SoftwareReviews

INFO~TECH RESEARCH GROUP

EMOTIONAL FOOTPRINT REPORT

# Strategic Sourcing

AUGUST 2026

**This report features:** Scanmarket | Promena e-Procurement | Jaggaer | Workday Strategic Sourcing | GEP SMART | SAP Business Network | Oracle Fusion Procurement Cloud | Ivalua | Coupa Strategic Sourcing | Xeeva Sourcing

394
REVIEWS

11
PRODUCTS INCLUDED

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## How to Use the Report

Info-Tech's Category Reports provide a comprehensive evaluation of popular products in the Strategic Sourcing market. This buyer's guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

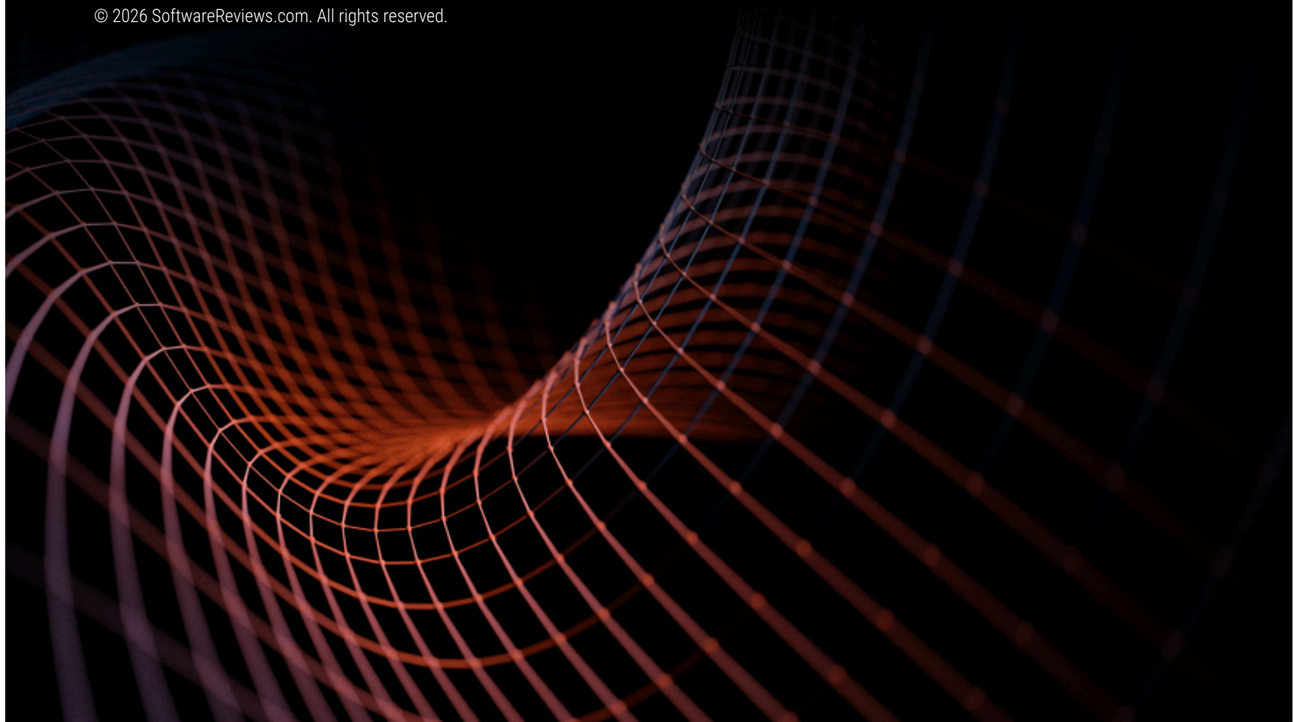
The data in this report is collected from real end users, meticulously verified for veracity, exhaustively analyzed, and visualized in easy to understand charts and graphs. Each product is compared and contrasted with all other vendors in their category to create a holistic, unbiased view of the product landscape.

Use this report to determine which product is right for your organization. For highly detailed reports on individual products, see Info-Tech's Product Scorecard.

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# Software Directory

## STRATEGIC SOURCING SOFTWARE

Selecting software can be overwhelming and one of the biggest challenges facing organizations is understanding the marketplace and identifying all of the available vendors and products. The Software Directory is a comprehensive list of all relevant software vendors in a particular category. Use this page to create the right vendor shortlist by exploring all of the options available to your organization.

- Arkestro
- Blue Yonder
- Corcentric Strategic Sourcing Platform
- Coupa Strategic Sourcing
- GEP SMART
- Ivalua
- Jaggaer
- Medius Sourcing
- Mercell
- Oracle Fusion Procurement Cloud
- Precoro
- Proactis Sourcing
- Promena e-Procurement
- QSTRAT
- SAP Business Network
- Scanmarket
- Synertrade Source to Contract
- Vortal
- Workday Strategic Sourcing
- Xeeva Sourcing
- Zycus Strategic Sourcing Suite



SOFTWARE REVIEWS

# Emotional Footprint Diamond

## STRATEGIC SOURCING

The customer experience with a software vendor will be a complex relationship that spans procurement, implementation, service, and support. Picking software can commit you to an extended period with that vendor, and knowing how real users feel about their service experience is crucial before making that commitment. When compared with how fair the price is for the software, you receive a comprehensive overview of the expected interaction and experience with the vendor.

### Value Index

Software pricing can be complicated and confusing, but knowing if you're getting business value for the price you're paying is not. The Value Index metric captures user satisfaction with their software given the costs they are paying.

### Net Emotional Footprint

The Net Emotional Footprint measures high-level user sentiment. It aggregates emotional response ratings across 25 provocative questions, creating a powerful indicator of overall user feeling toward the vendor and product.

**Note:** Software product placement is based on the scores provided by users, recency of the reviews, and review volume. Axes are dynamically adjusted based on the minimum and maximum values in the data set.

The Emotional Footprint Diamond illustrates how users view their interactions with their software vendor compared against their perceived cost to value of the software. This delivers you an in-depth insight into your potential relationship with the vendor.




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# Emotional Footprint Summary

The Net Emotional Footprint measures high-level user sentiment towards particular product offerings. It aggregates emotional response ratings for various dimensions of the vendor-client relationship and product effectiveness, creating a powerful indicator of overall user feeling toward the vendor and product. While purchasing decisions shouldn't be based on emotion, it's valuable to know what kind of emotional response the vendor you're considering elicits from their users.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

| RANK | PRODUCT | CX SCORE | NET EMOTIONAL FOOTPRINT | NET EMOTIONAL FOOTPRINT DISTRIBUTION | VALUE INDEX | STRONGEST POSITIVE EMOTIONS | STRONGEST NEGATIVE EMOTIONS | NUMBER OF REVIEWS |
|---|---|---|---|---|---|---|---|---|
| 2026 EMOTIONAL FOOTPRINT CHAMPION INFO-TECH | Scanmarket | 8.6 | +88 | 3% NEGATIVE / 91% POSITIVE | 84 | FRIENDLY NEGOTIATION 98% · RELIABLE 96% | COMMODITY FEATURES 9% · STAGNANT 8% | 77 |
| 2026 EMOTIONAL FOOTPRINT CHAMPION INFO-TECH | Promena e-Procurement | 8.4 | +98 | -- NEGATIVE / 98% POSITIVE | 88 | CONTINUALLY IMPROVING 100% · CARING 100% | | 30 |
| 2026 EMOTIONAL FOOTPRINT CHAMPION INFO-TECH | Jaggaer | 8.0 | +87 | 3% NEGATIVE / 90% POSITIVE | 82 | RELIABLE 96% · PERFORMANCE ENHANCING 96% | FRUSTRATING 7% · WASTES TIME 7% | 37 |
| 4 | Workday Strategic Sourcing | 7.8 | +83 | 4% NEGATIVE / 87% POSITIVE | 82 | EFFECTIVE 94% · EFFICIENT 94% | UNFAIR 6% · BIG FAT LIARS 6% | 36 |
| 5 | GEP SMART | 7.8 | +88 | 2% NEGATIVE / 90% POSITIVE | 83 | CARING 99% · RESPECTFUL 98% | COMMODITY FEATURES 8% · HARDBALL TACTICS 6% | 37 |
| 6 | SAP Business Network | 7.2 | +76 | 6% NEGATIVE / 82% POSITIVE | 82 | INTEGRITY 94% · ENABLES PRODUCTIVITY 92% | GREEDY 20% · VENDOR'S INTEREST FIRST 19% | 41 |
| 7 | Oracle Procurement Cloud | 6.9 | +77 | 8% NEGATIVE / 85% POSITIVE | 81 | TRUSTWORTHY 96% · FAIR 96% | ROADBLOCK TO INNOVATION 16% · FRUSTRATING 14% | 33 |
| 8 | Ivalua | 6.6 | +71 | 9% NEGATIVE / 80% POSITIVE | 80 | EFFICIENT 86% · SAVES TIME 86% | OVER PROMISED 16% · VENDOR'S INTEREST FIRST 14% | 33 |
| 9 | Coupa Strategic Sourcing | 6.5 | +69 | 8% NEGATIVE / 77% POSITIVE | 79 | ENABLES PRODUCTIVITY 83% · RELIABLE 82% | PERFORMANCE RESTRICTING 15% · STAGNANT 15% | 34 |
| 10 | Xeeva Sourcing | 5.0 | +37 | 22% NEGATIVE / 59% POSITIVE | 68 | RESPECTFUL 75% · INCLUDES PRODUCT ENHANCEMENTS 74% | GREEDY 32% · WASTES TIME 31% | 23 |

# Emotional Footprint Summary

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**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

| PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| -- | Vortal | 7.5 | +94 | 0% NEGATIVE / 94% POSITIVE | 82 | ALTRUISTIC 100% | EFFICIENT 100% | OVER PROMISED 8% | 13 |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

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| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

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|---|---|---|---|---|

CATEGORY

## Service Experience

Good service matters. The last thing you need is to be disrespected by your software vendor, or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.

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|---|---|---|---|---|

## Disrespectful vs. Respectful

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | GEP SMART | +97 | DISTRIBUTION 1% 1% 98% | 37 REVIEWS |
| 3 | Scanmarket | +95 | DISTRIBUTION -- 5% 95% | 77 REVIEWS |
| 4 | Jaggaer | +88 | DISTRIBUTION 6% -- 94% | 37 REVIEWS |
| 5 | Workday Strategic Sourcing | +86 | DISTRIBUTION 2% 10% 88% | 36 REVIEWS |
| 6 | SAP Business Network | +85 | DISTRIBUTION 7% 1% 92% | 41 REVIEWS |
| 7 | Ivalua | +84 | DISTRIBUTION -- 16% 84% | 33 REVIEWS |
| 8 | Coupa Strategic Sourcing | +79 | DISTRIBUTION 2% 17% 81% | 34 REVIEWS |
| 9 | Oracle Procurement Cloud | +78 | DISTRIBUTION 5% 11% 83% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +53 | DISTRIBUTION 22% 3% 75% | 23 REVIEWS |
| | CATEGORY AVERAGE | +88 | DISTRIBUTION 3% 6% 91% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

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## Bureaucratic vs. Efficient

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Workday Strategic Sourcing | +92 | DISTRIBUTION 2% 4% 94% | 36 REVIEWS |
| 3 | Scanmarket | +87 | DISTRIBUTION 4% 5% 91% | 77 REVIEWS |
| 4 | Jaggaer | +87 | DISTRIBUTION 6% 1% 93% | 37 REVIEWS |
| 5 | GEP SMART | +84 | DISTRIBUTION 5% 5% 89% | 37 REVIEWS |
| 6 | SAP Business Network | +79 | DISTRIBUTION 10% 1% 89% | 41 REVIEWS |
| 7 | Ivalua | +78 | DISTRIBUTION 8% 6% 86% | 33 REVIEWS |
| 8 | Oracle Procurement Cloud | +75 | DISTRIBUTION 8% 9% 83% | 33 REVIEWS |
| 9 | Coupa Strategic Sourcing | +71 | DISTRIBUTION 5% 20% 76% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +32 | DISTRIBUTION 27% 14% 59% | 23 REVIEWS |
| | CATEGORY AVERAGE | +83 | DISTRIBUTION 6% 5% 89% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

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## Neglectful vs. Caring

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | GEP SMART | +99 | DISTRIBUTION -- 1% 99% | 37 REVIEWS |
| 3 | Scanmarket | +89 | DISTRIBUTION 3% 5% 92% | 77 REVIEWS |
| 4 | Workday Strategic Sourcing | +84 | DISTRIBUTION 6% 4% 90% | 36 REVIEWS |
| 5 | Jaggaer | +80 | DISTRIBUTION 6% 8% 86% | 37 REVIEWS |
| 6 | SAP Business Network | +76 | DISTRIBUTION 7% 10% 83% | 41 REVIEWS |
| 7 | Ivalua | +76 | DISTRIBUTION 9% 6% 85% | 33 REVIEWS |
| 8 | Coupa Strategic Sourcing | +75 | DISTRIBUTION 5% 15% 80% | 34 REVIEWS |
| 9 | Oracle Procurement Cloud | +70 | DISTRIBUTION 12% 6% 82% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +33 | DISTRIBUTION 24% 19% 57% | 23 REVIEWS |
| | CATEGORY AVERAGE | +82 | DISTRIBUTION 6% 6% 88% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

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## Frustrating vs. Effective

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +98 | DISTRIBUTION -- 2% 98% | 30 REVIEWS |
| 2 | Workday Strategic Sourcing | +92 | DISTRIBUTION 2% 4% 94% | 36 REVIEWS |
| 3 | Scanmarket | +91 | DISTRIBUTION 4% 1% 95% | 77 REVIEWS |
| 4 | GEP SMART | +91 | DISTRIBUTION -- 9% 91% | 37 REVIEWS |
| 5 | SAP Business Network | +83 | DISTRIBUTION 5% 7% 88% | 41 REVIEWS |
| 6 | Jaggaer | +82 | DISTRIBUTION 7% 4% 89% | 37 REVIEWS |
| 7 | Oracle Procurement Cloud | +72 | DISTRIBUTION 14% -- 86% | 33 REVIEWS |
| 8 | Ivalua | +72 | DISTRIBUTION 11% 6% 83% | 33 REVIEWS |
| 9 | Coupa Strategic Sourcing | +64 | DISTRIBUTION 7% 22% 71% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +36 | DISTRIBUTION 20% 24% 56% | 23 REVIEWS |
| | CATEGORY AVERAGE | +82 | DISTRIBUTION 6% 6% 88% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |

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-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

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-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Wastes Time vs. Saves Time

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +95 | DISTRIBUTION -- 5% 95% | 30 REVIEWS |
| 2 | Scanmarket | +91 | DISTRIBUTION 4% 1% 95% | 77 REVIEWS |
| 3 | Workday Strategic Sourcing | +91 | DISTRIBUTION 2% 5% 93% | 36 REVIEWS |
| 4 | GEP SMART | +91 | DISTRIBUTION -- 9% 91% | 37 REVIEWS |
| 5 | Jaggaer | +82 | DISTRIBUTION 7% 4% 89% | 37 REVIEWS |
| 6 | Ivalua | +77 | DISTRIBUTION 9% 6% 86% | 33 REVIEWS |
| 7 | SAP Business Network | +75 | DISTRIBUTION 6% 13% 81% | 41 REVIEWS |
| 8 | Oracle Procurement Cloud | +75 | DISTRIBUTION 4% 17% 79% | 33 REVIEWS |
| 9 | Coupa Strategic Sourcing | +71 | DISTRIBUTION 5% 20% 76% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +25 | DISTRIBUTION 31% 13% 56% | 23 REVIEWS |
| | CATEGORY AVERAGE | +83 | DISTRIBUTION 5% 7% 88% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |

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| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

CATEGORY

## Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.



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## Lack Of Integrity vs. Integrity

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +98 | DISTRIBUTION -- 2% 98% | 30 REVIEWS |
| 2 | GEP SMART | +95 | DISTRIBUTION -- 5% 95% | 37 REVIEWS |
| 3 | Workday Strategic Sourcing | +92 | DISTRIBUTION 2% 4% 94% | 36 REVIEWS |
| 4 | Scanmarket | +91 | DISTRIBUTION 3% 3% 94% | 77 REVIEWS |
| 5 | SAP Business Network | +91 | DISTRIBUTION 3% 4% 94% | 41 REVIEWS |
| 6 | Jaggaer | +90 | DISTRIBUTION 3% 4% 93% | 37 REVIEWS |
| 7 | Ivalua | +82 | DISTRIBUTION 3% 12% 85% | 33 REVIEWS |
| 8 | Oracle Procurement Cloud | +80 | DISTRIBUTION 4% 12% 84% | 33 REVIEWS |
| 9 | Coupa Strategic Sourcing | +74 | DISTRIBUTION 6% 13% 80% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +50 | DISTRIBUTION 14% 22% 64% | 23 REVIEWS |
| | CATEGORY AVERAGE | +87 | DISTRIBUTION 3% 6% 90% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

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## Vendor Friendly Policies vs. Client Friendly Policies

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +98 | DISTRIBUTION -- 2% 98% | 30 REVIEWS |
| 2 | GEP SMART | +96 | DISTRIBUTION -- 4% 96% | 37 REVIEWS |
| 3 | Scanmarket | +93 | DISTRIBUTION 1% 4% 94% | 77 REVIEWS |
| 4 | Jaggaer | +90 | DISTRIBUTION -- 10% 90% | 37 REVIEWS |
| 5 | Oracle Procurement Cloud | +80 | DISTRIBUTION 4% 12% 84% | 33 REVIEWS |
| 6 | Workday Strategic Sourcing | +80 | DISTRIBUTION 6% 7% 86% | 36 REVIEWS |
| 7 | Ivalua | +72 | DISTRIBUTION 11% 6% 83% | 33 REVIEWS |
| 8 | SAP Business Network | +63 | DISTRIBUTION 5% 27% 68% | 41 REVIEWS |
| 9 | Coupa Strategic Sourcing | +62 | DISTRIBUTION 5% 28% 67% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +31 | DISTRIBUTION 28% 12% 59% | 23 REVIEWS |
| | CATEGORY AVERAGE | +82 | DISTRIBUTION 4% 9% 86% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

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## Selfish vs. Altruistic

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +91 | DISTRIBUTION -- 9% 91% | 30 REVIEWS |
| 2 | Scanmarket | +91 | DISTRIBUTION 3% 2% 94% | 77 REVIEWS |
| 3 | GEP SMART | +91 | DISTRIBUTION 1% 6% 92% | 37 REVIEWS |
| 4 | Oracle Procurement Cloud | +83 | DISTRIBUTION 4% 9% 87% | 33 REVIEWS |
| 5 | Jaggaer | +82 | DISTRIBUTION 2% 14% 84% | 37 REVIEWS |
| 6 | SAP Business Network | +77 | DISTRIBUTION 3% 18% 80% | 41 REVIEWS |
| 7 | Workday Strategic Sourcing | +77 | DISTRIBUTION 2% 19% 79% | 36 REVIEWS |
| 8 | Ivalua | +68 | DISTRIBUTION 11% 10% 79% | 33 REVIEWS |
| 9 | Coupa Strategic Sourcing | +55 | DISTRIBUTION 11% 23% 66% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +24 | DISTRIBUTION 25% 26% 49% | 23 REVIEWS |
| | CATEGORY AVERAGE | +79 | DISTRIBUTION 5% 12% 84% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

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NEGATIVE NEUTRAL POSITIVE

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-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Big Fat Liars vs. Trustworthy

| | | | | |
|---|---|---|---|---|
| 1 | Oracle Procurement Cloud | +92 | DISTRIBUTION 4% -- 96% | 33 REVIEWS |
| 2 | Promena e-Procurement | +91 | DISTRIBUTION -- 9% 91% | 30 REVIEWS |
| 3 | Scanmarket | +91 | DISTRIBUTION 3% 3% 94% | 77 REVIEWS |
| 4 | Jaggaer | +90 | DISTRIBUTION 3% 4% 93% | 37 REVIEWS |
| 5 | SAP Business Network | +88 | DISTRIBUTION 4% 5% 92% | 41 REVIEWS |
| 6 | GEP SMART | +84 | DISTRIBUTION 5% 5% 89% | 37 REVIEWS |
| 7 | Workday Strategic Sourcing | +83 | DISTRIBUTION 6% 4% 89% | 36 REVIEWS |
| 8 | Coupa Strategic Sourcing | +75 | DISTRIBUTION 5% 15% 80% | 34 REVIEWS |
| 9 | Ivalua | +75 | DISTRIBUTION 8% 9% 83% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +45 | DISTRIBUTION 14% 26% 59% | 23 REVIEWS |
| | CATEGORY AVERAGE | +84 | DISTRIBUTION 5% 7% 89% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +89 | DISTRIBUTION -- 11% 89% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Unfair vs. Fair

| | | | | |
|---|---|---|---|---|
| 1 | GEP SMART | +96 | DISTRIBUTION -- 4% 96% | 37 REVIEWS |
| 2 | Oracle Procurement Cloud | +92 | DISTRIBUTION 4% -- 96% | 33 REVIEWS |
| 3 | Promena e-Procurement | +91 | DISTRIBUTION -- 9% 91% | 30 REVIEWS |
| 4 | Scanmarket | +91 | DISTRIBUTION 4% 1% 95% | 77 REVIEWS |
| 5 | Jaggaer | +87 | DISTRIBUTION 3% 7% 90% | 37 REVIEWS |
| 6 | SAP Business Network | +86 | DISTRIBUTION 3% 8% 89% | 41 REVIEWS |
| 7 | Workday Strategic Sourcing | +83 | DISTRIBUTION 6% 4% 89% | 36 REVIEWS |
| 8 | Coupa Strategic Sourcing | +73 | DISTRIBUTION 6% 14% 79% | 34 REVIEWS |
| 9 | Ivalua | +72 | DISTRIBUTION 11% 6% 83% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +23 | DISTRIBUTION 26% 25% 49% | 23 REVIEWS |
| | CATEGORY AVERAGE | +84 | DISTRIBUTION 5% 6% 89% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

CATEGORY

## Negotiation and Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Greedy vs. Generous

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Scanmarket | +94 | DISTRIBUTION -- 6% 94% | 77 REVIEWS |
| 3 | GEP SMART | +89 | DISTRIBUTION -- 11% 89% | 37 REVIEWS |
| 4 | Jaggaer | +82 | DISTRIBUTION 6% 6% 88% | 37 REVIEWS |
| 5 | Workday Strategic Sourcing | +77 | DISTRIBUTION 6% 10% 83% | 36 REVIEWS |
| 6 | Oracle Procurement Cloud | +73 | DISTRIBUTION 5% 17% 78% | 33 REVIEWS |
| 7 | Coupa Strategic Sourcing | +72 | DISTRIBUTION 7% 14% 79% | 34 REVIEWS |
| 8 | Ivalua | +68 | DISTRIBUTION 12% 8% 80% | 33 REVIEWS |
| 9 | SAP Business Network | +56 | DISTRIBUTION 20% 4% 76% | 41 REVIEWS |
| 10 | Xeeva Sourcing | +31 | DISTRIBUTION 32% 5% 63% | 23 REVIEWS |
| | CATEGORY AVERAGE | +79 | DISTRIBUTION 7% 8% 86% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Deceptive vs. Transparent

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +97 | DISTRIBUTION -- 3% 97% | 30 REVIEWS |
| 2 | Scanmarket | +95 | DISTRIBUTION -- 5% 95% | 77 REVIEWS |
| 3 | Jaggaer | +89 | DISTRIBUTION 2% 8% 91% | 37 REVIEWS |
| 4 | Workday Strategic Sourcing | +88 | DISTRIBUTION 2% 8% 90% | 36 REVIEWS |
| 5 | GEP SMART | +87 | DISTRIBUTION -- 13% 87% | 37 REVIEWS |
| 6 | SAP Business Network | +85 | DISTRIBUTION 4% 6% 89% | 41 REVIEWS |
| 7 | Oracle Procurement Cloud | +73 | DISTRIBUTION 7% 13% 80% | 33 REVIEWS |
| 8 | Ivalua | +68 | DISTRIBUTION 10% 12% 78% | 33 REVIEWS |
| 9 | Coupa Strategic Sourcing | +67 | DISTRIBUTION 7% 18% 74% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +33 | DISTRIBUTION 26% 14% 59% | 23 REVIEWS |
| | CATEGORY AVERAGE | +83 | DISTRIBUTION 4% 9% 87% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Over Promised vs. Over Delivered

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +94 | DISTRIBUTION -- 6% 94% | 30 REVIEWS |
| 2 | Jaggaer | +84 | DISTRIBUTION 3% 9% 87% | 37 REVIEWS |
| 3 | GEP SMART | +82 | DISTRIBUTION 5% 9% 87% | 37 REVIEWS |
| 4 | Oracle Procurement Cloud | +78 | DISTRIBUTION 2% 18% 80% | 33 REVIEWS |
| 5 | Scanmarket | +77 | DISTRIBUTION 3% 16% 80% | 77 REVIEWS |
| 6 | Workday Strategic Sourcing | +72 | DISTRIBUTION 6% 15% 78% | 36 REVIEWS |
| 7 | Ivalua | +61 | DISTRIBUTION 16% 7% 77% | 33 REVIEWS |
| 8 | Coupa Strategic Sourcing | +60 | DISTRIBUTION 7% 26% 67% | 34 REVIEWS |
| 9 | SAP Business Network | +43 | DISTRIBUTION 17% 23% 60% | 41 REVIEWS |
| 10 | Xeeva Sourcing | +10 | DISTRIBUTION 30% 30% 40% | 23 REVIEWS |
| | CATEGORY AVERAGE | +71 | DISTRIBUTION 7% 15% 78% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +84 | DISTRIBUTION 8% -- 92% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

## Vendor's Interest First vs. Client's Interest First

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +97 | DISTRIBUTION -- 3% 97% | 30 REVIEWS |
| 2 | Scanmarket | +87 | DISTRIBUTION 1% 11% 88% | 77 REVIEWS |
| 3 | GEP SMART | +87 | DISTRIBUTION 2% 9% 89% | 37 REVIEWS |
| 4 | Jaggaer | +76 | DISTRIBUTION 6% 13% 82% | 37 REVIEWS |
| 5 | Workday Strategic Sourcing | +75 | DISTRIBUTION 6% 12% 81% | 36 REVIEWS |
| 6 | Oracle Procurement Cloud | +69 | DISTRIBUTION 12% 7% 81% | 33 REVIEWS |
| 7 | Coupa Strategic Sourcing | +67 | DISTRIBUTION 12% 9% 79% | 34 REVIEWS |
| 8 | SAP Business Network | +58 | DISTRIBUTION 19% 5% 77% | 41 REVIEWS |
| 9 | Ivalua | +56 | DISTRIBUTION 14% 16% 70% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +27 | DISTRIBUTION 22% 30% 49% | 23 REVIEWS |
| | CATEGORY AVERAGE | +75 | DISTRIBUTION 7% 11% 82% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +84 | DISTRIBUTION -- 16% 84% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Hardball Tactics vs. Friendly Negotiation

| | | | | |
|---|---|---|---|---|
| 1 | Scanmarket | +98 | DISTRIBUTION -- 2% 98% | 77 REVIEWS |
| 2 | Promena e-Procurement | +97 | DISTRIBUTION -- 3% 97% | 30 REVIEWS |
| 3 | GEP SMART | +85 | DISTRIBUTION 6% 3% 91% | 37 REVIEWS |
| 4 | Jaggaer | +83 | DISTRIBUTION 2% 14% 85% | 37 REVIEWS |
| 5 | Workday Strategic Sourcing | +80 | DISTRIBUTION 6% 7% 86% | 36 REVIEWS |
| 6 | Oracle Procurement Cloud | +70 | DISTRIBUTION 14% 2% 84% | 33 REVIEWS |
| 7 | Coupa Strategic Sourcing | +69 | DISTRIBUTION 7% 17% 76% | 34 REVIEWS |
| 8 | Ivalua | +68 | DISTRIBUTION 10% 12% 78% | 33 REVIEWS |
| 9 | SAP Business Network | +58 | DISTRIBUTION 11% 21% 69% | 41 REVIEWS |
| 10 | Xeeva Sourcing | +36 | DISTRIBUTION 25% 14% 61% | 23 REVIEWS |
| | CATEGORY AVERAGE | +80 | DISTRIBUTION 6% 8% 86% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

CATEGORY

## Strategy and Innovation

Your vendor's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they'll support you to do the same.

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

## Roadblock To Innovation vs. Helps Innovate

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Jaggaer | +91 | DISTRIBUTION 2% 6% 93% | 37 REVIEWS |
| 3 | GEP SMART | +84 | DISTRIBUTION -- 16% 84% | 37 REVIEWS |
| 4 | SAP Business Network | +83 | DISTRIBUTION 7% 2% 90% | 41 REVIEWS |
| 5 | Workday Strategic Sourcing | +83 | DISTRIBUTION 6% 4% 89% | 36 REVIEWS |
| 6 | Scanmarket | +81 | DISTRIBUTION 8% 4% 89% | 77 REVIEWS |
| 7 | Ivalua | +73 | DISTRIBUTION 9% 9% 82% | 33 REVIEWS |
| 8 | Oracle Procurement Cloud | +66 | DISTRIBUTION 16% 3% 82% | 33 REVIEWS |
| 9 | Coupa Strategic Sourcing | +66 | DISTRIBUTION 13% 8% 79% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +39 | DISTRIBUTION 11% 39% 50% | 23 REVIEWS |
| | CATEGORY AVERAGE | +80 | DISTRIBUTION 6% 7% 86% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

## Stagnant vs. Continually Improving

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Jaggaer | +94 | DISTRIBUTION -- 6% 94% | 37 REVIEWS |
| 3 | GEP SMART | +92 | DISTRIBUTION -- 8% 92% | 37 REVIEWS |
| 4 | Workday Strategic Sourcing | +82 | DISTRIBUTION 6% 6% 88% | 36 REVIEWS |
| 5 | Scanmarket | +77 | DISTRIBUTION 8% 8% 85% | 77 REVIEWS |
| 6 | SAP Business Network | +73 | DISTRIBUTION 8% 10% 81% | 41 REVIEWS |
| 7 | Ivalua | +71 | DISTRIBUTION 9% 11% 80% | 33 REVIEWS |
| 8 | Oracle Procurement Cloud | +64 | DISTRIBUTION 14% 8% 78% | 33 REVIEWS |
| 9 | Coupa Strategic Sourcing | +60 | DISTRIBUTION 15% 10% 75% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +41 | DISTRIBUTION 22% 16% 63% | 23 REVIEWS |
| | CATEGORY AVERAGE | +78 | DISTRIBUTION 7% 8% 85% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

## Charges For Product Enhancements vs. Includes Product Enhancements

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Jaggaer | +87 | DISTRIBUTION 1% 10% 88% | 37 REVIEWS |
| 3 | Workday Strategic Sourcing | +87 | DISTRIBUTION 2% 9% 89% | 36 REVIEWS |
| 4 | Scanmarket | +83 | DISTRIBUTION 2% 12% 85% | 77 REVIEWS |
| 5 | GEP SMART | +79 | DISTRIBUTION 1% 19% 80% | 37 REVIEWS |
| 6 | Oracle Procurement Cloud | +66 | DISTRIBUTION 14% 6% 80% | 33 REVIEWS |
| 7 | Ivalua | +65 | DISTRIBUTION 11% 13% 76% | 33 REVIEWS |
| 8 | Coupa Strategic Sourcing | +60 | DISTRIBUTION 13% 14% 73% | 34 REVIEWS |
| 9 | SAP Business Network | +59 | DISTRIBUTION 14% 13% 73% | 41 REVIEWS |
| 10 | Xeeva Sourcing | +48 | DISTRIBUTION 26% -- 74% | 23 REVIEWS |
| | CATEGORY AVERAGE | +77 | DISTRIBUTION 6% 11% 83% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +100 | DISTRIBUTION -- -- 100% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Leverages Incumbent Status vs. Appreciates Incumbent Status

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Jaggaer | +88 | DISTRIBUTION -- 12% 88% | 37 REVIEWS |
| 3 | Scanmarket | +83 | DISTRIBUTION 4% 9% 87% | 77 REVIEWS |
| 4 | Workday Strategic Sourcing | +80 | DISTRIBUTION 2% 17% 82% | 36 REVIEWS |
| 5 | GEP SMART | +80 | DISTRIBUTION 5% 10% 85% | 37 REVIEWS |
| 6 | Oracle Procurement Cloud | +78 | DISTRIBUTION 4% 14% 82% | 33 REVIEWS |
| 7 | SAP Business Network | +77 | DISTRIBUTION 3% 18% 80% | 41 REVIEWS |
| 8 | Coupa Strategic Sourcing | +71 | DISTRIBUTION 7% 16% 78% | 34 REVIEWS |
| 9 | Ivalua | +69 | DISTRIBUTION 8% 15% 77% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +29 | DISTRIBUTION 22% 27% 51% | 23 REVIEWS |
| | CATEGORY AVERAGE | +79 | DISTRIBUTION 4% 13% 83% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Despised vs. Inspiring

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Jaggaer | +86 | DISTRIBUTION 2% 10% 88% | 37 REVIEWS |
| 3 | GEP SMART | +86 | DISTRIBUTION -- 14% 86% | 37 REVIEWS |
| 4 | Oracle Procurement Cloud | +80 | DISTRIBUTION 4% 12% 84% | 33 REVIEWS |
| 5 | Scanmarket | +79 | DISTRIBUTION 4% 13% 83% | 77 REVIEWS |
| 6 | SAP Business Network | +75 | DISTRIBUTION 7% 10% 82% | 41 REVIEWS |
| 7 | Workday Strategic Sourcing | +75 | DISTRIBUTION 6% 12% 81% | 36 REVIEWS |
| 8 | Coupa Strategic Sourcing | +70 | DISTRIBUTION 11% 8% 81% | 34 REVIEWS |
| 9 | Ivalua | +68 | DISTRIBUTION 9% 13% 77% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +42 | DISTRIBUTION 22% 14% 64% | 23 REVIEWS |
| | CATEGORY AVERAGE | +79 | DISTRIBUTION 5% 11% 84% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

CATEGORY

## Product Impact

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.



# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Unreliable vs. Reliable

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +97 | DISTRIBUTION -- 3% 97% | 30 REVIEWS |
| 2 | Jaggaer | +96 | DISTRIBUTION -- 4% 96% | 37 REVIEWS |
| 3 | GEP SMART | +93 | DISTRIBUTION -- 7% 93% | 37 REVIEWS |
| 4 | Scanmarket | +92 | DISTRIBUTION 4% -- 96% | 77 REVIEWS |
| 5 | SAP Business Network | +90 | DISTRIBUTION -- 10% 90% | 41 REVIEWS |
| 6 | Oracle Procurement Cloud | +90 | DISTRIBUTION 4% 3% 94% | 33 REVIEWS |
| 7 | Workday Strategic Sourcing | +86 | DISTRIBUTION 2% 10% 88% | 36 REVIEWS |
| 8 | Coupa Strategic Sourcing | +80 | DISTRIBUTION 2% 16% 82% | 34 REVIEWS |
| 9 | Ivalua | +71 | DISTRIBUTION 8% 13% 79% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +55 | DISTRIBUTION 14% 17% 69% | 23 REVIEWS |
| | CATEGORY AVERAGE | +88 | DISTRIBUTION 3% 6% 91% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +84 | DISTRIBUTION -- 16% 84% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

## Restricts Productivity vs. Enables Productivity

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | GEP SMART | +94 | DISTRIBUTION -- 6% 94% | 37 REVIEWS |
| 3 | SAP Business Network | +91 | DISTRIBUTION 1% 7% 92% | 41 REVIEWS |
| 4 | Jaggaer | +90 | DISTRIBUTION -- 10% 90% | 37 REVIEWS |
| 5 | Workday Strategic Sourcing | +90 | DISTRIBUTION 3% 4% 93% | 36 REVIEWS |
| 6 | Scanmarket | +89 | DISTRIBUTION 4% 2% 93% | 77 REVIEWS |
| 7 | Coupa Strategic Sourcing | +74 | DISTRIBUTION 9% 8% 83% | 34 REVIEWS |
| 8 | Ivalua | +71 | DISTRIBUTION 9% 11% 80% | 33 REVIEWS |
| 9 | Oracle Procurement Cloud | +68 | DISTRIBUTION 12% 8% 80% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +55 | DISTRIBUTION 14% 17% 69% | 23 REVIEWS |
| | CATEGORY AVERAGE | +86 | DISTRIBUTION 4% 6% 90% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Performance Restricting vs. Performance Enhancing

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Jaggaer | +96 | DISTRIBUTION -- 4% 96% | 37 REVIEWS |
| 3 | GEP SMART | +96 | DISTRIBUTION 1% 2% 97% | 37 REVIEWS |
| 4 | Oracle Procurement Cloud | +90 | DISTRIBUTION 5% -- 95% | 33 REVIEWS |
| 5 | Scanmarket | +89 | DISTRIBUTION 4% 3% 93% | 77 REVIEWS |
| 6 | Workday Strategic Sourcing | +82 | DISTRIBUTION 2% 14% 84% | 36 REVIEWS |
| 7 | SAP Business Network | +77 | DISTRIBUTION -- 23% 77% | 41 REVIEWS |
| 8 | Ivalua | +69 | DISTRIBUTION 8% 15% 77% | 33 REVIEWS |
| 9 | Coupa Strategic Sourcing | +64 | DISTRIBUTION 15% 6% 79% | 34 REVIEWS |
| 10 | Xeeva Sourcing | +59 | DISTRIBUTION 14% 13% 73% | 23 REVIEWS |
| | CATEGORY AVERAGE | +85 | DISTRIBUTION 4% 7% 89% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |
|---|---|---|---|---|---|---|---|
| NEGATIVE | | | | NEUTRAL | | | POSITIVE |

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

| -100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100 |
|---|---|---|---|---|

## Commodity Features vs. Unique Features

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Jaggaer | +92 | DISTRIBUTION -- 8% 92% | 37 REVIEWS |
| 3 | Workday Strategic Sourcing | +85 | DISTRIBUTION -- 15% 85% | 36 REVIEWS |
| 4 | SAP Business Network | +76 | DISTRIBUTION -- 24% 76% | 41 REVIEWS |
| 5 | Scanmarket | +72 | DISTRIBUTION 9% 10% 81% | 77 REVIEWS |
| 6 | GEP SMART | +71 | DISTRIBUTION 8% 13% 79% | 37 REVIEWS |
| 7 | Coupa Strategic Sourcing | +66 | DISTRIBUTION 9% 17% 75% | 34 REVIEWS |
| 8 | Oracle Procurement Cloud | +62 | DISTRIBUTION 14% 10% 76% | 33 REVIEWS |
| 9 | Ivalua | +57 | DISTRIBUTION 12% 18% 69% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +37 | DISTRIBUTION 22% 19% 59% | 23 REVIEWS |
| | CATEGORY AVERAGE | +75 | DISTRIBUTION 6% 13% 81% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +81 | DISTRIBUTION -- 19% 81% | 13 REVIEWS |

# Emotional Footprint Details

This section digs deeper into the emotional connection between software vendors and users, displaying user responses to a variety of specific "emotional spectrum" scenarios that express dimensions of the vendor-client relationship and product effectiveness. These scenarios are organized thematically by category. Use this information to understand the details behind each vendor's Net Emotional Footprint score, and to target areas of particular interest or concern.

**EMOTIONAL SPECTRUM SCALE**

-4 -3 -2 -1 +1 +2 +3 +4

NEGATIVE NEUTRAL POSITIVE

% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT

-100 to +19 | +20 to +39 | +40 to +59 | +60 to +79 | +80 to +100

## Security Frustrates vs. Security Protects

| | | | | |
|---|---|---|---|---|
| 1 | Promena e-Procurement | +100 | DISTRIBUTION -- -- 100% | 30 REVIEWS |
| 2 | Jaggaer | +96 | DISTRIBUTION -- 4% 96% | 37 REVIEWS |
| 3 | GEP SMART | +96 | DISTRIBUTION -- 4% 96% | 37 REVIEWS |
| 4 | Scanmarket | +87 | DISTRIBUTION 3% 7% 90% | 77 REVIEWS |
| 5 | Oracle Procurement Cloud | +86 | DISTRIBUTION 4% 7% 90% | 33 REVIEWS |
| 6 | Workday Strategic Sourcing | +86 | DISTRIBUTION -- 14% 86% | 36 REVIEWS |
| 7 | SAP Business Network | +84 | DISTRIBUTION 3% 10% 87% | 41 REVIEWS |
| 8 | Coupa Strategic Sourcing | +75 | DISTRIBUTION 6% 13% 81% | 34 REVIEWS |
| 9 | Ivalua | +62 | DISTRIBUTION 11% 16% 73% | 33 REVIEWS |
| 10 | Xeeva Sourcing | +29 | DISTRIBUTION 25% 22% 54% | 23 REVIEWS |
| | CATEGORY AVERAGE | +84 | DISTRIBUTION 4% 9% 88% | |

PRODUCTS BELOW INELIGIBLE FOR AWARDS DUE TO INSUFFICIENT RECENT REVIEWS

| | | | | |
|---|---|---|---|---|
| - | Vortal | +92 | DISTRIBUTION -- 8% 92% | 13 REVIEWS |