RIS SOFTWARE LeaderBoard '24

DRIVING RETAIL AT AI SPEED

IMPACT ANALYTICS IS A LEADER IN RETAIL AI AND SOMETHING EVEN RARER - OUTSTANDING CUSTOMER SATISFACTION
BY JOE SKORUPA

If you don't have plans to "leverage AI," are you really in retail? Artificial intelligence (AI) is everywhere today; however, the AI revolution is not just about improving data-based decision making. It is about making smarter, better informed decisions, automating platform-wide decision making and doing it faster. Much faster. AI-speed faster.

Impact Analytics is a leader in retail AI, specifically in enterprise AI that optimizes demand forecasting, inventory management, pricing and promotions, and assortment planning. In addition, Impact Analytics is a leader in something even rarer in the world of AI software – outstanding Customer Satisfaction.

In the recently released 2024 *RIS* LeaderBoard, the most trusted software comparison report in retail, Impact Analytics emerged as the top vendor in three categories and one of the top software vendors in all of retail. Based on votes by users (retailers) of its software, Impact Analytics achieved impressive scores in **24 of the LeaderBoard's 53 charts.**

THE KEY IS CUSTOMER SATISFACTION

2024 TARGETED SOLUTION VENDOR LEADERS (FULL DATA SET)

RANK	COMPANY	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
1	Impact Analytics	43.3	20	2	65.3

2024 LEADERS IN TECHNOLOGY INNOVATION BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
1	Impact Analytics	5.0

2024 LEADERS IN EASE OF ADMINISTRATION & MAINTENANCE BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
1	Impact Analytics	4.8

2024 RIS SOFTWARE LEADERBOARD TOP 20

RANK	COMPANY	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
20	Impact Analytics	43.3	20	2	65.3

OTHER IMPACT ANALYTICS TOP 5 RANKINGS IN LEADERBOARD 2024 CATEGORIES

- #2 in Leaders in Technology Innovation (all retail voters)
- #2 in Leaders in Ease of Installation & Integration (by Tier One Retailers)
- #3 Customer Satisfaction (by Tier One Retailers)
- #3 Leaders in Ease of Administration/Maintenance (all retail voters)
- #3 Leaders in Overall Performance (by Tier One Retailers)
- #3 Leaders in Return on Investment (by Tier One Retailers)
- #3 Leaders in Quality of Support (by Tier One Retailers)
- #3 Leaders in Recommendation (by Tier One Retailers)
- #4 Leaders in Ease of Installation & Integration (all retail voters)
- #4 Leaders in Total Cost of Operations (by Tier One Retailers)
- #4 Leaders in Quality of Service (by Tier One Retailers)
- #5 Leaders in Return on Investment (all retail voters)

Customer Satisfaction is an essential element in LeaderBoard analysis and the singular characteristic that makes it unique in retail. Of the 53 charts in the report, 40 are based solely on Customer Satisfaction and all but one includes Customer Satisfaction as a component of analysis.

As noted, Impact Analytics appears in 24 of the LeaderBoard's top-10 charts. Among its many achievements are three number-one rankings. Of these, the most impressive is the finding that Impact Analytics is the number one Targeted Solution Vendor Leader for 2024.

A Targeted Solution Vendor in the LeaderBoard is a provider that does not (at least not yet) include the full range of retail software modules, as do a number of mature ERP software venders. Software modules are counted (one point per module) as components in the Retail Concentration score, which has a top score of 50. Vendors that have 20 modules or less are categorized as Targeted Solution providers and among this group of vendors Impact Solutions is the highest ranked provider in the LeaderBoard.

The other two top-10 lists where Impact Analytics achieved number-one rankings are Leaders in Technology Innovation by Tier-One Retailers, one of the major categories in the report, and Leaders in Ease of Administration & Maintenance by Tier One Retailers.

" "Nothing is more important to Impact Analytics than satisfied customers, which is why we're so proud of having 100% successful retail implementations," says *Prashant Agrawal, CEO and founder.* "Top scores in Technology Innovation, a primary focus for Impact Analytics, result from our native AI-based platform architecture and heavy investment in R&D. Our other achievements in many key LeaderBoard categories show our wide range of strengths, with Return on Investment—fast—and Total Cost of Operations—low—probably the most compelling for new customers."

Overall, Impact Analytics made an impressive showing in the 2024 LeaderBoard with 17 top-five finishes including three number ones. This performance indicates Impact Analytics meets or exceeds high retailer expectations, especially for an AI software provider that focuses on optimizing planning and merchandising functionalities.

In particular, Impact Analytics delivers industry-leading Customer Satisfaction, offers exceptional strength in the apparel segment, and has an outstanding reputation in the key areas of Innovation and Return on Investment, especially among tier-one retailers.

2024 TOP VENDORS IN CUSTOMER SATISFACTION

RANK	VENDOR	CUSTOMER SATISFACTION
10	Impact Analytics	43.3

2024 MID-SIZE VENDORS (FULL DATA SET)

RANK	COMPANY	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
7	Impact Analytics	43.3	20	2	65.3

2024 CUSTOMER SATISFACTION FOR MID-SIZE VENDORS

RANK	COMPANY	CUSTOMER SATISFACTION
8	Impact Analytics	43.3

2024 APPAREL VENDOR LEADERS (FULL DATA SET)

RANK	COMPANY	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
8	Impact Analytics	43.5	20	2	65.5

2024 CUSTOMER SATISFACTION FOR TARGETED SOLUTION VENDORS

RANK	COMPANY	CUSTOMER SATISFACTION
5	Impact Analytics	43.3

2024 TOP VENDORS FOR TIER ONE RETAILERS (FULL DATA SET)

RANK	COMPANY	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
10	Impact Analytics	46.2	20	2	68.2

2024 CUSTOMER SATISFACTION FOR APPAREL VENDORS

RANK	COMPANY	CUSTOMER SATISFACTION
4	Impact Analytics	43.5

2024 LEADERS IN RETURN ON INVESTMENT

RANK	COMPANY	CUSTOMER SATISFACTION
5	Impact Analytics	4.3

2024 LEADERS IN TECHNOLOGY INNOVATION

RANK	COMPANY	CUSTOMER SATISFACTION
2	Impact Analytics	4.7

2024 CUSTOMER SATISFACTION BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
3	Impact Analytics	46.2

2024 LEADERS IN EASE OF ADMINISTRATION/MAINTENANCE

RANK	COMPANY	CUSTOMER SATISFACTION
3	Impact Analytics	4.5

2024 LEADERS IN OVERALL PERFORMANCE BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
3	Impact Analytics	4.6

2024 LEADERS IN EASE OF INSTALLATION & INTEGRATION

RANK	COMPANY	CUSTOMER SATISFACTION
4	Impact Analytics	4.5

2024 LEADERS IN RETURN ON INVESTMENT BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
3	Impact Analytics	4.6

2024 LEADERS IN TOTAL COST OF OPERATIONS BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
4	Impact Analytics	4.4

2024 LEADERS IN SOFTWARE RELIABILITY BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
7	Impact Analytics	4.2

2024 LEADERS IN EASE OF INSTALLATION & INTEGRATION BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
2	Impact Analytics	4.8

2024 LEADERS IN QUALITY OF SUPPORT BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
3	Impact Analytics	4.6

2024 LEADERS IN QUALITY OF SERVICE BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
4	Impact Analytics	4.6

2024 LEADERS IN RECOMMENDATION BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
3	Impact Analytics	4.6

IMPACT ANALYTICS

Impact Analytics™ offers the only complete, completely integrated, retail-, grocery-, CPG-, and supply chain-focused AI-powered planning and merchandising platform — enabling top brands to grow profitably through data-driven decision-making across forecasting, pricing, assortment, inventory, financial planning, and more. We're named a Most Innovative (Fortune) and Fastest-Growing (Financial Times) company. Visit www.impactanalytics.co.