

RIS SOFTWARE LEADERBOARD '14



BEST PRACTICES ARE JOB #1 FOR ECRS

ECRS BEATS 60-PLUS SOFTWARE VENDORS TO TAKE THE TOP SPOT IN THE TOP 20 MASTER LIST FOR 2014

BY JOE SKORUPA

A relentless focus on the customer is the inspiration behind the growing list of ECRS retail solutions. Another distinguishing characteristic is a natively built platform of interoperable applications that ECRS has embedded with best practices to emulate the way retailers prefer to work.

But for this year, few accolades can match the number-one ranking ECRS received in the 2014 *RIS* Software LeaderBoard. The Top 20 Master List is the only head-to-head ranking in the LeaderBoard and it is also the only one that uses the full set of data collected without any filtering or sorting. This means that for ECRS to come out on top it had to beat 60-plus software vendors that were eligible for ranking, including the biggest names in technology.

Without question the reason ECRS does so well in LeaderBoard scoring, a record of accomplishment dating back nearly 10 years, is its ability to deliver industry-leading customer (i.e., retailer) satisfaction. In other words, retailers who work with ECRS report that it meets or exceeds expectations that are set at the time of contract signing as well as during the implementation and post-installation phases.

These conclusions are evident from data collected in the LeaderBoard evaluation form, which asks retailers who have used

RIS SOFTWARE LEADERBOARD TOP 20

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	ECRS	49.1	43	2	94.1
2	Celerant Technology	47.9	44	2	93.9
3	JDS Solutions	47.6	41	1	89.6
3	Oracle	37.6	47	5	89.6

LEADERS FOR MID-SIZE RETAILERS

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	ECRS	47.3	43	2	92.3
2	Celerant Technology	45.9	44	2	91.9
3	JDS Solutions	46.7	41	1	88.7

MID-SIZE VENDOR LEADERS

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	ECRS	49.1	43	2	94.1
2	Celerant Technology	47.9	44	2	93.9
3	JDS Solutions	47.6	41	1	89.6

BROAD SUITE VENDOR LEADERS

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	ECRS	49.1	43	2	94.1
2	Celerant Technology	47.9	44	2	93.9
3	Oracle	37.6	47	5	89.6
3	JDS Solutions	47.6	41	1	89.6

RIS SOFTWARE LEADERBOARD '14

PROFILE
ON ECRS

“WE HAVE USED ECRS SOFTWARE FOR MORE THAN SEVEN YEARS. THE SOLUTION HAS BEEN CONSISTENTLY UPGRADED AND IMPROVED IN THAT TIME AND HAS AN OUTSTANDING FEATURE SET. ADDITIONALLY, THEIR TECH SUPPORT IS EXCEPTIONALLY FINE. ECRS STAFF PEOPLE ARE UNIFORMLY COMPETENT, POLITE AND HELPFUL. WE COULD NOT ASK FOR BETTER.”

**— CANDID, UNSOLICITED
RETAILER COMMENT FROM
THE 2014 RIS NEWS SOFTWARE
LEADERBOARD**

ECRS software within 12 months to rate the company on 10 individual Criteria. The Criteria cover such elements as return on investment, total cost of ownership, innovation, ease of installation, quality of support, recommendation and more. The 10 Criteria are worth five points each and when added together they have a maximum point total of 50. ECRS nearly grabbed the brass ring of perfection this year with a Customer Satisfaction score of 49.1, a noteworthy achievement by any standard.

In addition to the big win on the Top 20 Master List, ECRS appeared in 29 of the LeaderBoard's 51 top-10 lists, 11 of which were number ones. Based on its performance in the 2014 Software LeaderBoard and the stellar recommendations from its retail clients, it is clear ECRS is heading into 2015 with the wind at its back. ●

LEADERS IN QUALITY OF SUPPORT

RANK	COMPANY	CUST. SAT.
1	ECRS	4.9
1	Cornell-Mayo	4.9
1	RTC Quaterion Group	4.9
1	Jesta I.S.	4.9

GROCERY CUSTOMER SATISFACTION LEADERS

RANK	COMPANY	CUST. SAT.
1	ECRS	47.1
2	Manthan Systems	46.2
2	Lexmark	46.2
3	Magstar	43.7

LEADERS IN TECHNOLOGY INNOVATION

RANK	COMPANY	CUST. SAT.
1	ECRS	4.9
2	Cornell-Mayo	4.8
3	Celerant Technology	4.7

LEADERS IN GROCERY

RANK	COMPANY	CUST. SAT.	RET. CON.	REV. FAC.	TOTAL
1	ECRS	47.1	43	2	92.1
2	Manthan Systems	46.2	40	2	88.2
3	Oracle	33.8	47	5	85.8

CUSTOMER SATISFACTION FOR BROAD SUITE VENDORS

RANK	COMPANY	CUST. SAT.
1	ECRS	49.1
2	Celerant Technology	47.9
3	JDS Solutions	47.6

LEADERS IN TECHNOLOGY INNOVATION BY MID-SIZE RETAILERS

RANK	COMPANY	CUST. SAT.
1	ECRS	4.9
2	Cornell-Mayo	4.8
3	Celerant Technology	4.7
3	QuantiSense	4.7