2018 SPRING CUSTOMER SUCCESS REPORT

LOW-CODE DEVELOPMENT PLATFORMS CATEGORY



featured customers

LOW-CODE DEVELOPMENT PLATFORMS OVERVIEW

Low-Code Development platforms allow the creation of application software by limiting expense and reducing the amount of manual coding required as well as enable a wider-range of people to contribute to the application's development. Both developers and non-developers can use this type of software to customize workflows and enhance rapid app development. These platforms can streamline app updates and regular maintenance in today's fast-paced business environment.



CUSTOMER SUCCESS SCORING METHODOLOGY

The FeaturedCustomers.com Customer Success score is based on data from our customer success content platform, social presence, as well as additional data aggregated from online sources and social media properties. Our ranking engine applies an algorithm to all of the data collected to calculate the overall Customer Success score. The overall Customer Success score is a weighted average based on 3 parts:

Content Score is affected by the following:

1. # of vendor generated customer success content pieces (case studies, success stories, testimonials, and customer videos)
2. Content quality score generated from all customer success content
3. % Change in Content over past 6 months
4. Number of employees (based on social media and public resources)

Social Score is affected by the following:

1. # of LinkedIn followers
2. # of Twitter followers
3. # of Facebook likes
4. Number of employees (based on social media and public sources)
5. Engagement across all platforms

Company Score is affected by the following:

1. Number of employees (based on social media and public resources)
2. Vendor momentum based on web traffic and search trends
3. Employee satisfaction and engagement (based on social network ratings)
4. % traffic increase to your Customer References
5. Lower Funnel SEO Key Term Rankings

CUSTOMER SUCCESS AWARDS



Market Leader (90 - 100)

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer (86 - 89)

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Leader.



Rising Star (80 - 85)

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

ALL VENDORS



outsystems

heroku

caspio

QUICK BASE

Appian

K2



bizagi
Model • Build • Run

mendix

skuid

kony



alpha Software

magic
OUTPERFORM THE FUTURE™

outsystems



ABOUT OUTSYSTEMS

Thousands of customers worldwide trust OutSystems, the number one low-code platform for rapid application development. Engineers with an obsessive attention to detail crafted every aspect of the OutSystems platform to help organizations build enterprise-grade apps and transform their business faster. OutSystems is the only solution that combines the power of low-code development with advanced mobile capabilities, enabling visual development of entire application portfolios that easily integrate with existing systems.

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"The complexity of the project was enormous, and our previous three attempts had failed miserably. But with OutSystems, we had the first version live in six and a half months."

Christophe van Vaerenbergh
Director, Play Right

"The OutSystems Platform allows us to put the customer's needs and goals in the center of the development process, and because of this, we are creating great value for the business."

Ricardo Costa
Sales and Marketing Director, SATA Group Airlines

"The new application workflow developed by Hyfas using the OutSystems Platform has become a core process for the company's activity. The platform has demonstrated that it is extremely scalable and flexible to keep up with the evolution and business changes, and changes can be done in a short time-span."

Sergio Almeida
IT Project Manager, Refrige

"Instead of extensive business analysis, design proposals and project plans, OutSystems came back to us after one week with a working prototype. OutSystems developed and delivered our complete application in five weeks, a lead time in which other vendors can barely supply a quote and a project plan."

Roy Grob
Business Information and Development Manager, Wasco

CONTENT	SOCIAL	COMPANY
95	100	100

TOTAL WEIGHTED SCORE: **98**

READ ALL 84 CUSTOMER SUCCESS REVIEWS FROM OUTSYSTEMS USERS

heroku



ABOUT HEROKU

Heroku (pronounced her-OH-koo) is a cloud application platform – a new way of building and deploying web apps. Heroku's service lets app developers spend 100% of their time on their application code, not managing servers, deployment, ongoing operations, or scaling. Though Heroku was acquired by Salesforce in 2011, it continues to operate independently from their SOMA office in San Francisco.

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"Heroku has enabled us to deliver a world class service without having the huge management and operational overhead we would have otherwise needed."

Jason Freedman
Co-Founder, FlightCaster

"I'd recommend Heroku for most apps, especially for anyone that wants to spend time working on their product and not on servers."

Ryan Twomey
Lead Platform Engineer, LevelUp

"Heroku allows us to get in the flow of consistently launching new features. At no point does managing our infrastructure get in the way of building what our users want."

John Fan
CEO, PicCollage

"We deploy on a daily basis, and Heroku makes it easy for us to test and release new features and improvements as fast as we can develop them."

Victor Dronov
GoToMeeting Free Product Manager, Citrix

CONTENT	SOCIAL	COMPANY
95	90	100

TOTAL WEIGHTED SCORE: 97

READ ALL 121 CUSTOMER SUCCESS REVIEWS FROM HEROKU USERS

ABOUT CASPIO

Caspio's no-code application development platform is embraced by business professionals and IT for its ease of use, security, compliance and scalability. A market pioneer since 2000, Caspio provides everything needed to capture data, share information and automate business processes – reducing software development time by up to a factor of 10. Caspio powers more than one million applications for businesses in over 100 countries, from global corporations and government agencies, to lean startups and small businesses

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"Caspio is an excellent tool to create powerful databases without being an IT expert. Thanks to the great development, technical support and training, I was able to build an extensive tracking database for a global project."

Philippe Egler
Global Tech & Compliance Associate, Bayer

"Caspio's product updates have helped us immensely to stay on top of new requirements. I can rely on Caspio to equip me to meet my clients' needs."

Sam Breunig
Associate Director of Global Digital Channels, Deloitte

"Caspio allows ordinary people to do extraordinary things; it has been transformational for our organization."

Troy Wesselius
Operational Controller, Barnes & Noble College

"Caspio's easy-to-use platform lets you develop applications with little-to-no programming experience. Nice features, security and excellent customer support."

Anibal Peralta
Application Administrator, Banco Popular

CONTENT	SOCIAL	COMPANY
98	98	80

TOTAL WEIGHTED SCORE: 96

READ ALL 174 CUSTOMER SUCCESS REVIEWS FROM CASPIO USERS

QUICK BASE



ABOUT QUICKBASE

QuickBase is the ultimate low-code app development platform — empowering both business and IT to solve problems faster and drive huge ROI compared to traditional software development. More than half of the Fortune 100 relies on QuickBase save time, save money, and improve team productivity.

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"QuickBase gives us a level of speed and flexibility in automating key business processes that we can't get anywhere else."

Jim Giza
Director of Technology, Kayak

"QuickBase provided us with the ability to roll out fast and stay up to speed with changing business requirements."

Chad Brustin
Professional Services Manager, CLEAResult

"Now that we have QuickBase we are able to manage tasks, timelines, and information for multiple events in one central location. This has definitely streamlined our processes and has allowed our team to communicate much more effectively."

Kathy Herrmann
Director of Project Management, Swisscom

“Quick Base has made our processes more efficient, our data more accurate, and our customers happier.”

Joe Scola
Senior Director, Technical Operations and Training, Sage

CONTENT	SOCIAL	COMPANY
97	100	79

TOTAL WEIGHTED SCORE: **95**

READ ALL 159 CUSTOMER SUCCESS REVIEWS FROM QUICKBASE USERS

Appian

MARKET LEADER

ABOUT APPIAN

As the market leader in modern Business Process Management (BPM) software, Appian delivers an enterprise application platform that unites users with all their data, processes, and collaborations – in one environment, on any mobile device, through a simple social interface. On-premise and in the cloud, Appian is the fastest way to deliver innovative business applications.

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"Appian is providing a platform to assist Janus with reducing process risk and gaining efficiency throughout the organization."

Josh Seeman
Director of Process and Software Quality, Janus Capital Group, Inc.

"My objective is to put innovative, high-value functionality in business users' hands quickly. Appian Cloud and Appian's native mobility are key to that."

Raj Subramanian
Chief Information Officer, State of Ohio OBM

"Corporate innovation is usually driven by market research [. . .] that only leads to small, incremental innovation […]; then you have entrepreneurial innovation. And entrepreneurs rarely use market research, market data, at all. What they do is, they come up with an idea, and they have an instinct that over time that idea will stick in the marketplace and…

Sprint
Sprint University

"Appian helped us accelerate our business operations and improve the overall customer experience. Mobilizing our field service teams and improving collaboration to resolve finance and repair issues allows us to be more responsive to our customers while running the business more efficiently."

Achal Augustine
IT Manager for Services and Solutions, Flowserve

CONTENT	SOCIAL	COMPANY
93	100	86

TOTAL WEIGHTED SCORE: 93

READ ALL 125 CUSTOMER SUCCESS REVIEWS FROM APPIAN USERS



ABOUT K2

K2 is a leading provider of business application platforms and solutions that empower people to build and run business apps, from the very simple to the highly complex, limited only by imagination. The low code platform allows users to create customized business applications --using workflows and forms--that stretch across roles, departments, and data sources. Understanding the importance of getting the right information to the right people at the right time, K2 allows business users to make smarter, data-driven decisions, fast. In this fast-paced environment, workforces can stay focused on building and growing the business, instead of managing processes.

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"Now that we can measure the success of the procurement system, it's easy to see how similar advantages could be achieved in other areas where we currently use paper-based, manual processes."

Sebastian Probst
Enterprise Administrator, AutoVision GmbH

"K2 blackpearl is powerful. To be able to bring high-end technology and build solutions that we would not be able to build otherwise … this is impressive. It essentially levels the playing field.

John Flamholtz
Director of Technical Solutions, Avante Group

"With K2, we can also reuse workflows or parts of workflows to build new ones. We don't have to rip everything up. We can use what we have, pull it all together and make enhancements where we need to."

Sonya Hawkins
Business Process Consultant, City of Charlotte

"The turnaround time of business processes in the company has improved by at least 40 percent with K2, which has allowed employees to be more productive and to complete more work daily."

Robert Chan
IT Project Manager, Emerson Network Power Asia

CONTENT	SOCIAL	COMPANY
95	80	82

TOTAL WEIGHTED SCORE: 91

READ ALL 94 CUSTOMER SUCCESS REVIEWS FROM K2 USERS

bizagi
Model ▪ Build ▪ Run



ABOUT BIZAGI

Bizagi is a global process automation software company with more than 500 clients globally spanning a wide range of industries. Their Business Process Automation and BPM Workflow Software allows companies to improve their overall organizational efficiency and business process agility, whilst delivering the deep organizational analytics and KPIs needed to reduce operational costs. Bizagi has successfully delivered some of the most demanding BPM projects in the world, working with global brands like GE, adidas, Mars and Audi, amongst many others. Bizagi offers an incredibly robust and proven BPM solution, capable of integrating seamlessly with existing enterprise assets and systems, including SAP and SharePoint.

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"When somebody wants to discuss any specific business operations with me, I say: 'make a Bizagi out of it.' Bizagi BPMS has become a standard term around the office!"

Michael Kahler
Business Process Analyst, Kyocera

"I'd use Bizagi for any project, regardless of size, scale or complexity. It truly is BPMS without limits."

Alberto Serfaty
Senior Manager, Performance Improvement, Anida

"We've experienced up to 50% improvement in process time and encountered nearly zero issues with deployment, stability, and scalability. Bizagi's level of expertise is outstanding and I'd rate the customer service as excellent."

Jan Marek
Head of BPM, Generali Group

"Our decision to choose Bizagi BPM was a strategic move to deliver agility within changing market conditions. Above all we wanted to be able to create solutions in a short amount of time."

Bala Sivankoil
Director of Application Development, AgFirst Farm Credit Bank

CONTENT	SOCIAL	COMPANY
88	100	78

TOTAL WEIGHTED SCORE: **89**

READ ALL 30 CUSTOMER SUCCESS REVIEWS FROM BIZAGI USERS

mx mendix



ABOUT MENDIX

The Mendix App Platform enables companies to quickly build web and mobile apps, integrate them seamlessly, deploy them instantly, manage them centrally, and maintain them effortlessly on an ongoing basis. When companies need apps that solve real business problems and generate real returns, now – they use Mendix.

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"Mendix enabled quick time-to-market for our new mobile web application MyLibertyMobile.com. We chose Mendix to partner in innovation, support our customers, and stay ahead of our competition."

Nazneen Vimadalal
VP Marketing & Product, Group Benefits, Liberty Mutual

"Mendix has tremendous flexibility, so even though our requirements evolved, our software development evolved with them as well. That's just not possible with other development tools."

Martijn Jansen
Manager Business, ISS A/S

"Thanks to Mendix's low development costs, ease of deployment and project speed, the delivery of entirely new systems has become a true alternative to our traditional development stack."

Rod Willmott
Fast Track (Innovation) Director, LV= Insurance

"We had initially estimated about 30 days of development time for each interface. But with Mendix, we had working interfaces in two days. Without Mendix and Magnus, I don't think that we could have developed this app. It was the smoothest go- live we've ever had, so I'm more than happy."

Matthias Bartels
Business Application Leader, Kao Corporation

CONTENT	SOCIAL	COMPANY
93	57	100

TOTAL WEIGHTED SCORE: **88**

READ ALL 134 CUSTOMER SUCCESS REVIEWS FROM MENDIX USERS

skuid

TOP PERFORMER

ABOUT SKUID

Skuid is the first code-free user experience management platform in the world. A user interface should adapt and grow with your company constantly evolving to empower you, your people, and your enterprise. But most enterprise software feels like living with an irksome, clumsy troll. Skuid solves this problem, making it possible to easily reinvent and adapt your UI to empower user experience. With Skuid, you just drag and drop, point and click to revolutionize your business processes.

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"Fantastic tool. Totally changed our user experience. Best app on the AppExchange for certain."

David Forder
The Retail Space

"We love the flexibility that models and model conditions give Skuid developers…the possibilities are endless."

Doug Bennett
Director of Admission Operations, Berklee College of Music

"Having all this data at our fingertips makes a big difference in our ability to help young people develop and thrive."

Michael A. Carrera
Founder, The Children's Aid Society

"Working with Skuid has fundamentally reduced our effort in training, and when users look at a Skuid screen, they get it. It's intuitive."

Alec Elmore
Chief Executive Officer, Opengate Consulting

CONTENT	SOCIAL	COMPANY
89	69	100

TOTAL WEIGHTED SCORE: **88**

READ ALL 52 CUSTOMER SUCCESS REVIEWS FROM SKUID USERS

ABOUT KONY

Kony is the fastest growing cloud-based mobile application development platform (MADP) in the industry with over 600 live multi-channel apps, serving over 20 million end users across 45 countries. The Kony Experience Platform is an integrated software development lifecycle (SDLC) platform to define, design, develop, test, deploy, and manage multi-channel applications from a single codebase. With Kony, you can deliver stunning user-first experiences, get to market faster, and lower your application TCO. Kony also offers ready-to-run B2E and B2C apps that enable customers to quickly extend their business.

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"We decided that for our Android, Blackberry and Windows Phone 7 applications, we needed a simple, cost-effective solution that could be speedily delivered simultaneously across these platforms – and we knew Kony was the perfect partner for this task."

Frank Verkerk
CEO, ABN AMRO Group

"We have made better use of our investment in BlackBerry smart phones, as purchase requisition reviews and approvals are reduced to a fraction of the time than prior to the implementation. The easy user interface has also minimized training costs and encouraged…

Gary Ryan
Sap Apps Team Leader, Macquarie Generation

"The whole business welcomed the changes that this project brought about as we transitioned from a manual and retrospective data entry team into an automated value-added distribution network."

Stu Mcfadyen
Nz Fleet Manager, Orica

“We’ve cut down the time spent educating customers on how to log into their piano by 30 to 40 percent– this represents lots of manpower that can now be used for sales.”

Thomas Dolan
President and CEO, QRS Music Technologies

CONTENT	SOCIAL	COMPANY
87	77	79

TOTAL WEIGHTED SCORE: **86**

READ ALL 31 CUSTOMER SUCCESS REVIEWS FROM KONY USERS

alpha Software®

RISING STAR

ABOUT ALPHA SOFTWARE

Alpha Software products deliver significant productivity gains to developers of all levels building cross-platform mobile and web business apps. Alpha Anywhere is a front-end and back-end, low-code, rapid mobile application development and deployment environment. Alpha Anywhere applications showcase built-in offline capability, easy integration with existing data and applications, and advanced security. Developers and business leaders in thousands of organizations across one hundred countries have used Alpha Software products to cost-effectively deploy enterprise applications with outstanding user experiences.

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"Alpha Anywhere surpasses all other RAD platforms for building simple yet robust apps."

Gary Miotto
Assistant Coach, Brock University

"If we had to build the core from scratch, it would have taken three times as long. But with Alpha, we made our May 1st deadline."

Tracie Oken
President, MySchoolAnywhere

"Alpha Anywhere has improved our productivity, helped us accomplish much more work with fewer people, and let us build a system that will be able to work even when offline and out of reach of the Internet. We expect that it will also help us expand our business."

Andrew Rachel
Database Manager, Rev1 Power Services

"It would have taken a tremendous amount of time if we had to write the app multiple times for different platforms. With Alpha Anywhere, we could write the app once and then deploy it to iOS, Android, and to Windows Phone in the future."

Lee Haddox
IT Manager, Knectsoft

CONTENT	SOCIAL	COMPANY
90	95	50

TOTAL WEIGHTED SCORE: **85**

READ ALL 56 CUSTOMER SUCCESS REVIEWS FROM ALPHA SOFTWARE USERS

magic®
OUTPERFORM THE FUTURE™

RISING STAR

ABOUT MAGIC SOFTWARE

Magic Software Enterprises (NASDAQ: MGIC) empowers customers and partners around the globe with smarter technology that provides a multichannel user experience of enterprise logic and data.

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Allstate. You're in good hands. · CBS OUTDOOR · Nestlé · Mahindra · Adecco better work, better life

"As the whole project took so little time and with the resources we saved, we will break even within eleven months; the iBOLT integration solution will pay for itself in less than six months."

Markus Gövert
Head of Support Tools and Processes Department, Finanz Informatik Technologie Service

"We went from idea to test and then to implement and improve very quickly. With Magic we were able to deliver quickly what the users had envisioned."

David Häggmark
Systems Developer, Raddabarnen

"Trying to do this with any other tool would have been impossible. We would have been forced into using a much larger development team and that would have led to all kinds of communication issues, and we'd still be working on the software rather than delivering it to our customers."

Bill Woo
President, Dove Tree Canyon Software

"iBOLT has taught us the meaning of the verb "to adapt," meaning how to implement a Service-Oriented Architecture in Open Source mode, and how to take advantage of all our previous developments and investments."

Jérôme Tanche
IT Director, DS Smith

CONTENT	SOCIAL	COMPANY
91	58	81

TOTAL WEIGHTED SCORE: **84**

READ ALL 53 CUSTOMER SUCCESS REVIEWS FROM MAGIC SOFTWARE USERS