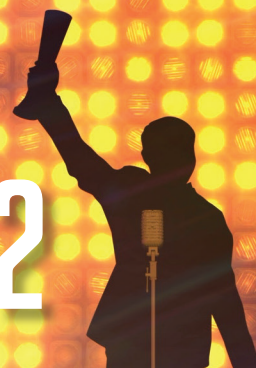# RIS SOFTWARE LeaderBoard '22

Deep Supply of Excellence

THE ALLIANCE OF LOGILITY AND NGC SOFTWARE CREATES A POWERFUL PRESENCE IN LEADERBOARD RANKINGS AND THE RETAIL MARKETPLACE.

BY THE EDITORS OF RIS

When Logility and NGC Software consolidated its portfolio of supply chain applications it created a powerful alliance that promised a new level of supply chain optimization for retailers. The broad portfolio of solutions created by the alliance offers retailers a way to optimize demand and supply planning, global sourcing, quality compliance, product lifecycle management, manufacturing planning and scheduling, merchandise planning, assortment planning, and allocation.

The combination also achieves a coupling of two companies that have historically performed well in the RIS Software LeaderBoard, which means they deliver one

2022 RIS Software LeaderBoard Top 20 Master List

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
10	Logility	41.6	27	2	70.6
16	Logility (NGC)	44.0	17	3	64.0

2022 Mid-Size Vendors (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
5	Logility	41.6	27	2	70.6
8	Logility (NGC)	44.0	17	3	64.0

2022 Broad Suite Vendor Leaders (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
10	Logility	41.6	27	2	70.6

2022 Customer Satisfaction for Broad Suite Vendors

RANK	VENDOR	CUSTOMER SAT.
6	Logility	41.6

2022 Customer Satisfaction for Apparel Vendors

RANK	VENDOR	CUSTOMER SAT.
3	Logility (NGC)	44.0
5	Logility	41.8

2022 Apparel Vendor Leaders (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
5	Logility	41.8	27	2	70.8
8	Logility (NGC)	44.0	17	3	64.0

2022 Top Vendors for Mid-Size Retailers (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
8	Logility	41.6	27	2	70.6

of the most valuable and elusive qualities in retail technology – customer satisfaction.

Both companies have been members of the exclusive club of software providers that have consistently achieved stellar rankings year after year in the report. Even more impressive, both companies appear in the prestigious Top 20 Master List, which is the only chart in the report that is 20 vendors deep and uses the full set of data collected during LeaderBoard research.

Because the Top 20 Master List is so comprehensive it is viewed as a measure of a software vendor's footprint in the retail industry and validates a software provider as a leading player in retail. Logility makes the Top-20 list at #10 and Logility (NGC), as it appears in the LeaderBoard report, came in at #16.

Special note about the naming convention used for companies in the LeaderBoard: The reason for using a hybrid label is that although NGC has transitioned under the Logility brand, the business plan was not publicly announced at the time polling took place in September and October. The special one-time label was created to account for the transition and to make it clear to retailers that their votes were counted as they cast them.

"The unification of Logility and NGC continues our commitment to delivering the greatest depth and breadth of supply chain and retail planning solutions anywhere in the world," says Daniel Bachar, vice president, product marketing. "Through the companies' blended capabilities, customers will enjoy a comprehensive, digital platform built for multi-enterprise collaboration and performance."

TOP RANKINGS FOR LOGILITY AND NGC
One way to grasp the full scope of Logility's and NGC's outstanding

2022 Top Vendors for Tier One Retailers (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
5	Logility	41.7	27	2	70.7

2022 Customer Satisfaction by Tier One Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
9	Logility	41.7

2022 Leaders in Overall Performance by Tier One Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
5	Logility	4.3

2022 Leaders in Return on Investment by Tier One Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
4	Logility	4.3

2022 Leaders in Total Cost of Operations by Tier One Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
5	Logility	4.3

2022 Leaders in Technology Innovation by Tier One Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
8	Logility	3.7

2022 Leaders in Technology Innovation by Mid-Size Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
7	Logility	4.0

2022 Leaders in Software Reliability by Mid-Size Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
6T	Logility	4.3
6T	Logility (NGC)	4.3

2022 Leaders in Ease of Installation & Integration by Mid-Size Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
3	Logility	4.5
4	Logility (NGC)	4.3

2022 Leaders in Ease of Administration & Maintenance by Tier One Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
4	Logility	4.0

2022 Leaders in Quality of Support by Tier One Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
2	Logility	4.7

2022 Leaders in Quality of Support by Mid-Size Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
3	Logility (NGC)	4.7
6	Logility	4.3

2022 Leaders in Quality of Service by Tier One Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
6	Logility	4.3

2022 Leaders in Quality of Service by Mid-Size Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
7	Logility	4.3

2022 Leaders in Recommendation by Tier One Retailers

RANK	VENDOR	CUSTOMER SATISFACTION
8	Logility	4.0

performance in the 2022 LeaderBoard is to add up all the times they appear in the report's 51 charts – 41. This incredibly high number demonstrates the unified company's across-the-board strength in technology areas that retailers care about.

Heading the list of outstanding LeaderBoard placements for Logility and NGC are 10 top-three rankings as well as a first-place finish. Here are the top-three LeaderBoard placements in 2022: #1 Leaders in Return on Investment (NGC), #2 Leaders in Quality of Support (NGC), #2 Leaders in Quality of Service (NGC), #2 Return on Investment by Mid-Size Retailers (NGC), #2 Quality of Support by Tier One Retailers (Logility), #3 Customer Satisfaction for Apparel Vendors (NGC), #3 Ease of Installation & Integration for Mid-Size Retailers (Logility), #3 Quality of Support by Mid-Size Retailers (NGC), #3 Targeted Solution Vendor Leaders Full Data Set (NGC), and #3 Leaders in Ease of Installation & Integration (NGC).

Logility and NGC also had a large number of top-five rankings, such as: #4 Return on Investment by Tier One Retailers (Logility), #4 Software Reliability by Tier One Retailers, #5 Mid-Size Vendors Full Data Set (Logility), #5 Apparel Vendor Leaders Full Data Set (Logility), #5 Customer Satisfaction for Apparel Vendors (Logility), #5 Top Vendors for Tier One Retailers Full Data Set (Logility), #5 Overall Performance by Tier One Retailers (Logility), #5 Total Cost of Operation by Tier One Retailers (Logility), and #5 Leaders in Software Reliability.

"Logility is proud to feature so high on the RIS Software Leaderboard for 2022 as one of the top 20 technology vendors," says Bachar. "Our RIS Software Leaderboard rankings reflect our commitment to our customers

2022 Top Vendors in Retail Concentration

RANK	VENDOR	Retail Concentration
10	Logility	27

2022 Customer Satisfaction for Mid-Size Vendors

RANK	VENDOR	Retail Concentration
9	Logility (NGC)	44

2022 Targeted Solution Vendor Leaders (Full Data Set)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
3	Logility (NGC)	44.0	17	3	64.0

2022 Customer Satisfaction for Targeted Solution Vendors

RANK	VENDOR	CUSTOMER SAT.
6	Logility (NGC)	44.0

2022 Top Vendors in Customer Satisfaction

RANK	VENDOR	CUSTOMER SAT.
9	Logility (NGC)	44.0

2022 Leaders in Return on Investment

RANK	VENDOR	CUSTOMER SATISFACTION
1	Logility (NGC)	4.8

2022 Leaders in Software Reliability

RANK	VENDOR	CUSTOMER SAT.
5	Logility (NGC)	4.5

2022 Leaders in Ease of Installation & Integration

RANK	VENDOR	CUSTOMER SAT.
3	Logility (NGC)	4.5

2022 Leaders in Quality of Support

RANK	VENDOR	CUSTOMER SAT.
2	Logility (NGC)	4.8

2022 Leaders in Quality of Service

RANK	VENDOR	CUSTOMER SAT.
2	Logility (NGC)	4.8

2022 Leaders in Return on Investment by Mid-Size Retailers

RANK	VENDOR	CUSTOMER SAT.
2	Logility (NGC)	4.7

every day, helping them drive resilience through digitization and optimizing their businesses for peak performance."

The consolidation of Logility and NGC has not only created an alliance of powerhouse performers among the rankings in the RIS Software LeaderBoard, but it has also created a company that offers retailers a broad solution suite to

optimize the supply chain and a host of related functions.

And importantly, the 2022 LeaderBoard results demonstrate that the strength of both Logility and NGC are based on qualities that are worth more than the sum of their parts. They are based on high marks in that most valuable of all business virtues – customer satisfaction. **RIS**