

August 2023

EMOTIONAL FOOTPRINT REPORT

Strategic Sourcing

286

Reviews

12

Products Included

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How to Use the Report

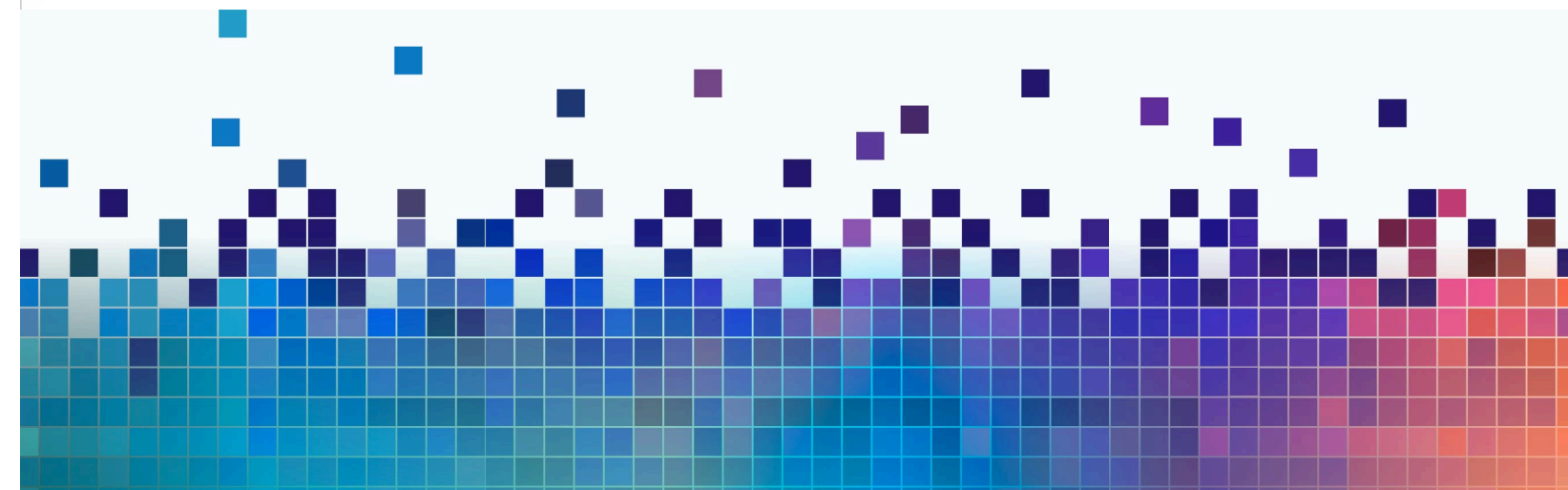
Info-Tech’s Category Reports provide a comprehensive evaluation of popular products in the Strategic Sourcing market. This buyer’s guide is designed to help prospective purchasers make better decisions by leveraging the experiences of real users.

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.

This report is available free of charge for internal use only to assist with software evaluation and selection. Sharing, republishing, distributing, or otherwise copying any portion of this report without the express written consent of SoftwareReviews.com is strictly prohibited.

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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.

Bid Ops

Coupa Strategic Sourcing

Jaggaer

Precoro

QSTRAT

Synertrade Source to Contract

Wax Digital Web3 Software

Zycus Strategic Sourcing Suite

Blue Yonder Luminate Planning

GEP SMART

Merrell

Proactis Source-to-Contract

SAP Ariba

Vendorful

Workday Strategic Sourcing

Corcentric Strategic Sourcing Platform

Ivalua

Oracle Sourcing

Promena e-Procurement

Scanmarket

Vortal

Xeeva Sourcing



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

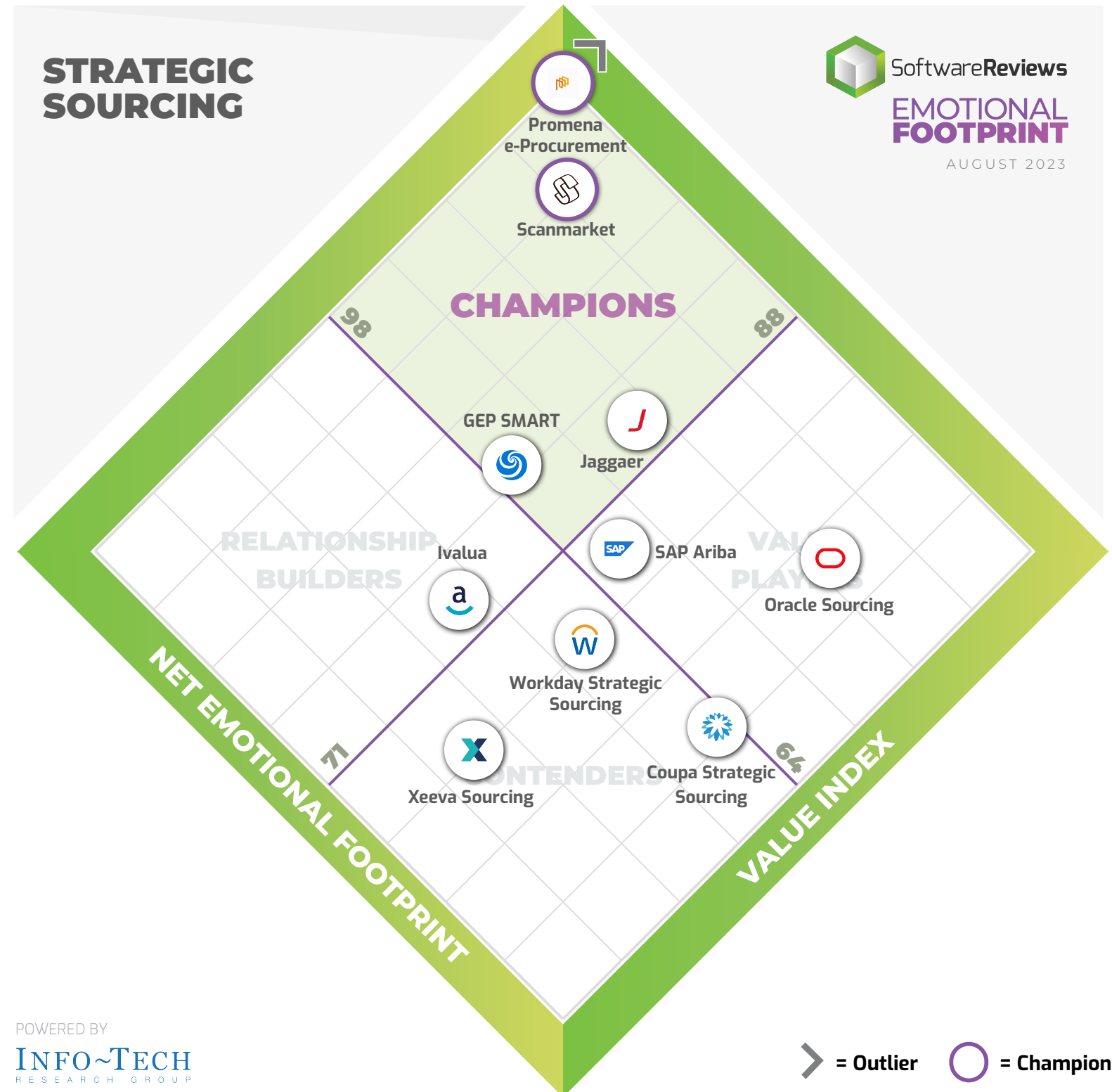
Software pricing can be complicated and confusing, but knowing if you're getting business value for the price you're paying is not. The Value Index metric captures user satisfaction with their software given the costs they are paying.

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: The ranges of the axes are dynamically adjusted based on minimum and maximum values in the dataset.

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.



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



% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT



RANK	PRODUCT	CX SCORE	NET EMOTIONAL FOOTPRINT	NET EMOTIONAL FOOTPRINT DISTRIBUTION	VALUE INDEX	STRONGEST POSITIVE EMOTIONS	STRONGEST NEGATIVE EMOTIONS	NUMBER OF REVIEWS
1	Promena e-Procurement	9.4	+98 😄	0% NEGATIVE, 98% POSITIVE	90	CONTINUALLY IMPROVING 100%, CARING 100%		22
2	Scanmarket	9.0	+94 😄	1% NEGATIVE, 95% POSITIVE	86	CLIENT FRIENDLY POLICIES 100%, FAIR 100%	VENDOR'S INTEREST FIRST 3%, COMMODITY FEATURES 3%	37
3	GEP SMART	8.3	+86 😄	1% NEGATIVE, 87% POSITIVE	80	CARING 97%, RELIABLE 97%	OVER PROMISED 10%, VENDOR'S INTEREST FIRST 5%	28
4	Jaggaer	8.3	+83 😄	5% NEGATIVE, 88% POSITIVE	83	RELIABLE 100%, PERFORMANCE ENHANCING 100%	LACK OF INTEGRITY 12%, UNFAIR 12%	19
5	Ivalua	8.0	+83 😄	3% NEGATIVE, 86% POSITIVE	77	ENABLES PRODUCTIVITY 94%, RELIABLE 94%	OVER PROMISED 38%, VENDOR'S INTEREST FIRST 35%	28
6	SAP Ariba	8.0	+79 😊	6% NEGATIVE, 85% POSITIVE	81	ENABLES PRODUCTIVITY 93%, RESPECTFUL 92%	GREEDY 14%, VENDOR'S INTEREST FIRST 12%	32
7	Oracle Sourcing	7.8	+71 😊	10% NEGATIVE, 81% POSITIVE	84	FAIR 92%, TRUSTWORTHY 92%	BUREAUCRATIC 18%, ROADBLOCK TO INNOVATION 15%	25
8	Workday Strategic Sourcing	7.8	+77 😊	7% NEGATIVE, 84% POSITIVE	78	FAIR 93%, EFFECTIVE 93%	RESTRICTS PRODUCTIVITY 13%, UNRELIABLE 7%	18
9	Xeeva Sourcing	7.6	+77 😊	7% NEGATIVE, 84% POSITIVE	74	INSPIRING 93%, SECURITY PROTECTS 93%	FRUSTRATING 19%, WASTES TIME 19%	18
10	Coupa Strategic Sourcing	7.4	+69 😊	8% NEGATIVE, 77% POSITIVE	79	ENABLES PRODUCTIVITY 83%, RELIABLE 82%	PERFORMANCE RESTRICTING 15%, STAGNANT 15%	34

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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



PRODUCTS WITH INSUFFICIENT DATA								
--	Vortal	8.8	+94	 0% NEGATIVE 94% POSITIVE	82	ALTRUISTIC 100% EFFICIENT 100%	OVER PROMISED 8%	13
--	Vendorful	8.8	+91	 -- NEGATIVE 91% POSITIVE	85	INTEGRITY 100% CARING 100%		11

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



% - **%** = **EMOTIONAL FOOTPRINT**

POSITIVE - NEGATIVE



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.



Emotional Footprint Details

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EMOTIONAL SPECTRUM SCALE



% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT



Disrespectful vs. Respectful

1	Promena e-Procurement	+100	DISTRIBUTION -- 100%	22 REVIEWS
2	Scanmarket	+100	DISTRIBUTION -- 100%	37 REVIEWS
3	Xeeva Sourcing	+93	DISTRIBUTION -- 7% 93%	18 REVIEWS
4	GEP SMART	+92	DISTRIBUTION 3% 3% 95%	28 REVIEWS
5	Jaggaer	+88	DISTRIBUTION 6% -- 94%	19 REVIEWS
6	Ivalua	+87	DISTRIBUTION -- 13% 87%	28 REVIEWS
7	SAP Ariba	+86	DISTRIBUTION 6% 2% 92%	32 REVIEWS
8	Workday Strategic Sourcing	+80	DISTRIBUTION 7% 5% 87%	18 REVIEWS
9	Coupa Strategic Sourcing	+78	DISTRIBUTION 3% 17% 81%	34 REVIEWS
10	Oracle Sourcing	+71	DISTRIBUTION 12% 6% 83%	25 REVIEWS
CATEGORY AVERAGE		+88	DISTRIBUTION 3% 6% 91%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100	DISTRIBUTION -- 100%	13 REVIEWS
-	Vendorful	+100	DISTRIBUTION -- 100%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Bureaucratic vs. Efficient

1	Promena e-Procurement	+100	DISTRIBUTION -- 100%	22 REVIEWS
2	Scanmarket	+97	DISTRIBUTION -- 3% 97%	37 REVIEWS
3	Ivalua	+91	DISTRIBUTION -- 9% 91%	28 REVIEWS
4	GEP SMART	+89	DISTRIBUTION -- 11% 89%	28 REVIEWS
5	Workday Strategic Sourcing	+86	DISTRIBUTION 7% -- 93%	18 REVIEWS
6	Jaggaer	+83	DISTRIBUTION 6% 5% 89%	19 REVIEWS
7	SAP Ariba	+76	DISTRIBUTION 11% 2% 87%	32 REVIEWS
8	Coupa Strategic Sourcing	+71	DISTRIBUTION 5% 19% 76%	34 REVIEWS
9	Xeeva Sourcing	+69	DISTRIBUTION 12% 7% 81%	18 REVIEWS
10	Oracle Sourcing	+64	DISTRIBUTION 18% -- 82%	25 REVIEWS
CATEGORY AVERAGE		+84	DISTRIBUTION 5% 6% 89%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100	DISTRIBUTION -- 100%	13 REVIEWS
-	Vendorful	+100	DISTRIBUTION -- 100%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Neglectful vs. Caring

1	Promena e-Procurement	+100	DISTRIBUTION -- 100%	22 REVIEWS
2	Scanmarket	+97	DISTRIBUTION -- 3% 97%	37 REVIEWS
3	GEP SMART	+97	DISTRIBUTION -- 3% 97%	28 REVIEWS
4	Ivalua	+87	DISTRIBUTION 2% 9% 89%	28 REVIEWS
5	Jaggaer	+82	DISTRIBUTION 6% 6% 88%	19 REVIEWS
6	SAP Ariba	+80	DISTRIBUTION 6% 8% 86%	32 REVIEWS
7	Coupa Strategic Sourcing	+75	DISTRIBUTION 5% 15% 80%	34 REVIEWS
8	Xeeva Sourcing	+73	DISTRIBUTION 5% 17% 78%	18 REVIEWS
9	Oracle Sourcing	+71	DISTRIBUTION 8% 13% 79%	25 REVIEWS
10	Workday Strategic Sourcing	+70	DISTRIBUTION 7% 16% 77%	18 REVIEWS
CATEGORY AVERAGE		+85	DISTRIBUTION 3% 8% 88%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100	DISTRIBUTION -- 100%	13 REVIEWS
-	Vendorful	+100	DISTRIBUTION -- 100%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Frustrating vs. Effective

1	Scanmarket	+97 😄	DISTRIBUTION -- 3% 97%	37 REVIEWS
2	Promena e-Procurement	+95 😄	DISTRIBUTION -- 5% 95%	22 REVIEWS
3	Workday Strategic Sourcing	+86 😄	DISTRIBUTION 7% -- 93%	18 REVIEWS
4	SAP Ariba	+84 😄	DISTRIBUTION -- 16% 84%	32 REVIEWS
5	Ivalua	+83 😄	DISTRIBUTION 4% 9% 87%	28 REVIEWS
6	GEP SMART	+82 😄	DISTRIBUTION -- 18% 82%	28 REVIEWS
7	Jaggaer	+76 😊	DISTRIBUTION 12% -- 88%	19 REVIEWS
8	Oracle Sourcing	+76 😊	DISTRIBUTION 12% -- 88%	25 REVIEWS
9	Coupa Strategic Sourcing	+63 😊	DISTRIBUTION 8% 22% 71%	34 REVIEWS
10	Xeeva Sourcing	+57 😐	DISTRIBUTION 19% 5% 76%	18 REVIEWS
CATEGORY AVERAGE		+81 😄	DISTRIBUTION 5% 9% 86%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92 😄	DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+100 😄	DISTRIBUTION -- -- 100%	11 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



% POSITIVE - % NEGATIVE = EMOTIONAL FOOTPRINT



Wastes Time vs. Saves Time

1	Scanmarket	+97	DISTRIBUTION -- 3% 97%	37 REVIEWS
2	Promena e-Procurement	+90	DISTRIBUTION -- 10% 90%	22 REVIEWS
3	Ivalua	+88	DISTRIBUTION 2% 8% 90%	28 REVIEWS
4	SAP Ariba	+82	DISTRIBUTION 2% 13% 84%	32 REVIEWS
5	GEP SMART	+82	DISTRIBUTION -- 18% 82%	28 REVIEWS
6	Workday Strategic Sourcing	+79	DISTRIBUTION 7% 6% 86%	18 REVIEWS
7	Jaggaer	+76	DISTRIBUTION 12% -- 88%	19 REVIEWS
8	Coupa Strategic Sourcing	+71	DISTRIBUTION 5% 19% 76%	34 REVIEWS
9	Oracle Sourcing	+65	DISTRIBUTION 8% 19% 73%	25 REVIEWS
10	Xeeva Sourcing	+57	DISTRIBUTION 19% 5% 76%	18 REVIEWS
	CATEGORY AVERAGE	+81 	DISTRIBUTION 4% 10% 85%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92	DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+80	DISTRIBUTION -- 20% 80%	11 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



% - **%** = **EMOTIONAL FOOTPRINT**

POSITIVE - NEGATIVE



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.



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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Lack Of Integrity vs. Integrity

1	Scanmarket	+97	DISTRIBUTION -- 3% 97%	37 REVIEWS
2	Promena e-Procurement	+95	DISTRIBUTION -- 5% 95%	22 REVIEWS
3	GEP SMART	+89	DISTRIBUTION -- 11% 89%	28 REVIEWS
4	Workday Strategic Sourcing	+86	DISTRIBUTION 7% -- 93%	18 REVIEWS
5	Xeeva Sourcing	+86	DISTRIBUTION 7% -- 93%	18 REVIEWS
6	Ivalua	+84	DISTRIBUTION 5% 6% 89%	28 REVIEWS
7	SAP Ariba	+80	DISTRIBUTION 6% 8% 86%	32 REVIEWS
8	Jaggaer	+76	DISTRIBUTION 12% -- 88%	19 REVIEWS
9	Oracle Sourcing	+76	DISTRIBUTION 8% 8% 84%	25 REVIEWS
10	Coupa Strategic Sourcing	+74	DISTRIBUTION 6% 14% 80%	34 REVIEWS
CATEGORY AVERAGE		+85	DISTRIBUTION 4% 6% 89%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100	DISTRIBUTION -- 100%	13 REVIEWS
-	Vendorful	+100	DISTRIBUTION -- 100%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Vendor Friendly Policies vs. Client Friendly Policies

1	Scanmarket	+100	DISTRIBUTION -- 100%	37 REVIEWS
2	Promena e-Procurement	+95	DISTRIBUTION -- 5% 95%	22 REVIEWS
3	Jaggaer	+94	DISTRIBUTION -- 6% 94%	19 REVIEWS
4	GEP SMART	+91	DISTRIBUTION -- 9% 91%	28 REVIEWS
5	Ivalua	+82	DISTRIBUTION 5% 9% 87%	28 REVIEWS
6	Oracle Sourcing	+77	DISTRIBUTION 8% 7% 85%	25 REVIEWS
7	Workday Strategic Sourcing	+75	DISTRIBUTION 7% 10% 82%	18 REVIEWS
8	SAP Ariba	+73	DISTRIBUTION 11% 5% 84%	32 REVIEWS
9	Xeeva Sourcing	+69	DISTRIBUTION 14% 3% 83%	18 REVIEWS
10	Coupa Strategic Sourcing	+62	DISTRIBUTION 5% 28% 67%	34 REVIEWS
CATEGORY AVERAGE		+83	DISTRIBUTION 4% 9% 87%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100	DISTRIBUTION -- 100%	13 REVIEWS
-	Vendorful	+90	DISTRIBUTION -- 10% 90%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Selfish vs. Altruistic

1	Scanmarket	+100	DISTRIBUTION -- -- 100%	37 REVIEWS
2	Promena e-Procurement	+95	DISTRIBUTION -- 5% 95%	22 REVIEWS
3	SAP Ariba	+83	DISTRIBUTION 6% 5% 89%	32 REVIEWS
4	Jaggaer	+82	DISTRIBUTION 6% 6% 88%	19 REVIEWS
5	GEP SMART	+81	DISTRIBUTION 3% 13% 84%	28 REVIEWS
6	Workday Strategic Sourcing	+80	DISTRIBUTION 7% 5% 87%	18 REVIEWS
7	Ivalua	+77	DISTRIBUTION 4% 15% 81%	28 REVIEWS
8	Xeeva Sourcing	+76	DISTRIBUTION 7% 10% 83%	18 REVIEWS
9	Oracle Sourcing	+63	DISTRIBUTION 8% 21% 71%	25 REVIEWS
10	Coupa Strategic Sourcing	+54	DISTRIBUTION 12% 22% 66%	34 REVIEWS
CATEGORY AVERAGE		+80	DISTRIBUTION 5% 10% 85%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100	DISTRIBUTION -- -- 100%	13 REVIEWS
-	Vendorful	+90	DISTRIBUTION -- 10% 90%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Big Fat Liars vs. Trustworthy

1	Scanmarket	+100	DISTRIBUTION -- 100%	37 REVIEWS
2	Promena e-Procurement	+95	DISTRIBUTION -- 5% 95%	22 REVIEWS
3	GEP SMART	+89	DISTRIBUTION -- 11% 89%	28 REVIEWS
4	Ivalua	+87	DISTRIBUTION -- 13% 87%	28 REVIEWS
5	Workday Strategic Sourcing	+86	DISTRIBUTION 7% -- 93%	18 REVIEWS
6	SAP Ariba	+84	DISTRIBUTION 8% -- 92%	32 REVIEWS
7	Oracle Sourcing	+84	DISTRIBUTION 8% -- 92%	25 REVIEWS
8	Jaggaer	+76	DISTRIBUTION 12% -- 88%	19 REVIEWS
9	Xeeva Sourcing	+76	DISTRIBUTION 7% 10% 83%	18 REVIEWS
10	Coupa Strategic Sourcing	+75	DISTRIBUTION 5% 15% 80%	34 REVIEWS
CATEGORY AVERAGE		+86	DISTRIBUTION 4% 6% 90%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+89	DISTRIBUTION -- 11% 89%	13 REVIEWS
-	Vendorful	+90	DISTRIBUTION -- 10% 90%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Unfair vs. Fair

1	Scanmarket	+100	DISTRIBUTION -- 100%	37 REVIEWS
2	Promena e-Procurement	+95	DISTRIBUTION -- 5% 95%	22 REVIEWS
3	GEP SMART	+91	DISTRIBUTION -- 9% 91%	28 REVIEWS
4	Workday Strategic Sourcing	+86	DISTRIBUTION 7% -- 93%	18 REVIEWS
5	Oracle Sourcing	+84	DISTRIBUTION 8% -- 92%	25 REVIEWS
6	Ivalua	+81	DISTRIBUTION 5% 9% 86%	28 REVIEWS
7	SAP Ariba	+80	DISTRIBUTION 6% 8% 86%	32 REVIEWS
8	Coupa Strategic Sourcing	+74	DISTRIBUTION 6% 14% 80%	34 REVIEWS
9	Xeeva Sourcing	+73	DISTRIBUTION 10% 7% 83%	18 REVIEWS
10	Jaggaer	+66	DISTRIBUTION 12% 10% 78%	19 REVIEWS
CATEGORY AVERAGE		+84	DISTRIBUTION 5% 6% 89%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100	DISTRIBUTION -- 100%	13 REVIEWS
-	Vendorful	+100	DISTRIBUTION -- 100%	11 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



% - **%** = **EMOTIONAL FOOTPRINT**

POSITIVE - NEGATIVE



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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Greedy vs. Generous

1	Promena e-Procurement	+100 😄	DISTRIBUTION -- -- 100%	22 REVIEWS
2	Xeeva Sourcing	+90 😄	DISTRIBUTION -- 10% 90%	18 REVIEWS
3	GEP SMART	+89 😄	DISTRIBUTION -- 11% 89%	28 REVIEWS
4	Scanmarket	+88 😄	DISTRIBUTION -- 12% 88%	37 REVIEWS
5	Jaggaer	+82 😄	DISTRIBUTION 6% 6% 88%	19 REVIEWS
6	Workday Strategic Sourcing	+80 😄	DISTRIBUTION 7% 5% 87%	18 REVIEWS
7	Ivalua	+78 😄	DISTRIBUTION 6% 11% 84%	28 REVIEWS
8	Coupa Strategic Sourcing	+72 😄	DISTRIBUTION 7% 14% 79%	34 REVIEWS
9	SAP Ariba	+64 😄	DISTRIBUTION 14% 8% 78%	32 REVIEWS
10	Oracle Sourcing	+58 😊	DISTRIBUTION 12% 18% 70%	25 REVIEWS
CATEGORY AVERAGE		+81 😄	DISTRIBUTION 5% 10% 86%	

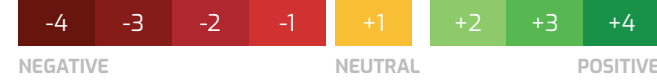
PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92 😄	DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+100 😄	DISTRIBUTION -- -- 100%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Deceptive vs. Transparent

1	Scanmarket	+98	 DISTRIBUTION -- 2% 98%	37 REVIEWS
2	Promena e-Procurement	+95	 DISTRIBUTION -- 5% 95%	22 REVIEWS
3	GEP SMART	+87	 DISTRIBUTION -- 13% 87%	28 REVIEWS
4	SAP Ariba	+80	 DISTRIBUTION 9% 2% 89%	32 REVIEWS
5	Ivalua	+77	 DISTRIBUTION 3% 17% 80%	28 REVIEWS
6	Jaggaer	+77	 DISTRIBUTION 6% 11% 83%	19 REVIEWS
7	Xeeva Sourcing	+73	 DISTRIBUTION 10% 7% 83%	18 REVIEWS
8	Workday Strategic Sourcing	+70	 DISTRIBUTION 7% 16% 77%	18 REVIEWS
9	Coupa Strategic Sourcing	+68	 DISTRIBUTION 7% 18% 75%	34 REVIEWS
10	Oracle Sourcing	+60	 DISTRIBUTION 15% 9% 75%	25 REVIEWS
CATEGORY AVERAGE		+80	 DISTRIBUTION 5% 10% 85%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100	 DISTRIBUTION -- 100%	13 REVIEWS
-	Vendorful	+100	 DISTRIBUTION -- 100%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Over Promised vs. Over Delivered

1	Scanmarket	+95	 DISTRIBUTION -- 5% 95%	37 REVIEWS
2	Promena e-Procurement	+90	 DISTRIBUTION -- 10% 90%	22 REVIEWS
3	Oracle Sourcing	+72	 DISTRIBUTION 4% 21% 76%	25 REVIEWS
4	Jaggaer	+70	 DISTRIBUTION 12% 6% 82%	19 REVIEWS
5	Ivalua	+67	 DISTRIBUTION 12% 10% 79%	28 REVIEWS
6	SAP Ariba	+64	 DISTRIBUTION 8% 20% 72%	32 REVIEWS
7	GEP SMART	+62	 DISTRIBUTION 10% 18% 72%	28 REVIEWS
8	Coupa Strategic Sourcing	+61	 DISTRIBUTION 7% 25% 68%	34 REVIEWS
9	Workday Strategic Sourcing	+58	 DISTRIBUTION 7% 27% 65%	18 REVIEWS
10	Xeeva Sourcing	+48	 DISTRIBUTION 17% 17% 65%	18 REVIEWS
	CATEGORY AVERAGE	+71	 DISTRIBUTION 7% 15% 78%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+84	 DISTRIBUTION 8% -- 92%	13 REVIEWS
-	Vendorful	+74	 DISTRIBUTION -- 26% 74%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



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

1	Promena e-Procurement	+95	 DISTRIBUTION -- 5% 95%	22 REVIEWS
2	Scanmarket	+89	 DISTRIBUTION 3% 5% 92%	37 REVIEWS
3	Xeeva Sourcing	+83	 DISTRIBUTION -- 17% 83%	18 REVIEWS
4	GEP SMART	+82	 DISTRIBUTION 5% 8% 87%	28 REVIEWS
5	Ivalua	+73	 DISTRIBUTION 7% 12% 80%	28 REVIEWS
6	Jaggaer	+73	 DISTRIBUTION 5% 18% 78%	19 REVIEWS
7	Oracle Sourcing	+71	 DISTRIBUTION 7% 15% 78%	25 REVIEWS
8	Workday Strategic Sourcing	+70	 DISTRIBUTION 7% 16% 77%	18 REVIEWS
9	Coupa Strategic Sourcing	+68	 DISTRIBUTION 11% 9% 79%	34 REVIEWS
10	SAP Ariba	+67	 DISTRIBUTION 12% 10% 79%	32 REVIEWS
	CATEGORY AVERAGE	+78	 DISTRIBUTION 6% 10% 84%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+84	 DISTRIBUTION -- 16% 84%	13 REVIEWS
-	Vendorful	+87	 DISTRIBUTION -- 13% 87%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Hardball Tactics vs. Friendly Negotiation

1	Scanmarket	+98	 DISTRIBUTION -- 2% 98%	37 REVIEWS
2	Promena e-Procurement	+95	 DISTRIBUTION -- 5% 95%	22 REVIEWS
3	GEP SMART	+92	 DISTRIBUTION -- 8% 92%	28 REVIEWS
4	Ivalua	+88	 DISTRIBUTION 3% 6% 91%	28 REVIEWS
5	Xeeva Sourcing	+79	 DISTRIBUTION 7% 7% 86%	18 REVIEWS
6	Workday Strategic Sourcing	+75	 DISTRIBUTION 7% 10% 82%	18 REVIEWS
7	Oracle Sourcing	+73	 DISTRIBUTION 12% 4% 85%	25 REVIEWS
8	SAP Ariba	+69	 DISTRIBUTION 6% 19% 75%	32 REVIEWS
9	Coupa Strategic Sourcing	+69	 DISTRIBUTION 7% 17% 76%	34 REVIEWS
10	Jaggaer	+67	 DISTRIBUTION 6% 21% 73%	19 REVIEWS
CATEGORY AVERAGE		+82	 DISTRIBUTION 4% 10% 86%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92	 DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+74	 DISTRIBUTION -- 26% 74%	11 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



% - **%** = **EMOTIONAL FOOTPRINT**

POSITIVE - NEGATIVE



CATEGORY

Strategy and Innovation

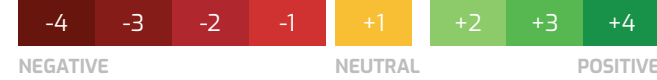
Your vendor's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they'll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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Roadblock To Innovation vs. Helps Innovate

1	Promena e-Procurement	+100	DISTRIBUTION -- -- 100%	22 REVIEWS
2	Ivalua	+91	DISTRIBUTION 3% 3% 94%	28 REVIEWS
3	Scanmarket	+88	DISTRIBUTION 3% 6% 91%	37 REVIEWS
4	Workday Strategic Sourcing	+86	DISTRIBUTION 7% -- 93%	18 REVIEWS
5	Xeeva Sourcing	+86	DISTRIBUTION -- 14% 86%	18 REVIEWS
6	SAP Ariba	+84	DISTRIBUTION 6% 5% 90%	32 REVIEWS
7	Jaggaer	+83	DISTRIBUTION 6% 5% 89%	19 REVIEWS
8	GEP SMART	+77	DISTRIBUTION -- 23% 77%	28 REVIEWS
9	Coupa Strategic Sourcing	+68	DISTRIBUTION 12% 8% 80%	34 REVIEWS
10	Oracle Sourcing	+64	DISTRIBUTION 15% 6% 79%	25 REVIEWS
	CATEGORY AVERAGE	+83	DISTRIBUTION 5% 7% 88%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92	DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+80	DISTRIBUTION -- 20% 80%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Stagnant vs. Continually Improving

Rank	Vendor	Score	Reviews	Distribution
1	Promena e-Procurement	+100	22	100%
2	Jaggaer	+94	19	6% 94%
3	Xeeva Sourcing	+90	18	10% 90%
4	Ivalua	+89	28	3% 5% 92%
5	Scanmarket	+88	37	3% 6% 91%
6	GEP SMART	+83	28	17% 83%
7	Workday Strategic Sourcing	+80	18	7% 5% 87%
8	Oracle Sourcing	+76	25	12% 88%
9	SAP Ariba	+74	32	8% 10% 82%
10	Coupa Strategic Sourcing	+59	34	15% 11% 74%
CATEGORY AVERAGE		+83		5% 7% 88%

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100	13	100%
-	Vendorful	+89	11	11% 89%

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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Charges For Product Enhancements vs. Includes Product Enhancements

1	Promena e-Procurement	+100 😄	DISTRIBUTION -- -- 100%	22 REVIEWS
2	Scanmarket	+92 😄	DISTRIBUTION -- 8% 92%	37 REVIEWS
3	Jaggaer	+84 😄	DISTRIBUTION 5% 6% 89%	19 REVIEWS
4	Ivalua	+82 😄	DISTRIBUTION 4% 9% 86%	28 REVIEWS
5	Workday Strategic Sourcing	+80 😄	DISTRIBUTION 7% 5% 87%	18 REVIEWS
6	Xeeva Sourcing	+80 😄	DISTRIBUTION 10% -- 90%	18 REVIEWS
7	GEP SMART	+79 😄	DISTRIBUTION 3% 15% 82%	28 REVIEWS
8	SAP Ariba	+72 😄	DISTRIBUTION 6% 16% 78%	32 REVIEWS
9	Oracle Sourcing	+63 😄	DISTRIBUTION 12% 13% 75%	25 REVIEWS
10	Coupa Strategic Sourcing	+61 😄	DISTRIBUTION 12% 14% 73%	34 REVIEWS
CATEGORY AVERAGE		+80 😄	DISTRIBUTION 5% 9% 85%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+100 😄	DISTRIBUTION -- -- 100%	13 REVIEWS
-	Vendorful	+89 😄	DISTRIBUTION -- 11% 89%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Leverages Incumbent Status vs. Appreciates Incumbent Status

1	Promena e-Procurement	+100	DISTRIBUTION -- -- 100%	22 REVIEWS
2	Ivalua	+88	DISTRIBUTION -- 12% 88%	28 REVIEWS
3	Jaggaer	+88	DISTRIBUTION -- 12% 88%	19 REVIEWS
4	Xeeva Sourcing	+88	DISTRIBUTION -- 12% 88%	18 REVIEWS
5	Scanmarket	+86	DISTRIBUTION 3% 8% 89%	37 REVIEWS
6	GEP SMART	+80	DISTRIBUTION -- 20% 80%	28 REVIEWS
7	SAP Ariba	+76	DISTRIBUTION 6% 13% 82%	32 REVIEWS
8	Oracle Sourcing	+71	DISTRIBUTION 8% 13% 79%	25 REVIEWS
9	Coupa Strategic Sourcing	+71	DISTRIBUTION 7% 15% 78%	34 REVIEWS
10	Workday Strategic Sourcing	+69	DISTRIBUTION 7% 17% 76%	18 REVIEWS
CATEGORY AVERAGE		+82	DISTRIBUTION 3% 12% 85%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92	DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+83	DISTRIBUTION -- 17% 83%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Despised vs. Inspiring

1	Promena e-Procurement	+100	DISTRIBUTION -- 100%	22 REVIEWS
2	Xeeva Sourcing	+93	DISTRIBUTION -- 7% 93%	18 REVIEWS
3	Scanmarket	+91	DISTRIBUTION -- 9% 91%	37 REVIEWS
4	Ivalua	+85	DISTRIBUTION 3% 9% 88%	28 REVIEWS
5	GEP SMART	+84	DISTRIBUTION -- 16% 84%	28 REVIEWS
6	Jaggaer	+82	DISTRIBUTION 6% 6% 88%	19 REVIEWS
7	SAP Ariba	+81	DISTRIBUTION 6% 7% 87%	32 REVIEWS
8	Oracle Sourcing	+77	DISTRIBUTION 8% 7% 85%	25 REVIEWS
9	Coupa Strategic Sourcing	+70	DISTRIBUTION 11% 8% 81%	34 REVIEWS
10	Workday Strategic Sourcing	+64	DISTRIBUTION 7% 22% 71%	18 REVIEWS
CATEGORY AVERAGE		+83	DISTRIBUTION 4% 9% 87%	

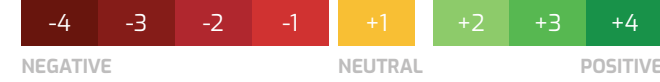
PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92	DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+89	DISTRIBUTION -- 11% 89%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Unreliable vs. Reliable

1	Scanmarket	+100	DISTRIBUTION -- 100%	37 REVIEWS
2	Jaggaer	+100	DISTRIBUTION -- 100%	19 REVIEWS
3	GEP SMART	+97	DISTRIBUTION -- 3% 97%	28 REVIEWS
4	Promena e-Procurement	+95	DISTRIBUTION -- 5% 95%	22 REVIEWS
5	Ivalua	+91	DISTRIBUTION -- 9% 91%	28 REVIEWS
6	SAP Ariba	+90	DISTRIBUTION -- 10% 90%	32 REVIEWS
7	Workday Strategic Sourcing	+81	DISTRIBUTION 7% 5% 88%	18 REVIEWS
8	Coupa Strategic Sourcing	+79	DISTRIBUTION 3% 15% 82%	34 REVIEWS
9	Oracle Sourcing	+78	DISTRIBUTION 8% 6% 86%	25 REVIEWS
10	Xeeva Sourcing	+74	DISTRIBUTION 7% 12% 81%	18 REVIEWS
CATEGORY AVERAGE		+89	DISTRIBUTION 2% 7% 91%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+84	DISTRIBUTION -- 16% 84%	13 REVIEWS
-	Vendorful	+90	DISTRIBUTION -- 10% 90%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Restricts Productivity vs. Enables Productivity

1	Promena e-Procurement	+100 😄	DISTRIBUTION -- -- 100%	22 REVIEWS
2	Scanmarket	+100 😄	DISTRIBUTION -- -- 100%	37 REVIEWS
3	Jaggaer	+95 😄	DISTRIBUTION -- 5% 95%	19 REVIEWS
4	SAP Ariba	+91 😄	DISTRIBUTION 2% 5% 93%	32 REVIEWS
5	Ivalua	+90 😄	DISTRIBUTION 2% 6% 92%	28 REVIEWS
6	GEP SMART	+87 😄	DISTRIBUTION -- 13% 87%	28 REVIEWS
7	Workday Strategic Sourcing	+74 😄	DISTRIBUTION 13% -- 87%	18 REVIEWS
8	Xeeva Sourcing	+74 😄	DISTRIBUTION 7% 12% 81%	18 REVIEWS
9	Coupa Strategic Sourcing	+74 😄	DISTRIBUTION 9% 8% 83%	34 REVIEWS
10	Oracle Sourcing	+68 😄	DISTRIBUTION 7% 17% 75%	25 REVIEWS
	CATEGORY AVERAGE	+86 😄	DISTRIBUTION 4% 6% 90%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92 😄	DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+100 😄	DISTRIBUTION -- -- 100%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Performance Restricting vs. Performance Enhancing

1	Promena e-Procurement	+100 😄	DISTRIBUTION -- 100%	22 REVIEWS
2	Jaggaer	+100 😄	DISTRIBUTION -- 100%	19 REVIEWS
3	Scanmarket	+97 😄	DISTRIBUTION -- 3% 97%	37 REVIEWS
4	GEP SMART	+91 😄	DISTRIBUTION 3% 3% 94%	28 REVIEWS
5	Ivalua	+88 😄	DISTRIBUTION -- 12% 88%	28 REVIEWS
6	SAP Ariba	+87 😄	DISTRIBUTION -- 13% 87%	32 REVIEWS
7	Workday Strategic Sourcing	+81 😄	DISTRIBUTION 7% 5% 88%	18 REVIEWS
8	Xeeva Sourcing	+81 😄	DISTRIBUTION 7% 5% 88%	18 REVIEWS
9	Oracle Sourcing	+76 😊	DISTRIBUTION 12% -- 88%	25 REVIEWS
10	Coupa Strategic Sourcing	+65 😊	DISTRIBUTION 15% 6% 80%	34 REVIEWS
CATEGORY AVERAGE		+87 😄	DISTRIBUTION 4% 5% 91%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92 😄	DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+100 😄	DISTRIBUTION -- 100%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Commodity Features vs. Unique Features

1	Promena e-Procurement	+100 😄	DISTRIBUTION -- 100%	22 REVIEWS
2	Scanmarket	+86 😄	DISTRIBUTION 3% 8% 89%	37 REVIEWS
3	SAP Ariba	+86 😄	DISTRIBUTION -- 14% 86%	32 REVIEWS
4	Jaggaer	+84 😄	DISTRIBUTION -- 16% 84%	19 REVIEWS
5	Xeeva Sourcing	+83 😄	DISTRIBUTION -- 17% 83%	18 REVIEWS
6	GEP SMART	+77 😊	DISTRIBUTION 5% 13% 82%	28 REVIEWS
7	Oracle Sourcing	+74 😊	DISTRIBUTION 12% 2% 86%	25 REVIEWS
8	Workday Strategic Sourcing	+71 😊	DISTRIBUTION -- 29% 71%	18 REVIEWS
9	Ivalua	+69 😊	DISTRIBUTION 7% 17% 76%	28 REVIEWS
10	Coupa Strategic Sourcing	+65 😊	DISTRIBUTION 9% 17% 74%	34 REVIEWS
CATEGORY AVERAGE		+79 😊	DISTRIBUTION 4% 13% 83%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+81 😄	DISTRIBUTION -- 19% 81%	13 REVIEWS
-	Vendorful	+90 😄	DISTRIBUTION -- 10% 90%	11 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



% POSITIVE - **% NEGATIVE** = **EMOTIONAL FOOTPRINT**



Security Frustrates vs. Security Protects

1	Promena e-Procurement	+100 😄	DISTRIBUTION -- 100%	22 REVIEWS
2	Jaggaer	+100 😄	DISTRIBUTION -- 100%	19 REVIEWS
3	Scanmarket	+92 😄	DISTRIBUTION -- 8% 92%	37 REVIEWS
4	GEP SMART	+92 😄	DISTRIBUTION -- 8% 92%	28 REVIEWS
5	Workday Strategic Sourcing	+87 😄	DISTRIBUTION -- 13% 87%	18 REVIEWS
6	Xeeva Sourcing	+86 😄	DISTRIBUTION 7% -- 93%	18 REVIEWS
7	SAP Ariba	+79 😄	DISTRIBUTION 6% 10% 85%	32 REVIEWS
8	Ivalua	+78 😄	DISTRIBUTION 4% 14% 82%	28 REVIEWS
9	Coupa Strategic Sourcing	+75 😄	DISTRIBUTION 6% 13% 81%	34 REVIEWS
10	Oracle Sourcing	+69 😄	DISTRIBUTION 8% 15% 77%	25 REVIEWS
CATEGORY AVERAGE		+86 😄	DISTRIBUTION 3% 8% 89%	

PRODUCTS WITH INSUFFICIENT DATA

-	Vortal	+92 😄	DISTRIBUTION -- 8% 92%	13 REVIEWS
-	Vendorful	+90 😄	DISTRIBUTION -- 10% 90%	11 REVIEWS