

RIS SOFTWARE LEADERBOARD '14



NGC LEAPS ONTO 25 TOP-10 LISTS

WITH NINE NUMBER-ONE RANKINGS, NGC BECOMES A MAJOR FORCE IN THE RIS SOFTWARE LEADERBOARD

BY JOE SKORUPA

NGC made its first appearance in the RIS Software LeaderBoard three years ago, and since then, NGC's rankings have shown steady improvement. NGC's rankings in the 2014 RIS Software LeaderBoard are an especially noteworthy accomplishment, given that some of the biggest tech companies in the world also appear in the LeaderBoard.

All vendors are evaluated equally in the LeaderBoard, however, two key data elements give an edge to large companies. They are Retail Concentration, a list of 50 core retail applications that delivers one point per module for a maximum score of 50, and Revenue Factor, a sliding scale that gives points for revenue earned in retail up to a maximum of five. Both components give large vendors an edge.

However, Customer Satisfaction is the third component and it levels the playing field. Customer Satisfaction scores are based on 10 Criteria worth five points each for a maximum of 50. The Criteria include things like Return on Investment, Total Cost of Operation, Product Reliability, Innovation, Quality of Support and five more.

When Customer Satisfaction is factored in, NGC not only jumps over other vendors that have solutions in PLM and global sourcing in the apparel segment, a strong suit for NGC, but it also jumps over mega-companies that dominate

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CUSTOMER SATISFACTION BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	NGC Software	48.5
2	Cornell-Mayo	48.3
3	QuantiSense	47.1

LEADERS IN RETURN ON INVESTMENT BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	NGC Software	5.0
1	QuantiSense	5.0
2	Cornell-Mayo	4.8
2	Logility	4.8
2	Manthan Systems	4.8
3	Starmount	4.6

LEADERS IN OVERALL PERFORMANCE BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Cornell-Mayo	5.0
1	NGC Software	5.0
1	QuantiSense	5.0
2	TradeStone Software	4.8
2	Starmount	4.8
3	Raymark	4.6
3	MicroStrategy	4.6

RIS SOFTWARE LEADERBOARD '14

PROFILE ON
NGC SOFTWARE

LEADERS IN QUALITY OF SERVICE BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	NGC Software	5.0
2	Cornell-Mayo	4.8
3	QuantiSense	4.7

LEADERS IN EASE OF ADMINISTRATION & MAINTENANCE BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Logility	4.8
1	NGC Software	4.8
2	Cornell-Mayo	4.7
3	Reflexis Systems	4.4
3	Raymark	4.4
3	TradeStone Software	4.4
3	Starmount	4.4

retail tech. Overall, NGC made it onto 25 of 51 top-10 lists and notched nine number ones, a remarkable feat.

Perhaps, the biggest win for NGC is the top ranking in the Customer Satisfaction by Tier-One Retailers list. This ranking indicates that of all the vendors used by retailers with revenue greater than \$1 billion NGC is number one in the all-important category of Customer Satisfaction. When we break out the Customer Satisfaction scores we see that NGC achieved number-one rankings in the following individual Criteria as evaluated by Tier-One Retailers: Overall Performance, Total Cost of Operation, Return Investment, Installation & Integration, Administration & Maintenance, Quality of Support, Quality of Service and Recommendation.

"NGC is an exceptional software partner in the apparel industry," wrote one retailer in the LeaderBoard, explaining why he voted the way he did. "They have proven to be extremely innovative, versatile and supportive in analyzing and developing solutions for the constant business and application challenges faced by global apparel companies." ●

LEADERS IN RECOMMENDATION BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	NGC Software	5.0
1	QuantiSense	5.0
2	Cornell-Mayo	4.8
2	PCMS	4.8
3	Starmount	4.7

LEADERS IN TOTAL COST OF OPERATIONS BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	NGC Software	5.0
2	Cornell-Mayo	4.8
2	Logility	4.8
3	QuantiSense	4.7

LEADERS IN EASE OF INSTALLATION & INTEGRATION BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	NGC Software	5.0
1	QuantiSense	5.0
2	Cornell-Mayo	4.8
2	Cegid	4.8
3	Starmount	4.5
3	Ceridian	4.5
3	Logility	4.5

LEADERS IN QUALITY OF SUPPORT BY TIER ONE RETAILERS

RANK	COMPANY	CUST. SAT.
1	Cornell-Mayo	4.8
1	NGC Software	4.8
2	Starmount	4.6
2	Reflexis Systems	4.6
3	Lexmark	4.5
3	Logility	4.5

LEADERS IN RECOMMENDATION

RANK	COMPANY	CUST. SAT.
1	MI9	4.9
1	Cornell-Mayo	4.9
1	RTC Quaterion Group	4.9
2	NGC Software	4.8