

# How did NGC score so highly in the *RIS News Software LeaderBoard for 2013?*

## Bambridge Consulting Report



Peter Bambridge  
January 2014

# Explaining NGC's Outstanding Performance in the RIS Leaderboard

## Introduction

New Generation Computing (NGC) was ranked in the top 10 retail software vendors in 13 different categories of the RIS News Software LeaderBoard for 2013. The Software LeaderBoard was voted for exclusively by 376 retailers this year, who evaluated 99 software vendors across many categories and a wide range of criteria. As a result, this guide is influential for the entire retail industry in selecting best-in-class software vendors.

This remarkable achievement was recognized by Joe Skorupa, the group editor-in-chief of RIS News, who said: "The Software LeaderBoard is an extremely rigorous, competitive process, so NGC is to be commended for its exceptionally strong showing, categories such as Technology Innovation, Overall Performance, Total Cost of Operations and Recommendation Status are key measurements of a software vendor's ability to deliver, and retailers have ranked NGC among the elite in these categories. A record number of retailers participated this year, making NGC's accomplishments especially noteworthy."

NGC is very proud to be ranked in so many categories of the top 10 retail software solution providers. Mark Burstein, President of Sales, Marketing and R&D for NGC, said, "The RIS News LeaderBoard is a highly influential guide to the best retail software vendors, and we are excited that retailers have recognized us as the top-rated PLM vendor in so many categories. We are honored to receive this recognition from our customers and others in the retail and apparel industries."

But the real questions to understand these unique results are:

- How did NGC manage to achieve this outstanding performance?
- What was really behind the rankings?
- Why did so many retailers recognize the performance of NGC in this way?

This article is designed to address these specific questions and explain the background to the results that NGC achieved.

## Background on the RIS Software LeaderBoard

The RIS Software LeaderBoard is the only independent customer satisfaction survey that ranks software vendors who focus on the Retail industry, and is now in its 13th year. This year 376 retail voters from across the industry submitted 975 vendor evaluations. A total of 87 different software vendors were evaluated, of which 60 vendors reached the minimum number of retailer votes.

## What NGC scored in the Leaderboards

The following are the Categories of the RIS News Software LeaderBoard in which NGC achieved the top 10 positions:

### RIS News Software LeaderBoard Categories in 2013

*Targeted Solution Vendors*

*Leaders by Apparel Retailers*

*Customer Satisfaction by Mid-size retailers*

*Leaders in Overall Performance*

*Leaders in Total Cost of Operations*

*Leaders in Technology Innovation*

*Leaders in Recommendation Status*

*Leaders in Overall Performance in mid-tier retailers*

*Leaders in Total Cost of Operations in mid-sized retailers*

*Leaders in ROI in mid-sized retailers*

*Leaders in Technology Innovation in mid-sized retailers*

*Leaders in Quality of Service in mid-size retailers*

*Leaders in Recommendation Status by mid-size retailers*

## What is remarkable:

What makes this a remarkable performance are the following key factors:

- Being listed Top 10 in 13 different categories. No other PLM solution provider achieved this performance.
- The consistent level of performance across the Categories.
- The growth that NGC has achieved year over year. In the equivalent 2012 report, NGC was listed in the top 10 for the following categories: Targeted Solution Vendors, Leaders in Technology Innovation, Targeted Solution Vendors in Customer Satisfaction and leaders in ROI.

## Main reasons why NGC scored well:

The people at NGC are its secret weapon. The quality of the people delivering the implementations and making the projects a success is a key factor, as is their depth of industry knowledge. When combined with a remarkably low level of staff turnover, this expertise is a long-term benefit. The deep industry experience also extends to those driving the product solutions and development roadmap, as well as the global customer support teams. In addition, the senior management has a relentless focus on successful delivery by the delivery teams, which has a positive impact on the overall customer satisfaction.

NGC's solutions, which are focused on the fashion, retail and consumer goods industries, combine PLM, Global Sourcing, SCM and ERP. These solutions deliver core capabilities that are a good fit for most mid market retailers, (as well as brands and manufacturers). The extension of traditional PLM scope by its deep integration into the supply chain provides a unique level of business benefit as well as end-to-end visibility. The user interface and resulting user experience lead naturally to the ease of training and adoption; together, these factors also help to deliver the high level of engagement with the end user and help ensure customer satisfaction.

The combination of the high quality people and industry-focused solutions has helped to build a strong customer base that is highly engaged and committed to the success in the long term. It is no surprise that decades of successful project delivery with consistent customer satisfaction, translates into consistently high scores in the Software LeaderBoard research.

Being a wholly owned subsidiary of the large and financially stable American Software, Inc., also gives NGC the advantages of global presence and the commercial strength to invest in the future. In a difficult economic environment where the long-term future of some software providers may be in question, this is an important reassurance.

## Research Independence

The research is carried out for RIS News by an independent research firm, Litchfield Research, who manages the entire collection and summary process for RIS News to help ensure the integrity of the overall research. The impressive number of evaluations submitted in the research process (975 this year) is also intended to help ensure the confidence and reliability of the results.

## Report Author:



Peter Bambridge is an Independent Industry Analyst and Consultant, who has worked for 30 years creating, selling and implementing software and services solutions for the retail and consumer goods industry. Over recent years he has worked with a variety of leading PLM solution providers such as Freeborders, Dassault Systèmes and Gerber Technology / Yunique Solutions Group. He also served as a Research Director in Gartner's Industry Advisory Services team, focused upon the retail, footwear and apparel industry, covering key business areas such as PLM.

### Author Contact Details:

**Peter Bambridge**  
President, Bambridge Consulting  
Peter@Bambridge.org  
+44 7718 908 439