SSA12
2012

THE UK BUSINESS SOFTWARE INDUSTRY AWARDS

EVENT PRESENTED BY

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intellect
REPRESENTING THE UK TECHNOLOGY INDUSTRY

BENCHMARKING REPORT

prepared for

Company: **INOVEM**
Product: **INOVEM**
Category: **Social and Collaboration**

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YOUR BENCHMARKED RESULTS

*For **INOVEM** in the **Social and Collaboration** category. All scores are out of a maximum of 4.00.*

Software satisfaction questions

	Your result	Category benchmark
Functionality	**3.41**	**3.54**
Reliability	**3.70**	**3.67**
Usability	**3.48**	**3.56**
Value for money	**3.33**	**3.51**
Levels of support	**3.65**	**3.54**
Your final SSA12 score	**3.51**	**3.56**

Attitudinal questions

Likelihood to repurchase	**3.54**	**3.58**
Likelihood to recommend	**3.72**	**3.63**
Overall satisfaction with you as a provider	**3.67**	**3.65**
Number of customer comments received	**30**	

Category metrics

Your total number of surveys completed	**46**
The total number of surveys in your category	**157**
Your share of the total category survey count	**29.3%**

ALL WINNERS & FINALISTS

Finalists are listed in alphabetical order. All scores are out of a maximum of 4.00.

Human Resources & Human Capital Management (Corporate)

WINNER	SCORE
TeamSeer (TeamSeer Ltd)	3.81

FINALISTS	SCORE
Advanced Business Solutions HCM (Advanced Business Solutions)	3.30
Employersafe (Employment Law Advisory Services Ltd)	3.00
ExpenSys (ExpenSys)	3.64
SnowdropKCS HR (Sage HR)	2.57
WhosOff.com (WhosOff.com)	3.58

Human Resources & Human Capital Management (SME)

WINNER	SCORE
WhosOff.com (WhosOff.com)	3.70

FINALISTS	SCORE
Employersafe (Employment Law Advisory Services Ltd)	2.87
TeamSeer (TeamSeer Ltd)	3.65

Talent Management

WINNER	SCORE
Talent (Head Light)	3.36

FINALISTS	SCORE
Kallidus LMS (Kallidus)	3.27

Payroll (Corporate)

WINNER	SCORE
P11D Organiser (Personal Audit Systems)	3.82
FINALISTS	**SCORE**
Advanced Business Solutions Payroll (Advanced Business Solutions)	3.55
EARNIE (EARNIE)	3.64
Opera 3 / Opera II Payroll and HR (Pegasus)	3.70
Qtac Payroll Manager (Qtac Payroll Products)	3.79
Sage 50 Payroll (Sage)	3.60
SnowdropKCS Payroll (Sage HR)	3.23

Payroll (SME)

WINNER	SCORE
The Payroll Site (The Payroll Site Ltd)	3.90
FINALISTS	**SCORE**
12Pay Payroll (12Pay Ltd)	3.88
QuickBooks Payroll (Intuit UK)	3.03
IRIS GP Payroll (IRIS)	3.62
Opera 3 / Opera II Payroll and HR (Pegasus)	3.65
Qtac Payroll Manager (Qtac Payroll Products)	3.70
Sage 50 Payroll (Sage)	3.76

CRM & Customer Management (Corporate)

WINNER	SCORE
NetSuite CRM (NetSuite Inc)	3.57
FINALISTS	**SCORE**
Travel Cloud (Click Travel)	3.20
PostcodeAnywhere (PostcodeAnywhere)	3.45
Really Simple Systems (Really Simple Systems)	3.50
Sage CRM (Sage)	3.26
Superoffice (Superoffice)	2.85

CRM & Customer Management (SME)

WINNER	SCORE
intouchcrm (intouchcrm)	3.87
FINALISTS	**SCORE**
Amphis Customer (Amphis Software)	3.75
Travel Cloud (Click Travel)	3.14
PostcodeAnywhere (PostcodeAnywhere)	3.68
Really Simple Systems (Really Simple Systems)	3.78
Sage CRM (Sage)	3.63
Spektrix (Spektrix)	3.63
SuperOffice (SuperOffice)	3.23

Social & Collaboration

WINNER	SCORE
Salesforce Chatter (salesforce.com)	3.56
FINALISTS	**SCORE**
Inclusionware / Kahootz (INOVEM)	3.51

Paperless Office & Document Management (Corporate)

WINNER	SCORE
Version One Document Management (Version One)	3.64
FINALISTS	**SCORE**
Transform (Bottomline Technologies)	3.22
Lindenhouse Software (Lindenhouse Software)	3.28
OneFile (OneFile)	3.63
Open Print (Sefas Innovation Ltd)	3.20

Paperless Office & Document Management (SME)

WINNER	SCORE
Spindle Professional (Draycir)	3.89
FINALISTS	**SCORE**
Lindenhouse Software (Lindenhouse Software)	3.41
OneFile (OneFile)	3.80
Receipt Bank (Receipt Bank)	3.79
Version One Document Management (Version One)	3.68

E-Procurement

WINNER	SCORE
Ve Interactive (Ve Interactive)	3.70
FINALIST	**SCORE**
Gatewit (Gatewit)	3.03

Business Intelligence & Corporate Performance Management

WINNER	SCORE
Intuitive Dashboards (Intuitive Business Intelligence)	3.68
FINALISTS	**SCORE**
eg work manager (eg solutions)	3.34
Phocas (Phocas)	3.64

IT Security Software

WINNER	SCORE
AVG (AVG)	3.83
FINALISTS	**SCORE**
Egress Switch (Egress)	3.40
Symantec (Symantec)	2.98

Accountancy Practice Management

WINNER	SCORE
Xero (Xero)	3.84
FINALISTS	**SCORE**
IRIS Accountancy Suite (IRIS)	3.33
DRIVE (Relate Software)	3.64

Tax

WINNER	SCORE
TaxCalc Professional (Acorah Software Products Limited)	3.82
FINALISTS	**SCORE**
BTCSoftware SA/PM Solution (BTCSoftware)	3.80
IRIS Accountancy Suite (IRIS)	3.50
Keytime Tax Professional (Keytime)	3.73
Digita Personal Tax (Thomson Reuters)	3.59

Accounting & Finance (Corporate)

WINNER	SCORE
Resource Financials (Corero Business Systems)	3.51
FINALISTS	**SCORE**
Advanced Business Solutions Financial Management (Advanced Business Solutions)	3.30
WinBacs (Bottomline Technologies)	3.47
Caseware (Caseware)	3.26
Purchase Control (Purchase Control)	3.22

Accounting & Finance (SME)

WINNER	SCORE
KashFlow (KashFlow Software Limited)	3.95
FINALISTS	**SCORE**
Crunch (Crunch Accounting)	3.81
ClearBooks (ClearBooks)	3.71
FreeAgent (FreeAgent Central Ltd)	3.86
QuickBooks (Intuit UK)	2.92
Sage 50 Accounts (Sage)	3.62
Xero (Xero)	3.79

Reseller of the Year

WINNER	SCORE
Enhanced	3.98
FINALISTS	**SCORE**
AMA Business Systems	3.77
Barry Snashell Trax	3.96
Datel Group	3.46
Profile	3.92

ICAEW IT Faculty Prize

WINNER (judged)

Chris Potter MA FCA CISA, PricewaterhouseCoopers

BASDA Theo Van Dort award

WINNER (judged)

Raspberry Pi

Intellect Innovation Award

WINNER (judged)
Human Recognition Systems
FINALISTS
Cezanne Software
Publish Interactive
Sales-i
TestPlant
Ve Interactive

Software Exporter of the Year

WINNER (judged)
TestPlant
FINALISTS
Cezanne Software
egUK
Really Simple Systems
Sales-i

Vendor of the Year

WINNER (judged)
PostcodeAnywhere
FINALISTS

Bottomline Technologies	The Payroll Site
egUK	Thomson-Reuters
IRIS	Ve Interactive
Purchase Control	Whosoff.com

CUSTOMER COMMENTS

Please note that customer comments are provided verbatim from the survey, and so appear exactly as submitted, including any spelling errors, grammatical errors, and blank entries. Due to variations in operating systems and browsers, unusual characters may also occasionally appear.

- Helpful, reliable and good value for money service enabling connectivity with a wide and diverse community for engagement
- It's been a very long time since I've worked with a company as professional and as dedicated to their customers as Inovem. Customer service as it should be. Great products delivered and supported by a great team.
- The customer support is always prompt and helpful.
- The service and support we have received has been outstanding. The company is very responsive to suggestions and requests for change, and have a good procedure for taking these forward. The recent upgrade, while not completely issue free, was far better than most software upgrades I have experienced. Identified issues were quickly and efficiently resolved.
- We have found that Inovem provide excellent facilities and support services
- Although financial constraints mean that we no longer work with Inovem I can confirm that they provided an excellent standard of service and reliability over the 10 years or so we worked with them.
- Inovem continuously impress us with their willingness to listen to our requirements and then look at ways of adapting or developing the software to suit our needs. We have also enjoying experimenting with the software features and functionaility to engage with patients, helping us to reach new audiences and enhance the engagement activity that we already do.
- All round an impressive product and well supported by the INOVEM team.
- The product is a bit more sophisticated than my actual needs and hence a bit pricey for what I personally do but, as a package, taking into account their strengths, a better deal for us than competitiors.Inovem's strengths are a) technically excellent and robust b) they are innovative, always looking to improve/expand the functions ,c) customer service is fast , personal and intelligent - truly excellent .
- We have used Inovem for almost three years and it has transformed how we work as a Council of the Church of Scotland. It has allowed us to communicate more easily with members of our groups and we are now able to adhere to a remit given us by the General Assembly to reduce our carbon footprint, but still maintain secure processes.Inovem is now a daily part of our work and for me, as Administration Manager, this makes our work more accessible, communication easier and much more efficient than in the past.
- I've used the Inovem products for collaborative working whilst working for different employers and over many years now; the quality of he service and the products is second to none and for me invaluable!
- Any request for change is not dealt in a timely manner, approximately it takes 6 months. Updates to the portal are done with notification, but with no option for change / modifications.

- our relationship with INovem is more symbiotic and supportive than is usually the case with software platfrom providers. INovem collaborative and consultation platforms are central to RICS strategic direction and have enabled us to revolutionsie our relationship with key stakeholders and involved professional members across the world.
- I have found the support recieved from Inovem staff invaluable. Toby has tirelessly been on the other end of the phone guiding me with the use of the consultation system and responded to the flurry of 'help' emails I send practically and with great knowledge.I like using the consultation system because its EASY and intuitive and has enabled non professionals in the filed of research to analyse surveys etc. with relative ease.I fel their consultation system is a product that I can rely on to give me good quantative and qualitative data that can be easily shared and viewed by others to inform our decision making.Nice one guys!
- Would not re-purchase due to current financial pressures
- We find Collaborate invaluable in engaging members of the public in our projects, as an extranet with strategic partners, and as a coordinating tool across organisations. We have also used it to coordinate a project bid internationally.
- We have been users of INVEM for many years, the tool has provided excellent support and the team at INVOEM are very approachable and always willing to help.
- Always helpful when you phone/email with a problem and they will always sort it out very quickly.
- We have found the quality of support from iNovem to be exceptional. Any queries we identify are resolved very quickly indeed.
- I find it unfortunate that Inovem have recently upgraded their product to provide less functionality than the previous version. For example some basically useful information like appending notes to documents when initially sent has been lost, perhaps some user requirements gathering would not have gone amiss - other than that good.
- We have been very happy with the service provided by Inovem. They provided fantastic support when we first set up the systems and have continued to assist us when ever we require help.
- Having not used any other collaborative software as much as this I dont think I am able to assess this in relative terms, hence the below average scores.I do have the feeling that a huddle may have been better and on the face of it the software looks v static and unengageing . Its not exactly intuitive or smooth and as for support, I don't want to be pestered but I would appreciate at least a couple of calls after purchase to check out how I'm doing and make sure I am getting the most out of the package.
- The software solution offered by iNovem has had a dramatic effect on the efficiencies of the team. From a back office side, what used to take days now takes hours or sometimes even minutes or seconds! And not only that, the quality of the front-end has also improved. It is not just the quality of customer service offered by iNovem that we are impressed by; it is also the speed of response. So much so that we often joke in the team that when we send a request, a response that takes more than 20 minutes from iNovem is disappointing by their standards! And the response almost always contains an immediate solution.
- Extremely easy system to use, with outstanding support from the team at Inovem. Always willing to assist with developing and improving the software to meet your individual business

requirements and needs. If you have any problems, you send them an email and they deal with any issue immediately. Fantastic service, which has resulted in me making recommendations to other Local Authorities who are looking to change from there existing software provider.

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