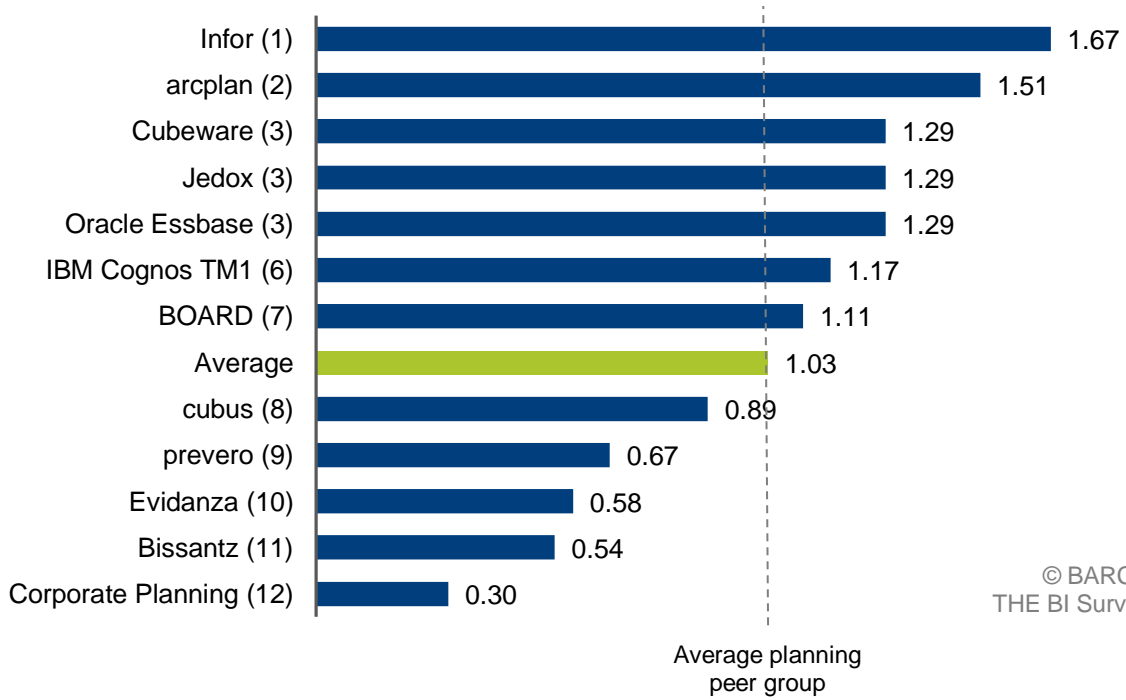
Based on the number of full-time administrators per user



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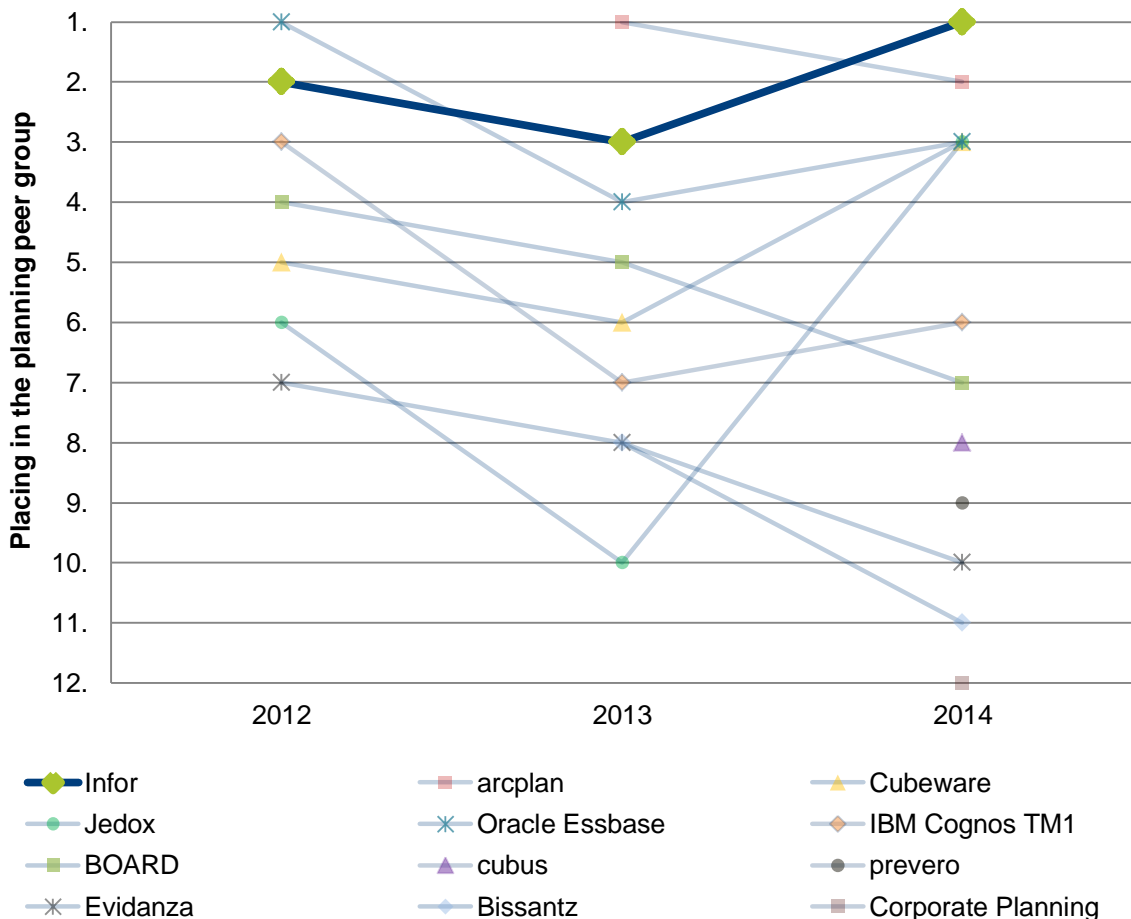
Top ranked planning vendor in seats per admin

Based on the number of full-time administrators per user



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Consistently outstanding planning vendor in seats per admin in the past three years



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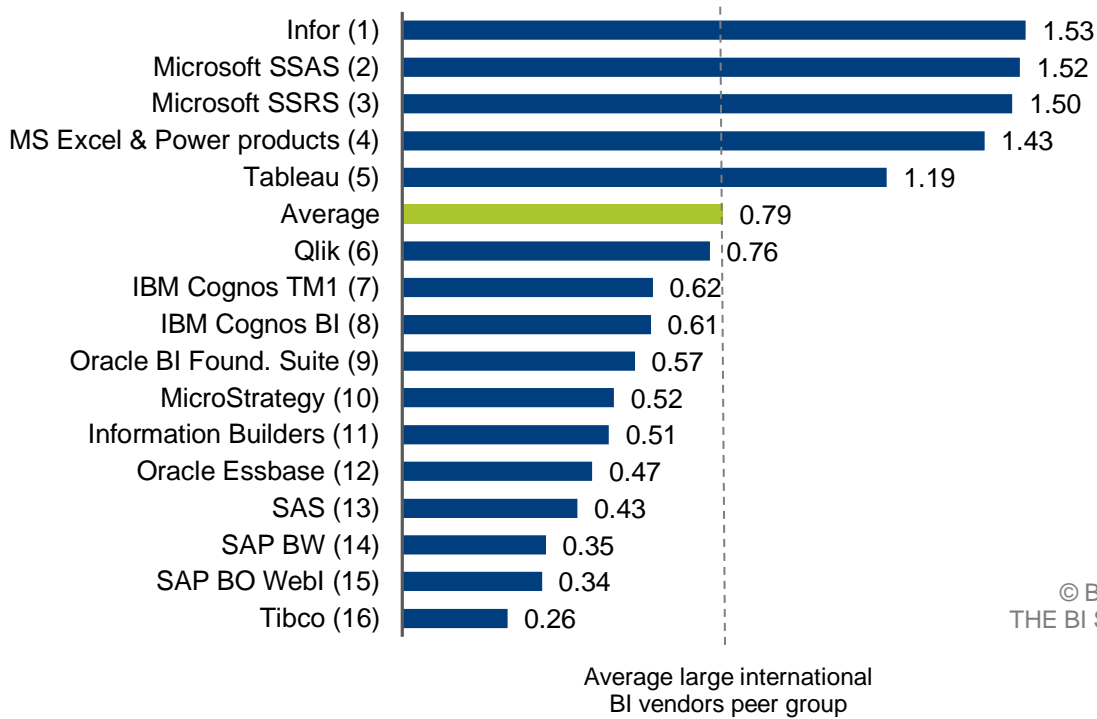
Infor's improved results in the 'Seats per administrator' KPI are impressive, especially in the OLAP Analysis peer group, where it compares favorably to products of a similar ilk from major international OLAP database vendors such as Oracle and IBM through to smaller players like Jedox and BOARD.

Its OLAP database is one of the more mature on the market, dating back over 20 years, so there are plenty of experienced and capable administrators out there. Aside from the multidimensional database, a relational database - where metadata and comments are stored - also has to be administered. However, this does not seem to impact on the admin headcount required to run Infor.

Infor also wins the Planning vendors peer group in this category. The vendor has some innovations in the pipeline to make it easier to develop planning models so we may see further improvements in this area next year.

Top ranked large international BI vendor in price-to-value perception

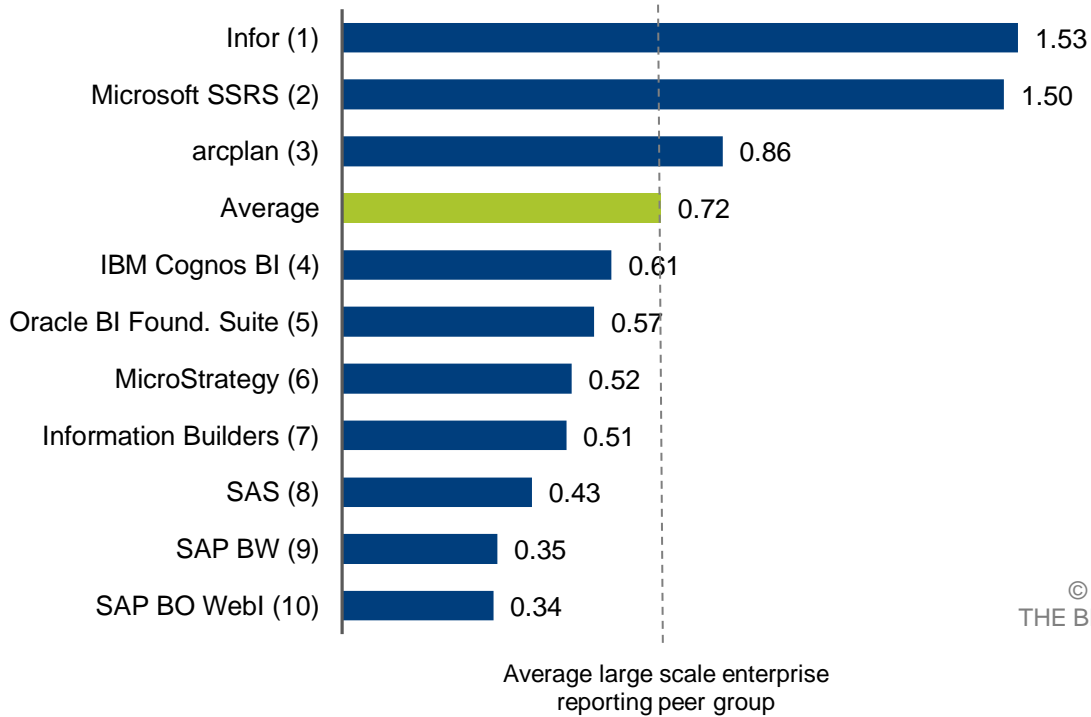
Based on how many users buy their BI tool for its price-performance ratio



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Top ranked large scale enterprise reporting vendor in price-to-value perception

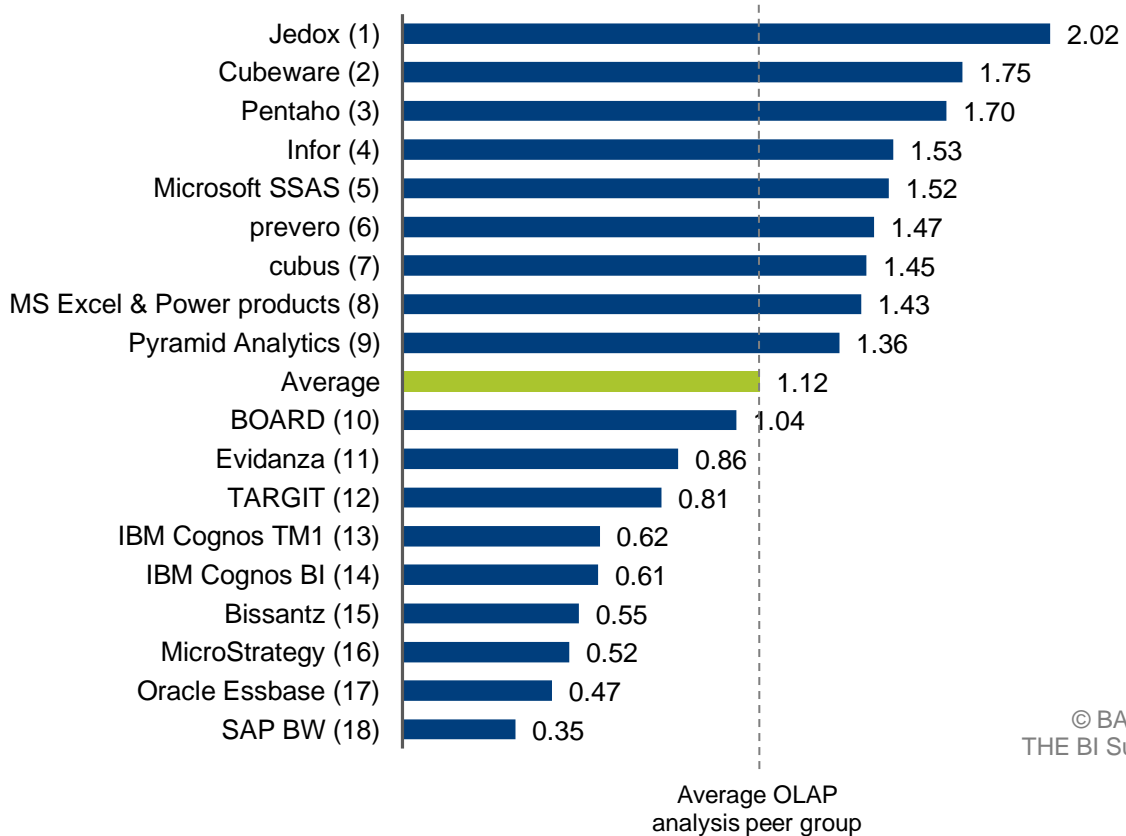
Based on how many users buy their BI tool for its price-performance ratio



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Leading OLAP analysis vendor in price-to-value perception

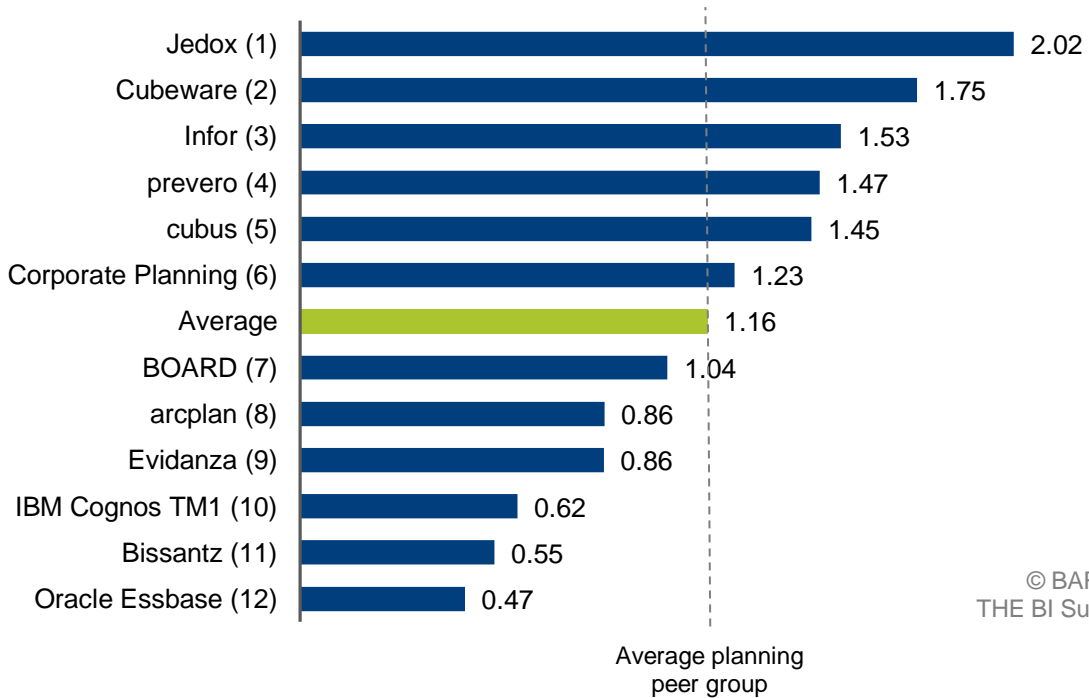
Based on how many users buy their BI tool for its price-performance ratio



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Leading planning vendor in price-to-value perception

Based on how many users buy their BI tool for its price-performance ratio

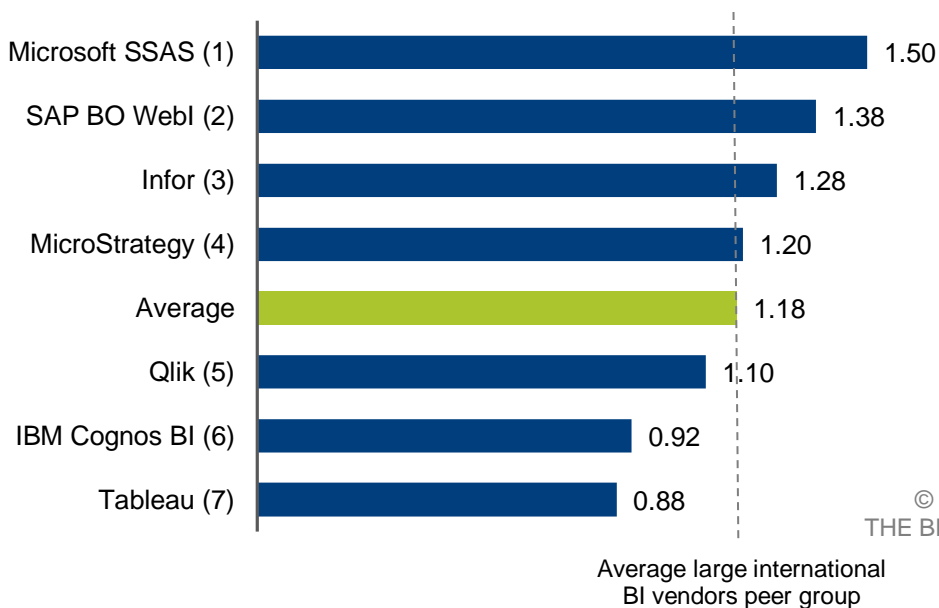


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Top rankings in the Large International BI vendors and Large Scale Enterprise Reporting vendors peer groups show that customers see excellent value when selecting Infor as their BI solution. Infor has the advantage of being one of very few products on the market that offers functionality for reporting, analysis, dashboarding, planning and financial consolidation in one single BI tool. This integrated approach to providing a breadth of functionality is clearly appreciated by potential customers.

Leading large international BI vendor in investment

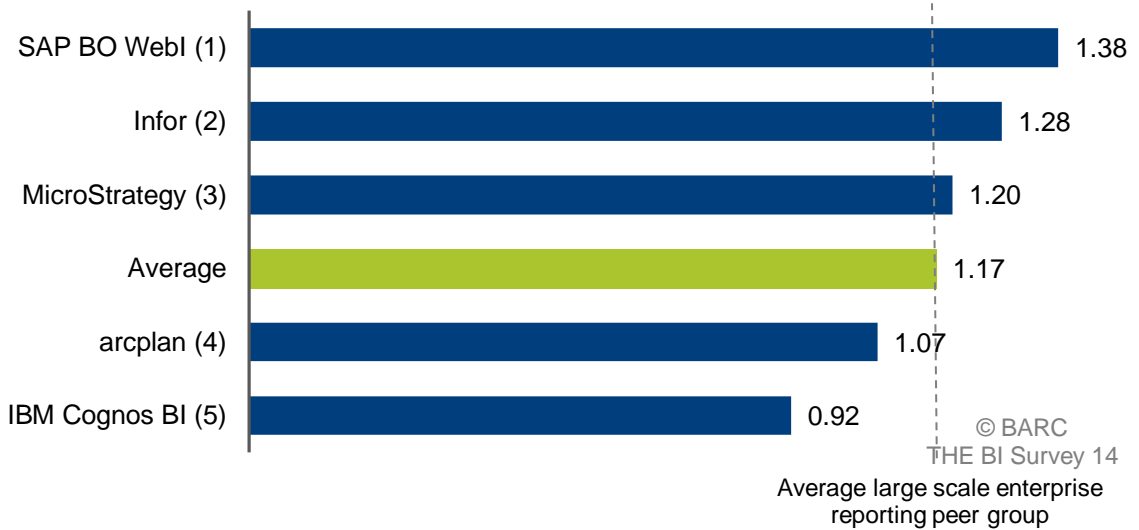
Based on a combination of the 'Investment per seat', 'Seats per administrator' and 'Price-performance perception' KPIs



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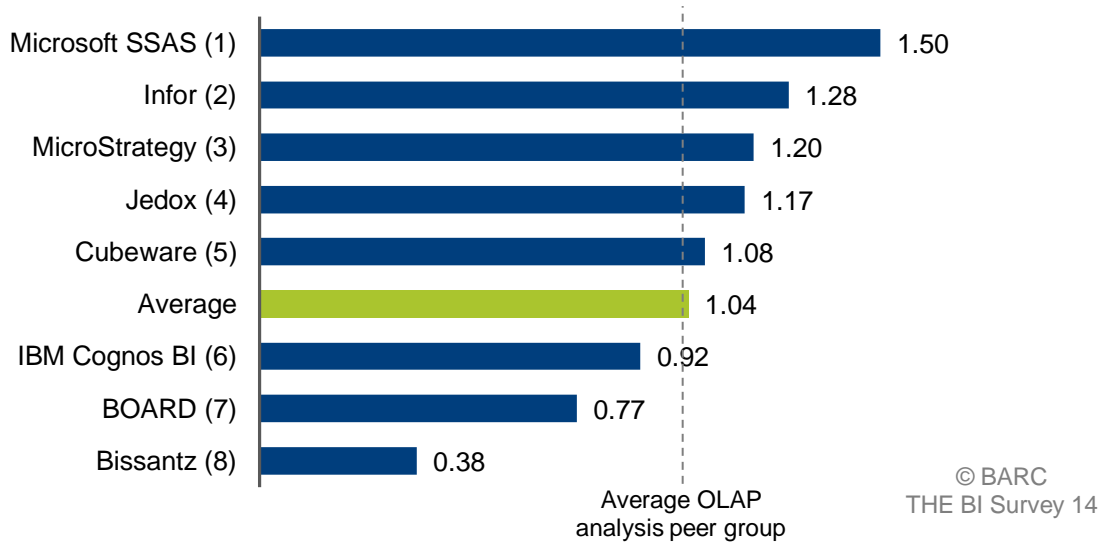
Leading large scale enterprise reporting vendor in investment

Based on a combination of the 'Investment per seat', 'Seats per administrator' and 'Price-performance perception' KPIs



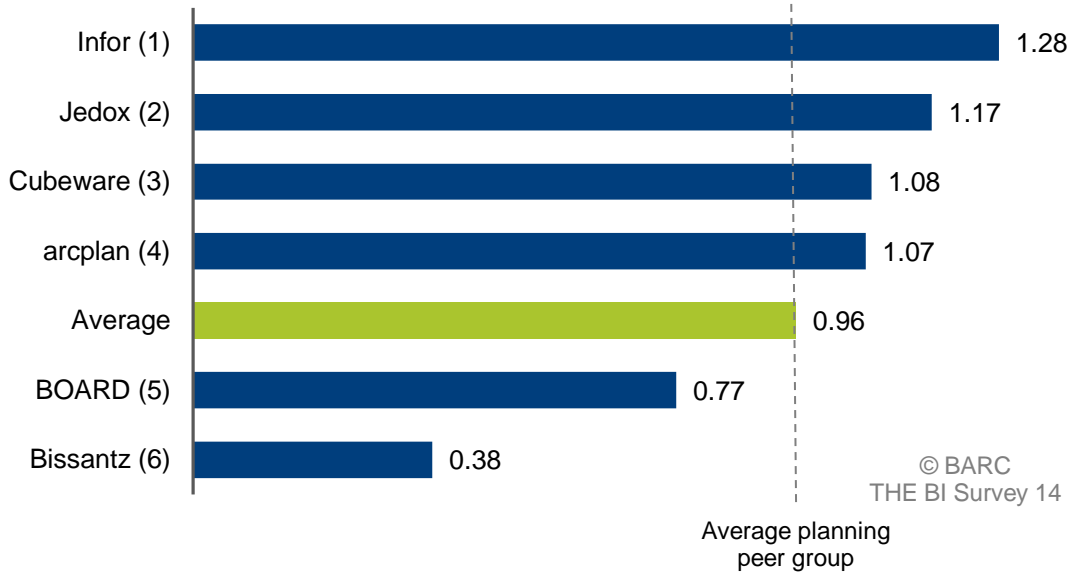
Leading OLAP analysis vendor in investment

Based on a combination of the 'Investment per seat', 'Seats per administrator' and 'Price-performance perception' KPIs



Top ranked planning vendor in investment

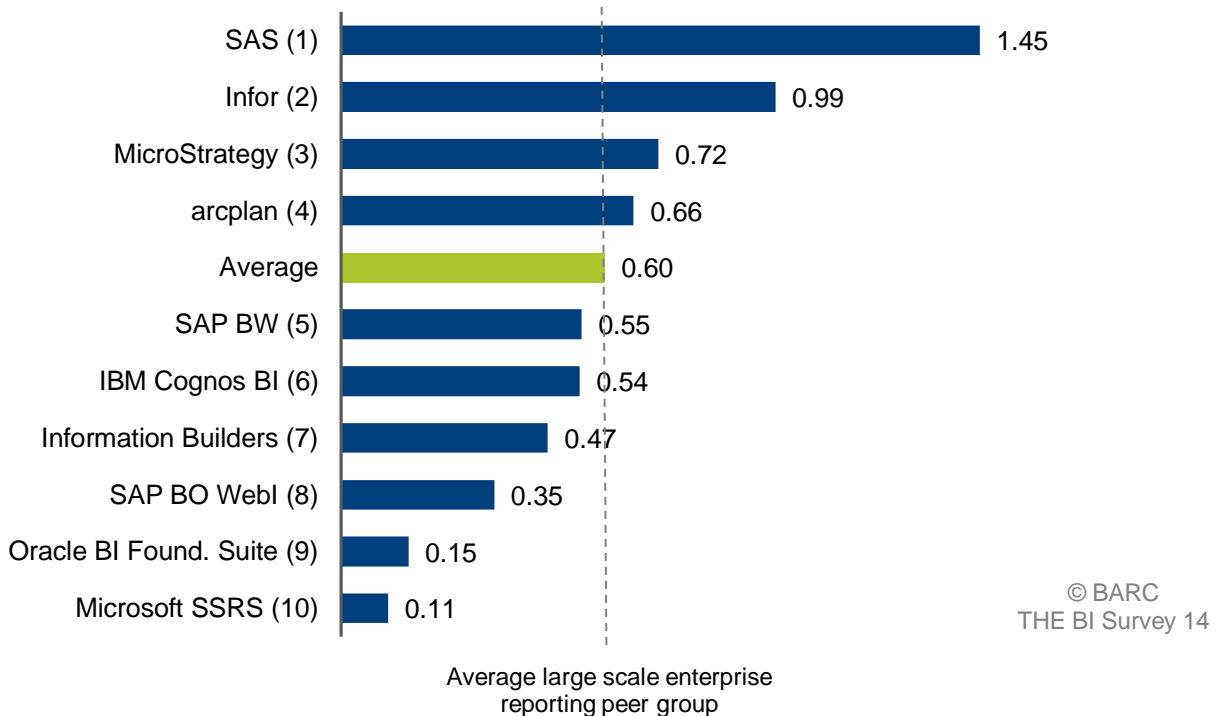
Based on a combination of the 'Investment per seat', 'Seats per administrator' and 'Price-performance perception' KPIs



The Investment KPI is an important aggregated measure, reflecting not only the cost of implementing a BI solution but also the level of administration it requires and the value it offers. Infor is rated highly on all three counts, achieving a top three position in all four of its peer groups, including the number one spot among planning vendors.

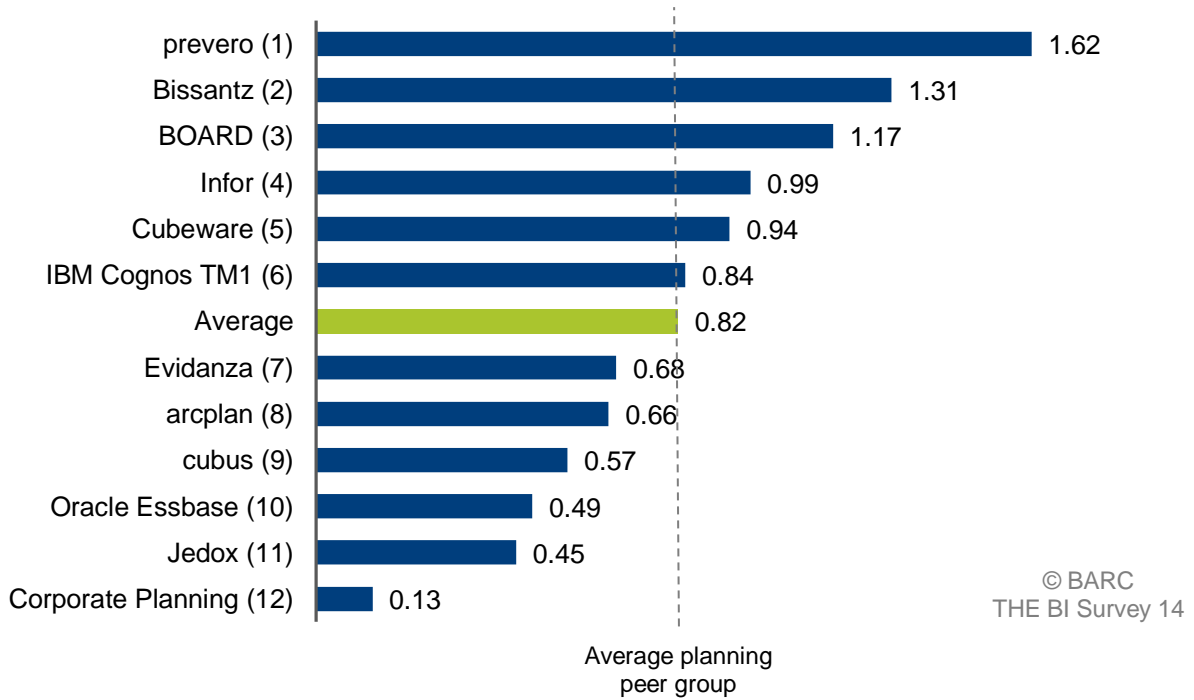
Leading large scale enterprise reporting vendor in big data analytics

Based on how many sites currently use big data analytics with their BI tool



Leading planning vendor in big data analytics

Based on how many sites currently use big data analytics with their BI tool

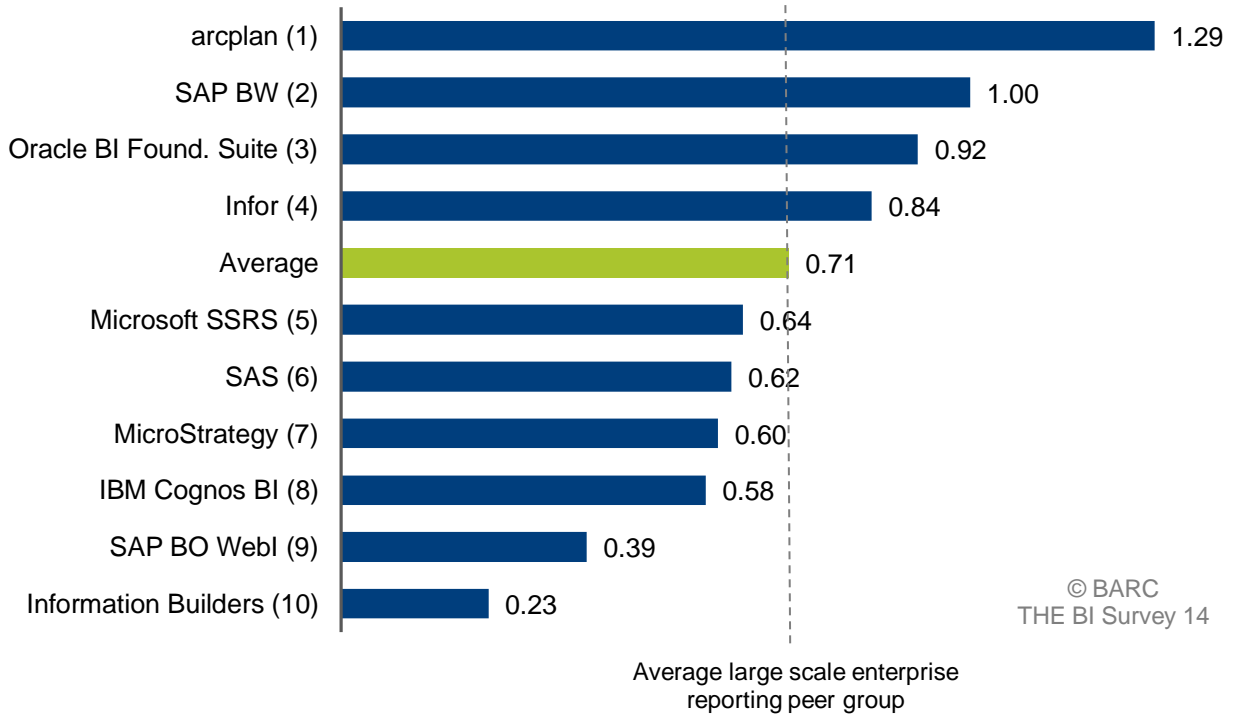


Infor is a relative late-comer to big data but despite this its customers are pleased with the functionality and it has outperformed many of its competitors in this category.

Two developments in the last year have likely helped improve Infor’s ranking. Firstly, the 10.4 release featured improvements to the in-memory database to enhance data handling capacity with large volumes of data. But perhaps more importantly, Infor’s Sky Vault initiative, using Amazon Redshift as a backend data repository, was launched towards the end of 2013. This brings about a significant step up in terms of the volumes of data its customers can now analyze in a cost effective way.

Leading large scale enterprise reporting vendor in cloud BI

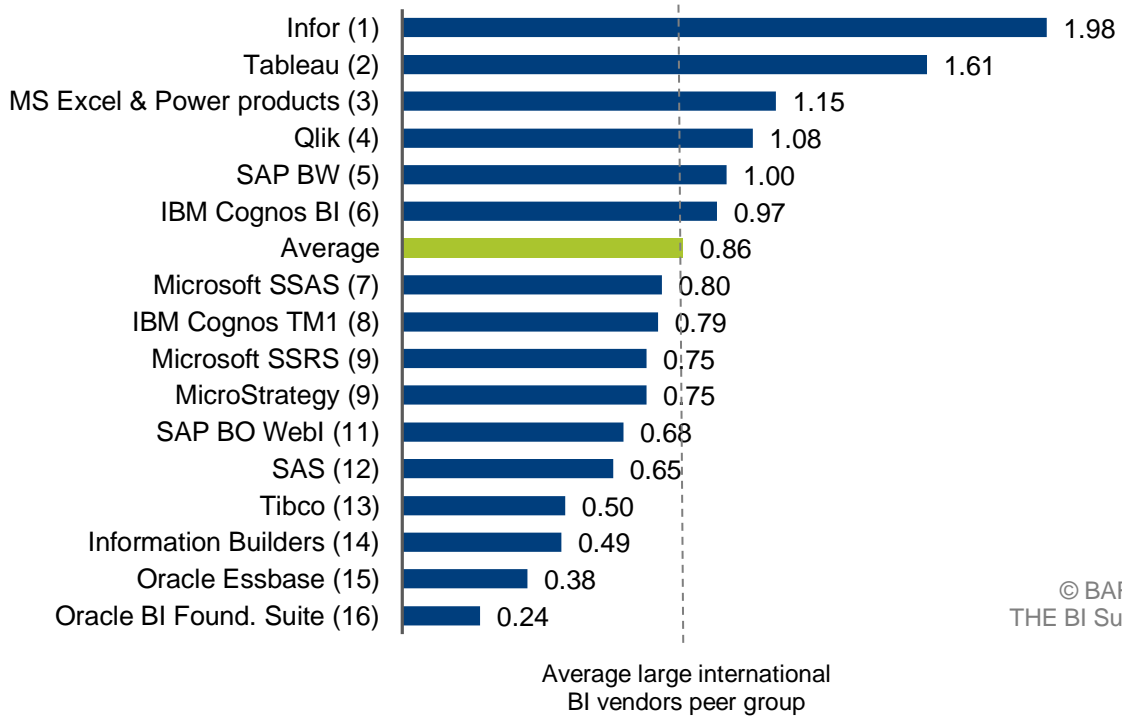
Based on how many sites currently use the product in a cloud environment



While Infor BI is not currently available in the cloud, applications built using Application Studio are typically web-based so can be deployed in a cloud environment. This is likely to change as cloud is now a major part of Infor’s roadmap. At the time of writing, the vendor has already made nearly 50 applications available in its CloudSuite, hosted by Amazon Web Services.

Top ranked large international BI vendor in visual design standards

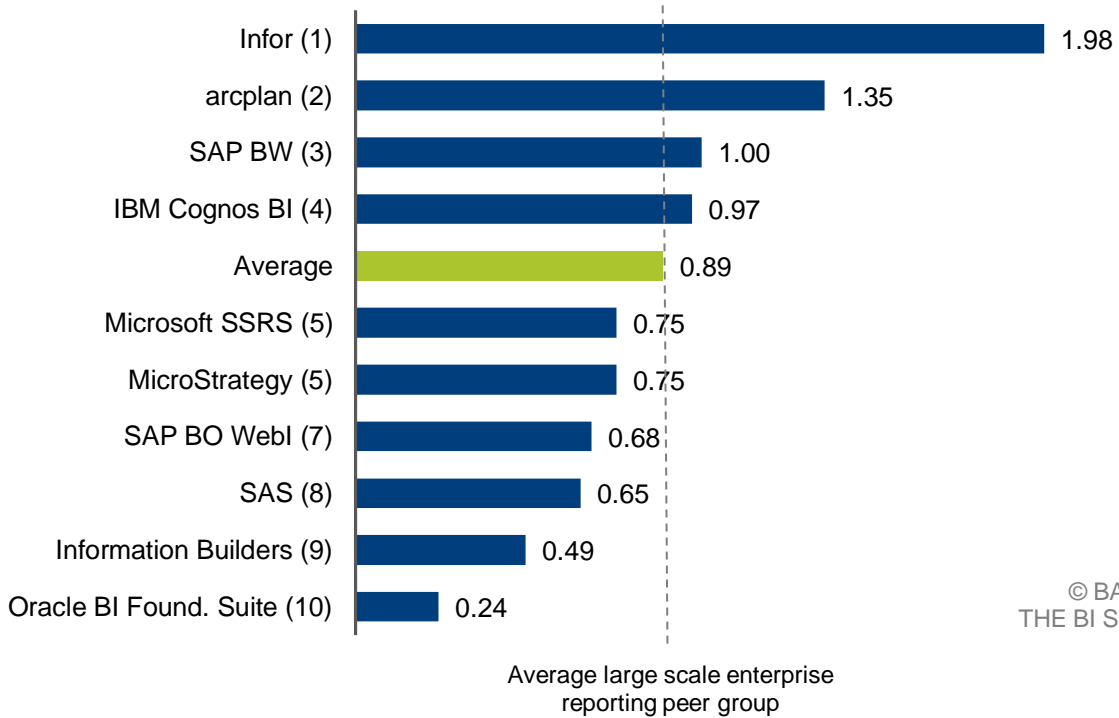
Based on how many sites currently use visual design standards with their BI tool



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Top ranked large scale enterprise reporting vendor in visual design standards

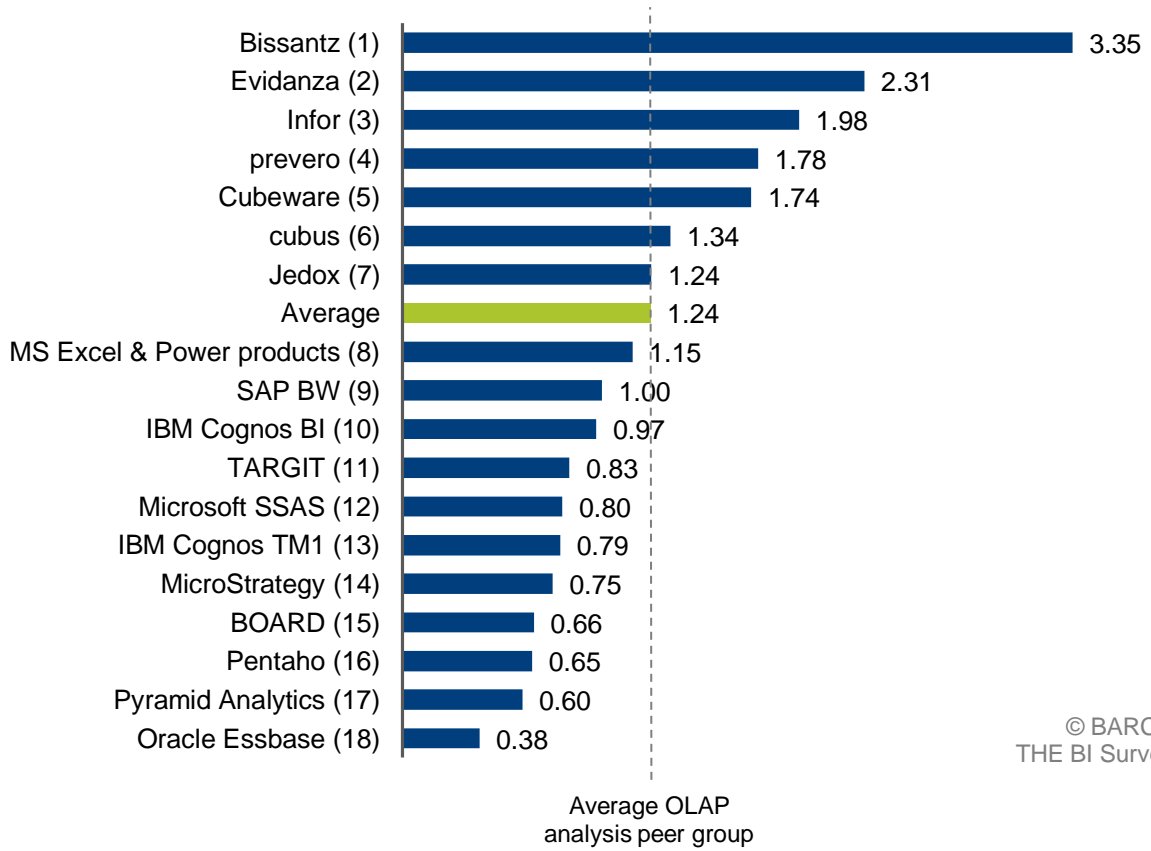
Based on how many sites currently use visual design standards with their BI tool



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Leading OLAP analysis vendor in visual design standards

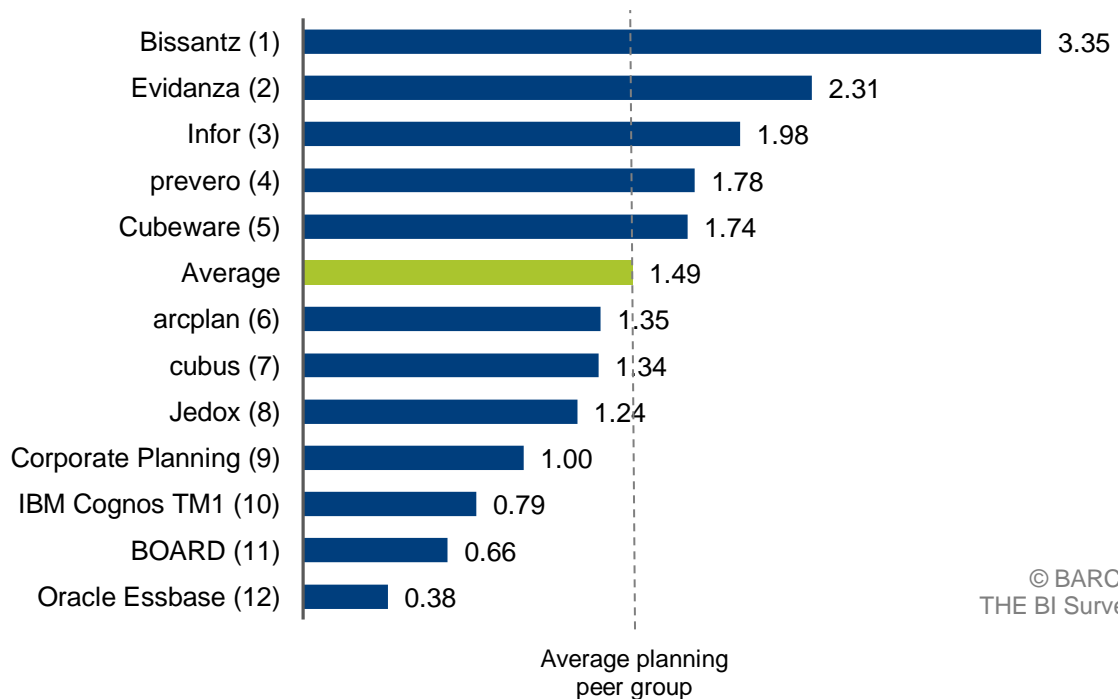
Based on how many sites currently use visual design standards with their BI tool



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Leading planning vendor in visual design standards

Based on how many sites currently use visual design standards with their BI tool

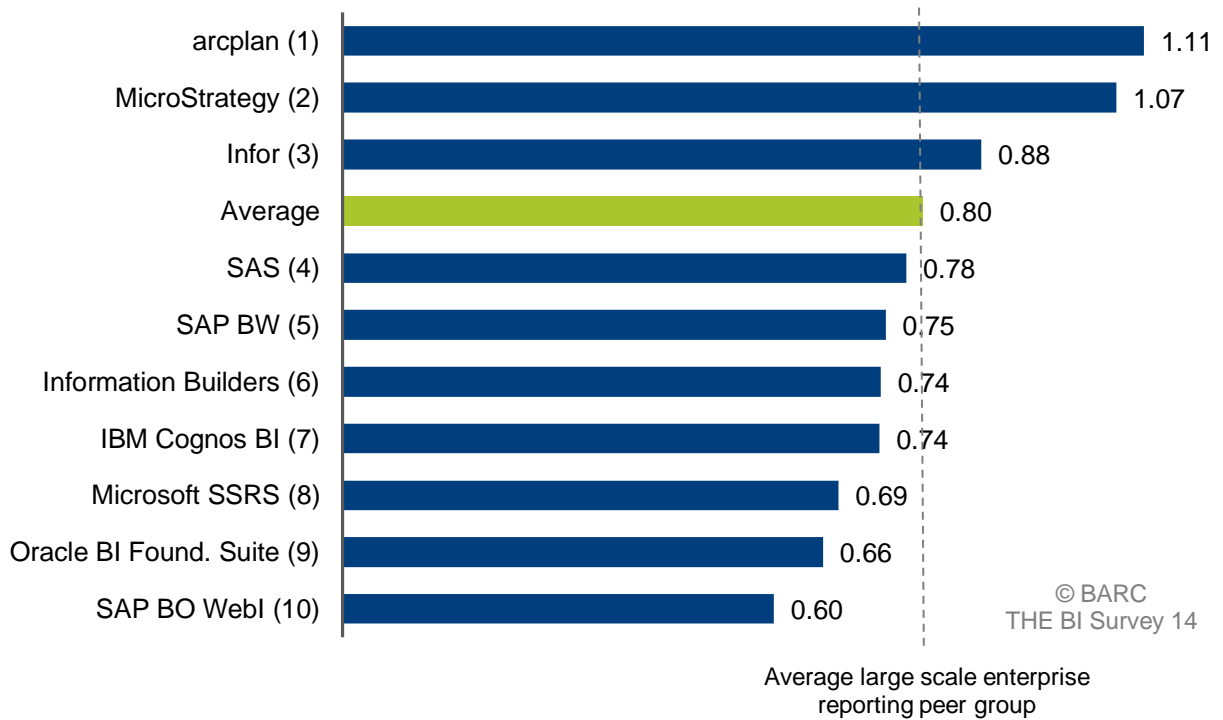


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Customers are increasingly looking to implement visual design standards to facilitate clearer and more efficient visual representation of data. Infor users have charting options including microcharts, sparklines and speedometer charts at their disposal and the vendor has performed extremely well in this KPI since it was introduced into The BI Survey last year.

Leading large scale enterprise reporting vendor in innovation

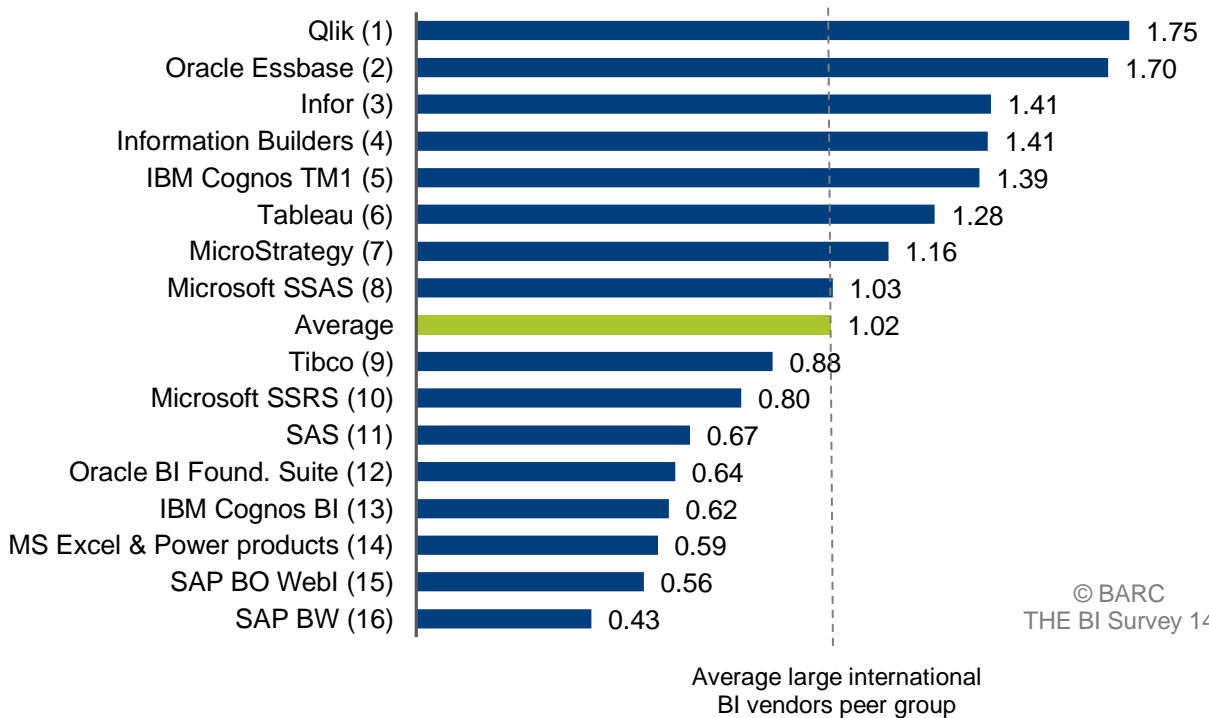
Combines the 'Cloud BI', 'Collaboration', 'Data discovery/visualization', 'Mobile BI', 'Operational BI' and 'Visual design standards' KPIs to measure the product's level of innovation



A good set of results - primarily in the 'Visual design standards' KPI but also in 'Cloud BI' - put Infor in a leading position in this aggregated KPI, which measures the combined adoption levels of a series of trending technologies.

Leading large international BI vendor in product satisfaction

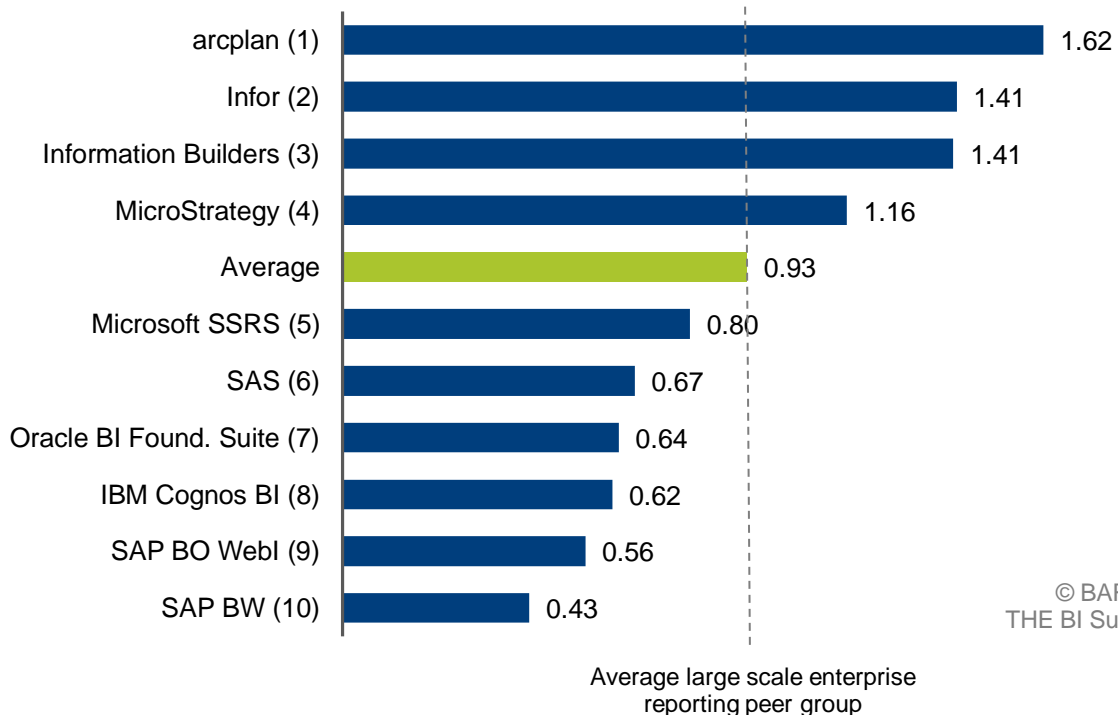
Based on the frequency of problems encountered with the product



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Leading large scale enterprise reporting vendor in product satisfaction

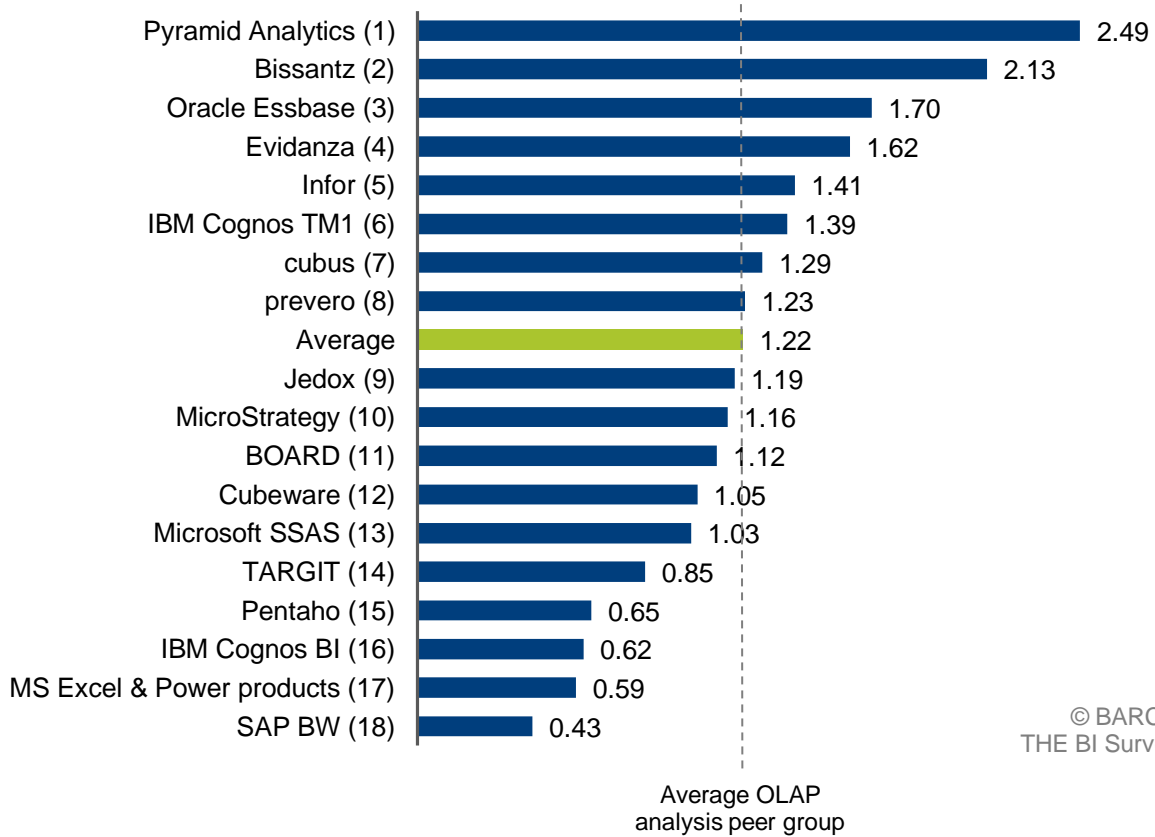
Based on the frequency of problems encountered with the product



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Leading OLAP analysis vendor in product satisfaction

Based on the frequency of problems encountered with the product



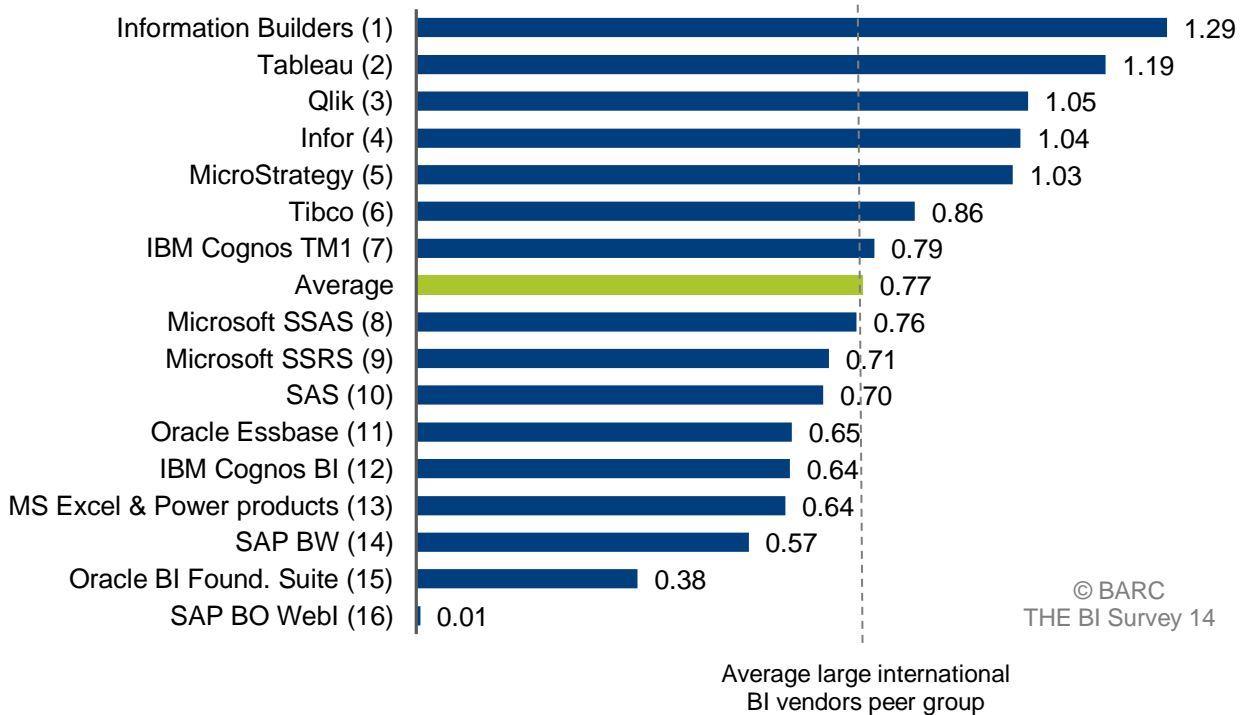
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In Infor BI, the vendor has a mature tool that works well and has consistently achieved very good results in the 'Product satisfaction' category over the years, indicating that users experience very few problems.

The core of the product, Infor BI OLAP Server along with the Application Studio and Office Plus front-ends, has remained remarkably stable since its MIS days and has been further improved in recent releases. For example, Infor has recently tightened integration between its BI and ERP systems, developing connectors and interfaces to make data from ERP systems available for analysis and reporting in its BI tool. Many of Infor's BI customers also run its ERP systems so this was a popular development with users.

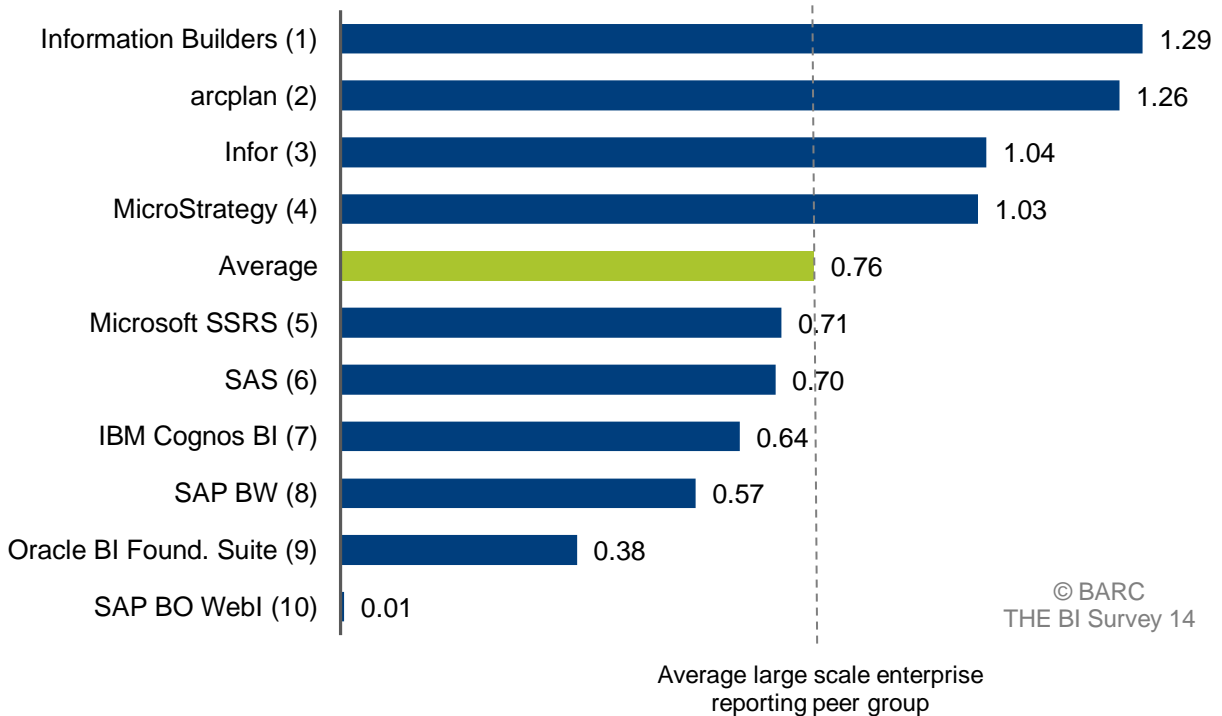
Leading large international BI vendor in vendor support

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



Leading large scale enterprise reporting vendor in vendor support

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

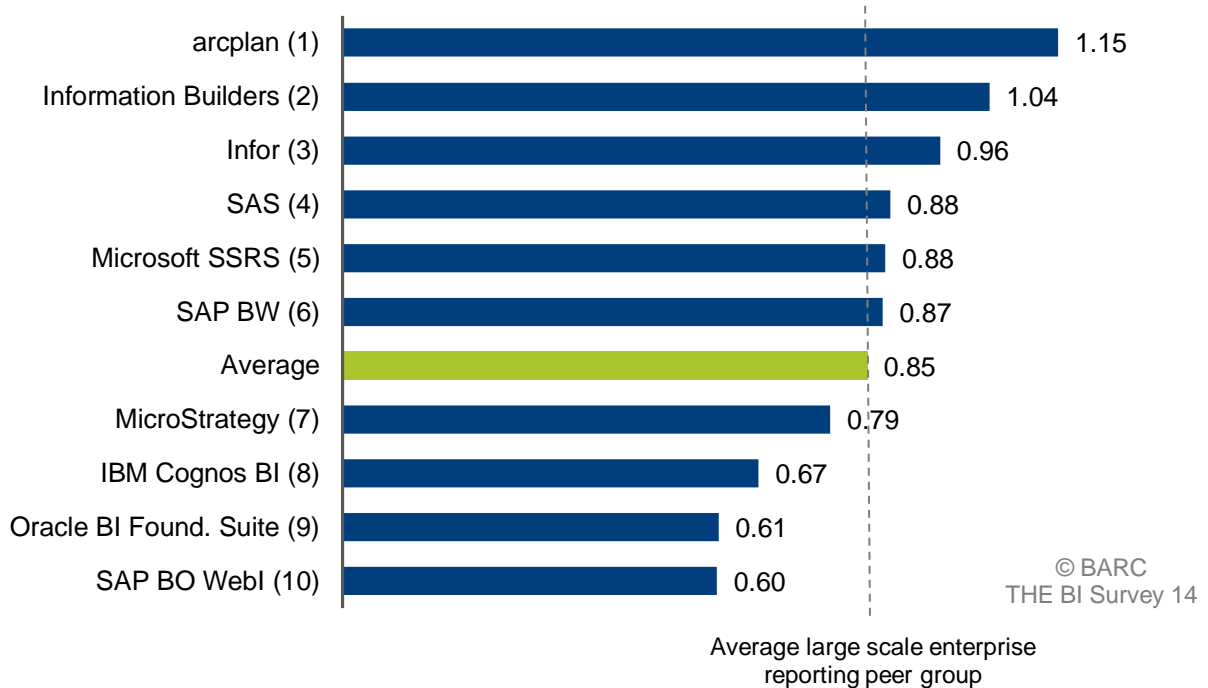


Infor's ranking as a leader in vendor support in the Large International BI Vendor and Large Scale Enterprise Reporting peer groups is an excellent result, especially given that it is ranked ahead of BI specialists such as MicroStrategy and Tibco as well as all its ERP competitors in this area.

Larger international vendors have had a poor track record in this category since The BI Survey began in 2001 so it is a notable achievement for Infor to buck this trend.

Leading large scale enterprise reporting vendor in implementer support

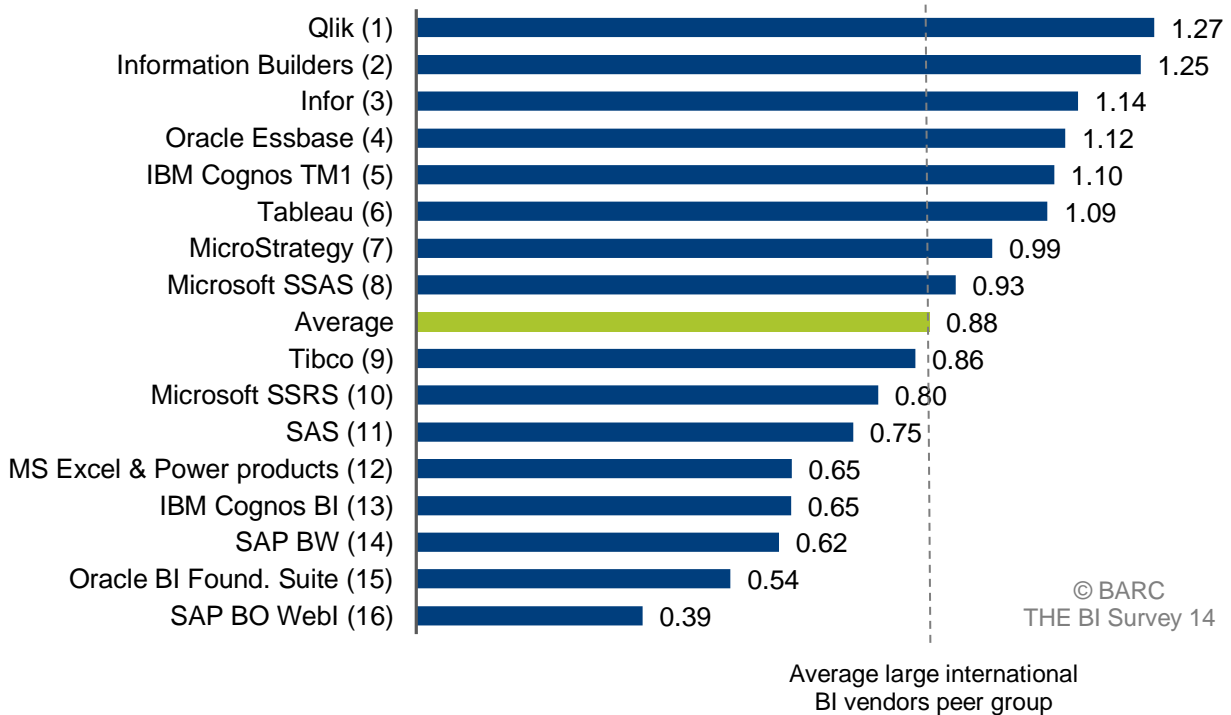
Measures user satisfaction with the level of the implementer’s support for the product



Infor’s implementers repeat the feat of the vendor itself by beating its main rivals in the ‘Implementer support’ category in the Large Scale Enterprise Reporting vendors peer group. A combination of maturity and stability at the heart of Infor’s BI tool is undoubtedly a factor here, enabling implementers to build a wealth of knowledge and experience of the product. This result also reflects well on the vendor’s ability to co-ordinate and train its large partner network.

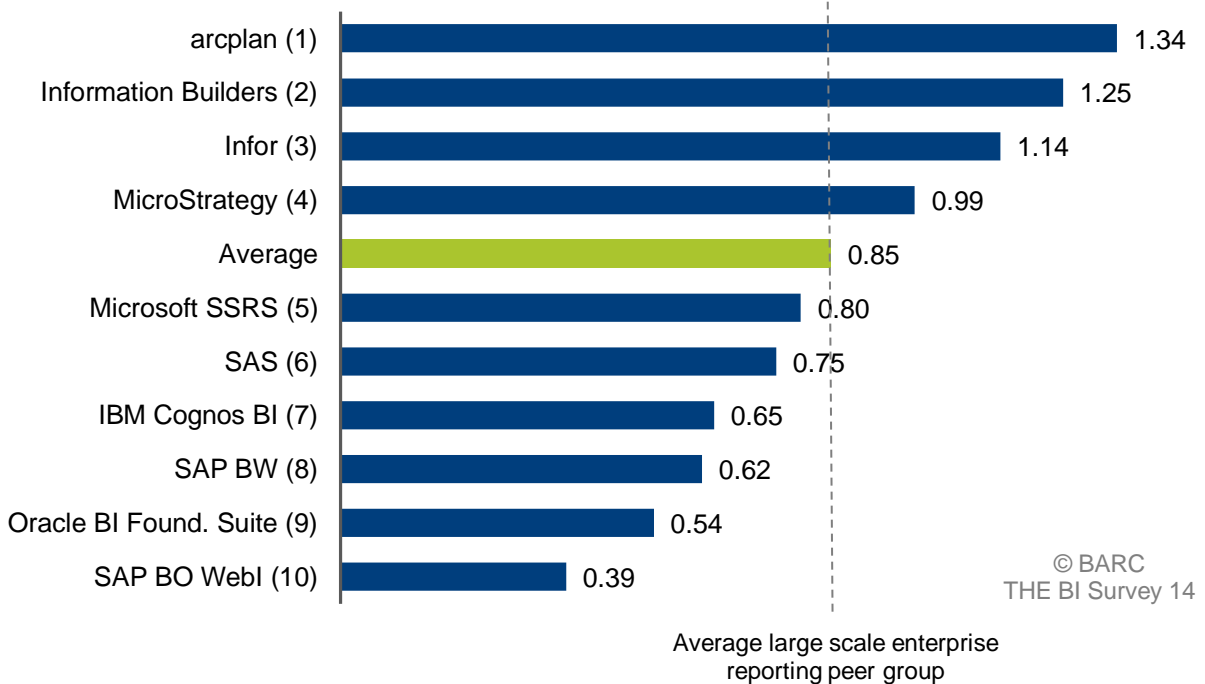
Leading large international BI vendor in customer satisfaction

Combines the 'Product satisfaction', 'Vendor support' and 'Implementer support' KPIs



Leading large scale enterprise reporting vendor in customer satisfaction

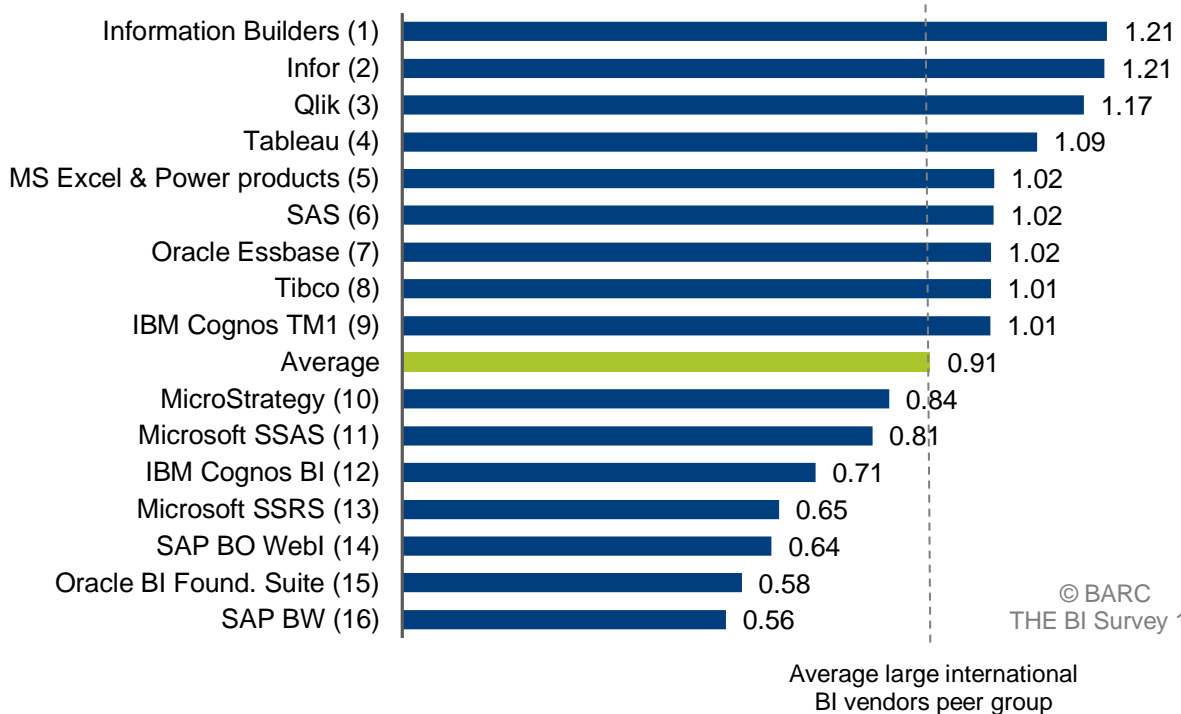
Combines the 'Product satisfaction', 'Vendor support' and 'Implementer support' KPIs



Customer Satisfaction is an aggregate of the 'Product satisfaction', 'Vendor support' and 'Implementer support' KPIs. Infor achieves the distinction of performing well in all three of these categories, which are crucial to fostering a positive customer experience.

Leading large international BI vendor in flexibility for the user

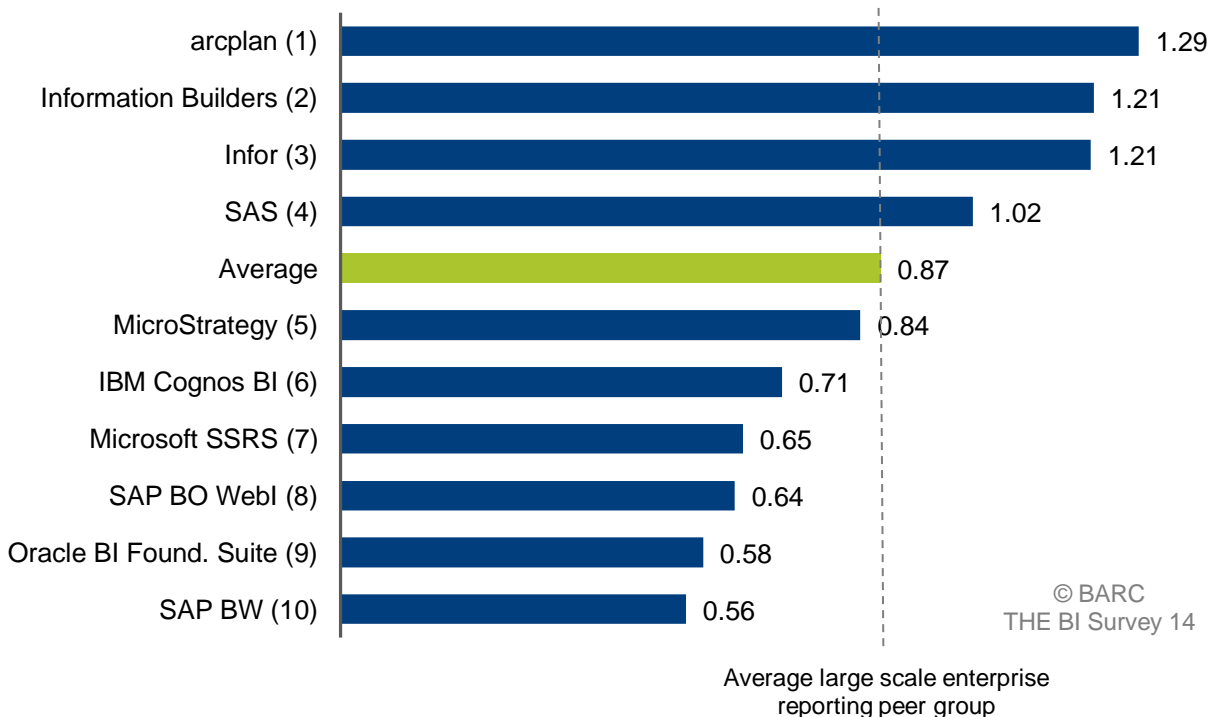
Based on how often the product was chosen for its flexibility and the frequency of complaints about user flexibility post-implementation



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Leading large scale enterprise reporting vendor in flexibility for the user

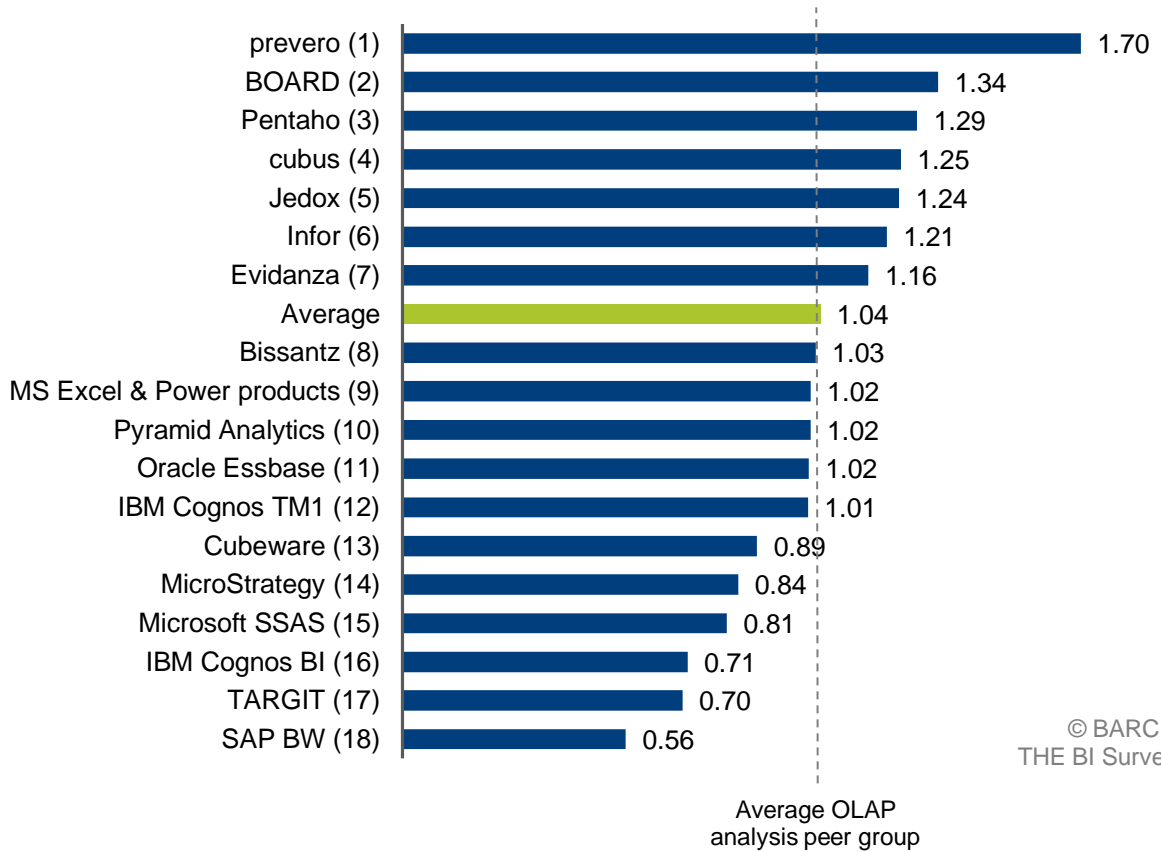
Based on how often the product was chosen for its flexibility and the frequency of complaints about user flexibility post-implementation



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Leading OLAP analysis vendor in flexibility for the user

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



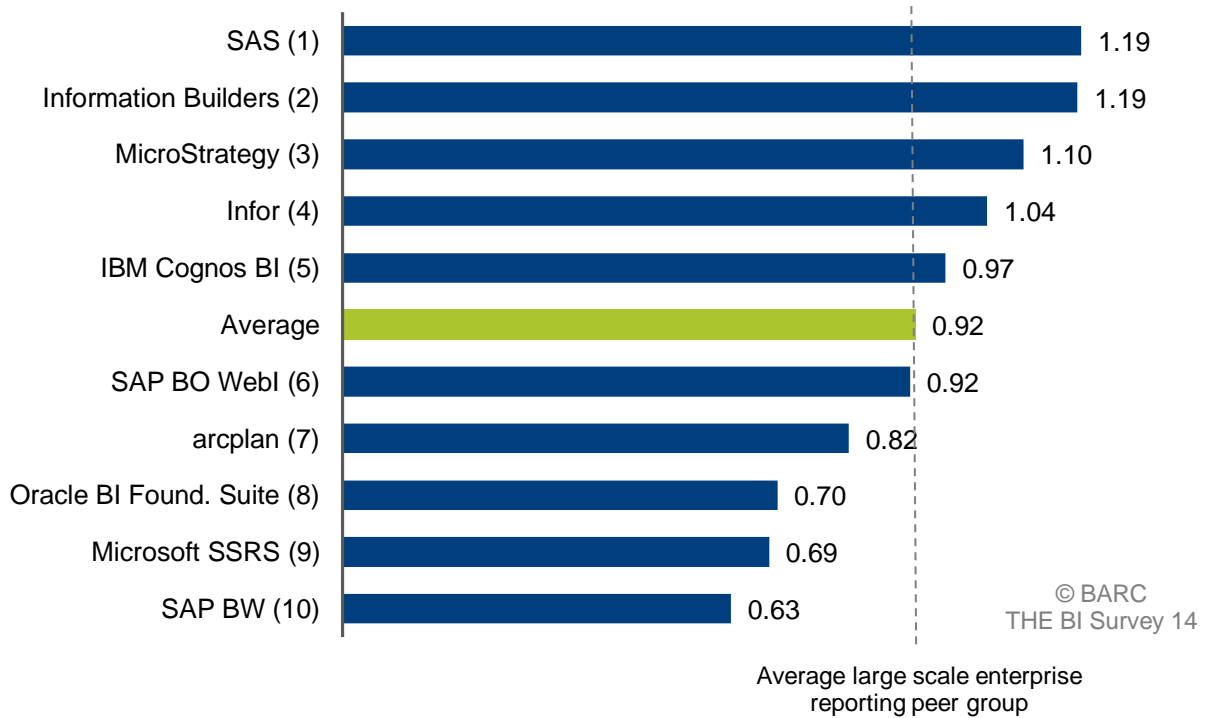
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It's no surprise to see Infor BI rated highly in this category. Application Studio is considered one of the most flexible application building tools on the market, enabling users to develop an impressive range of BI applications, including planning and financial consolidation.

Flexibility is often cited as a reason why organizations select Infor BI so it seems the vendor plays on this strength during the sales process and is able to demonstrate an ability to fulfil all its customers' requirements.

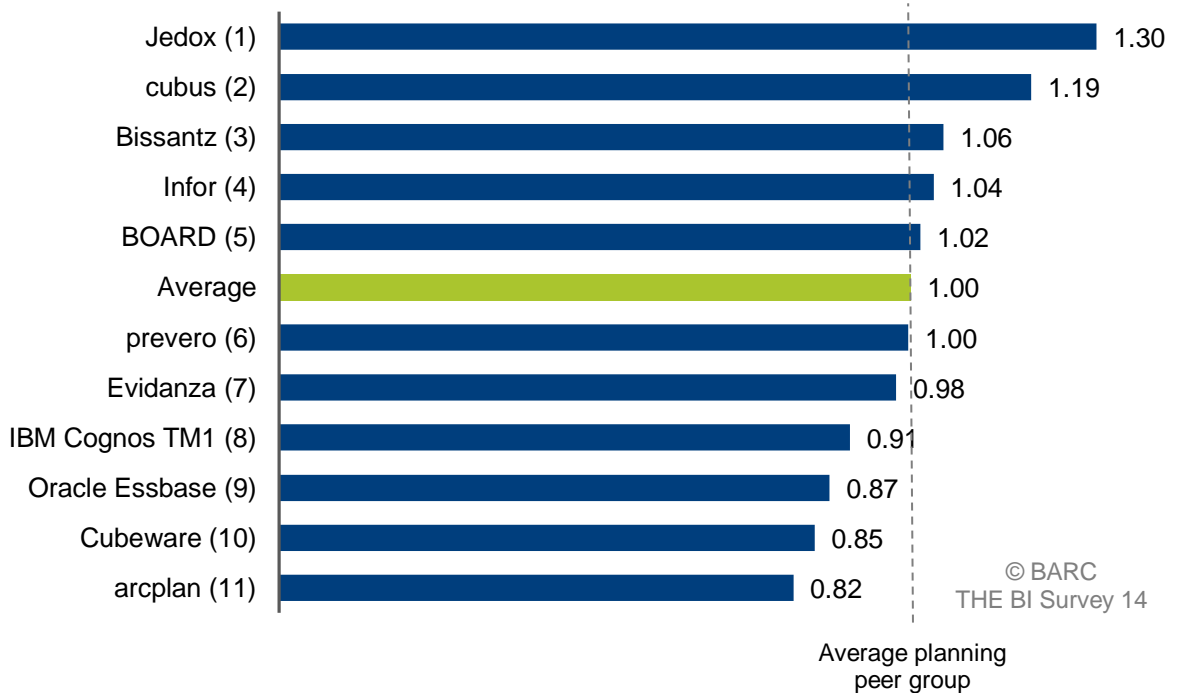
Leading large scale enterprise reporting vendor in agility

Combines the 'Project length', 'Self-service' and 'Flexibility for users' KPIs



Leading planning vendor in agility

Combines the 'Project length', 'Self-service' and 'Flexibility for users' KPIs



With average ratings for 'Self-service BI' and 'Project length', it is Infor's flexibility that propels it into a leading position in the 'Agility' KPI. In BARC's view agility is more commonly associated with – and more easily achieved by - smaller vendors serving SME customers. In the Planning Vendors peer

group Infor is by far the largest company in the top half of the Agility chart, comfortably outperforming its big rivals IBM and Oracle.

Summary

Infor's comprehensive set of BI tools, based around its own multidimensional database - Infor BI OLAP Server, achieves some very strong results in this year's Survey.

Customers have a very positive view of their Infor investment, stating that it is competitively priced, offers excellent value and requires a relatively low level of administration.

Flexibility is one of Infor BI's major strengths. In Application Studio the vendor has one of the most flexible application building tools on the market, enabling users to develop a wide range of BI applications, including planning and financial consolidation. Customers report a high level of satisfaction with the product.

Infor ranks as a leader in innovations such as visual design standards, cloud BI and big data analytics. It will be interesting to chart the vendor's progress in the latter two areas in light of its burgeoning partnership with Amazon Web Services.

Vendor and implementer support are also both highly rated, an impressive result for a vendor of Infor's size.



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