

KCG 2013 SOFTWARE MAP Report - Systems Management

Analysts

Program Effectiveness Metrics

Shortlisting

	Interactions per Quarter	Access to Executives	Quality and Availability of References	Efficacy of Comms	Responsiveness	Overall Effectiveness	Proactivity (1=PROACTIVE - 2=REACTIVE)	Total number of analysts indicating they shortlisted THIS vendor in the last 3 months in THIS segment	% of analysts that shortlist that have shortlisted THIS vendor in last 3 months	% of analysts responding that are Likely or Very Likely to shortlist vendor	net year on year increase or (decrease) in percentage of analysts that would shortlist vendor
SYSTEMS MANAGEMENT SEGMENT AVERAGE	3.55	6.64	6.28	5.78	6.83	6.54	1.52	10.38	29%	51%	15%
SOFTWARE S&PA AVERAGE	3.54	6.66	6.25	5.83	6.91	6.56	1.49	9.80	29%	51%	13%

Analysts Responding 19

Vendor	Count	IPQ	AE	REF	EFF	RESP	OE	PRO	3 MOS	%3 MOS	LTS	YOY
IBM	31	4.52	7.00	6.06	5.18	7.26	6.86	1.59	20	40%	55%	37%
HP	36	4.25	6.08	5.69	5.95	6.36	6.54	1.53	23	38%	48%	1%
Ceridian	30	3.67	7.67	6.97	6.66	8.00	7.59	1.68	17	30%	54%	16%
Oracle	15	3.07	6.13	5.60	5.69	6.94	6.50	1.60	5	18%	40%	26%
BMC	9	2.56	5.67	7.13	5.60	6.00	5.30	1.38	4	25%	45%	0%
SAP (Business Objects)	12	3.00	7.58	6.58	6.62	7.38	7.58	1.36	7	30%	56%	44%
SAS	10	4.00	7.50	6.40	5.64	6.73	6.27	1.67	5	28%	33%	0%
Teradata	13	3.31	5.46	5.77	4.92	6.00	5.70	1.33	2	21%	75%	0%

ANALYSTS PARTICIPATING

Analyst	Firm	CA
1 John Able	Able consulting	Cornerstone
2 Katherine Jones	Bersin by Deloitte	Ultimate Software
3 Jane Clabby	Clabby Analytics	Workday
4 R 'Ray' Wang	Constellation Research, Inc.	Informatica
5 Jean-Pierre Garbani	Forrester	Northgate Arinso
6 Mike Gualtieri	Forrester	ADP
7 Eveline Oehrlich	Forrester	QlikTech
8 Dave Russell	Gartner	Dataflux
9 Donna Scott	Gartner	Microstrategy
10 Gene Ruth	Gartner	
11 Jeffrey Brooks	Gartner	
12 Martina Kurth	Gartner	
13 Milind Govekar	Gartner	
14 Pushan Rinnen	Gartner	
15 Sheila Childs	Gartner	
16 Terrence Cosgrove	Gartner	
17 Judith Hurwitz	Hurwitz & Associates	
18 Mary Johnston Turner	IDC	
19 Casey Talon	IDC Energy Insights	

Vendors receiving less than threshold of analyst responses (20%)