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New Business Performance Management Research Details Shifting Customer Satisfaction Levels

BPM Partners Vendor Landscape Offers Latest Customer Satisfaction Data and
Feature/Function Information

Stamford, CT—July 20, 2010— BPM Partners, the leading independent authority on business performance management (BPM) solutions, today released its [2010 Vendor Landscape](#) with valuable information for those in the market for performance management and business intelligence solutions. The annual report provides a snapshot of the key vendors in the BPM and business intelligence (BI) industries. The research combines customer satisfaction data, compiled as part of the annual BPM Pulse Survey, and feature and functionality information.

“Organizations are spending anywhere from a few thousand dollars to well over a million dollars for systems to help improve disjointed planning processes, increase accuracy of management reporting and deliver corporate profitability,” said Craig Schiff, CEO, BPM Partners. “In the past, choosing a large and established vendor was the safest bet, but our current report shows some up and coming vendors also delivering strong solutions with high satisfaction scores.”

Schiff continued, “The 2010 Vendor Landscape provides highlights of some newer applications from smaller vendors, and also provides analysis and client satisfaction rates from the traditional performance management and business intelligence leaders. This broader range of solutions allows buyers to ensure that they are choosing the technology platform that best aligns with their internal business processes.”

The BPM Partners Vendor Landscape helps organizations interested in implementing BPM focus their vendor selection activities on the solutions most likely to fit their needs. The Vendor Landscape is presented in an easy-to-read and understand summary grid – the BPM Vendor Landscape Matrix, and is accompanied by:

- Detailed vendor-specific commentary
- Summary attributes for comparison
- Customer satisfaction ratings

BPM Partners currently tracks more than 100 business performance management and business intelligence software vendors, only a portion of which are included in the matrix. Inclusion in the Vendor Landscape Matrix is based solely on BPM Partners’ evaluation of vendor activity in the field as it relates to performance management. Only those vendors actively competing for and successfully delivering BPM solutions in the U.S. market are included.

“The vendor landscape continues to evolve,” said Schiff. “Some vendors have dropped out of the BPM application market and are relying on partners, while others have changed their go-to-market strategy. Vendors that only recently launched their first products in the U.S. market have started to gain traction and momentum. New vendors are making inroads, especially if they focus on a specialized area of BPM.”

About BPM Partners

BPM Partners is the leading independent authority on business performance management (BPM) solutions. The company helps organizations address their budgeting, planning, financial reporting, regulatory compliance, profitability optimization, key performance indicator (KPI) development, and operational performance challenges with vendor-neutral experts who can guide companies through their BPM initiatives from start to finish while both reducing risk and minimizing costs. BPM Partners has specialized packages that lead clients through project justification, requirements definition, vendor selection and deployment of departmental or enterprise-wide BPM or business intelligence (BI) systems. For further details, go to <http://www.bmpartners.com>

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