

2020 SPRING

CUSTOMER SUCCESS REPORT



STRATEGIC PLANNING SOFTWARE CATEGORY



STRATEGIC PLANNING SOFTWARE OVERVIEW

Strategic planning software enables businesses to create a company mission statement, draft a plan to achieve the mission, and monitor progress toward the goal. The platform helps you to effortlessly produce and share enterprise goals and values and monitor key performance indicators needed to accomplish those objectives. Some tools permit you to craft organizational charts to map recruitment plans required to achieve the mission.

Leading strategic planning applications present performance management features to ensure all employees are on the right path toward the objective. Other programs offer lightweight collaboration capabilities and dashboards that provide a holistic overview of overall strategy. Strategic planning systems are mainly used by board members, strategists, C-level executives, and company founders to track business strategies and progress toward objectives.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report Award Levels



Market Leader

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

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 Market Leader.



Rising Star

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.



2020 Customer Success Awards

Check out this list of the highest rated Strategic Planning Software software based on the FeaturedCustomers Customer Success Report.



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OnStrategy

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CASCADE

CLEAR IMPACT
reach your peak

ClearPoint Strategy

ENVISIO



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RESULTS |

RHYTHM®
SYSTEMS

Triskell
SOFTWARE

OVERALL BEST

OF STRATEGIC PLANNING SOFTWARE



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ABOUT ACHIEVEIT

Achievelt is the strategic planning solution organizations use to get their most important initiatives out of the boardroom and into reality. Too many strategies fizzle out because there's no good way to keep everything on track. The Achievelt platform automates manual processes associated with planning and execution, improving visibility, accountability, and alignment. That's why everyone from global corporations, to healthcare systems, to government agencies, and more use Achievelt for strategy and integrated plan management.

44

Customer references from happy Achievelt users

[VIEW ALL REFERENCES](#)

"Achievelt helps us communicate strategically from our executive team to our front-line staff members. The platform has improved our visibility of operational and long-term planning, and is helping us track the performance of strategic elements across our entire organization."

Facility Planner
City VA Medical Center

"We implemented Achievelt to efficiently collect, manage, and report agency-wide performance measures. Now, our operational activities are aligned with our Board's adopted Strategic Guide. Achievelt is incredibly flexible and easy to use from both an administration and end-user perspective - we actually had a 98% data entry response rate in our last..."

Donna Bradbrook
Strategic Performance Manager, Alachua County

"We wanted a system that we could use to show people, 'Here is the value of your hard work.' And it had to be easy for our employees. We had a robust methodology in place - but that doesn't mean anything if people can't get you their results."

Jimena Saenz
Program Manager, CHRISTUS Health

"On a scale of effectiveness, our process went from 1 to 10. It is so much easier! Every strategic meeting we go into now is more efficient and informative and our reporting takes so much less time. We're always looking for other opportunities to upload plans in Achievelt and whenever we meet with our counterparts in other Government agencies we tell them..."

Candice Williams
Strategy Manager, Development Bank of Jamaica



2020 MARKET LEADERS

OnStrategy

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ABOUT ONSTRATEGY

OnStrategy is the enterprise, cloud-based leader in strategy management. Their online tools and hands-on services, including their flagship platform for empowering people to create and execute strategy, connects customers, employees and stakeholders to achieve enduring success.

50

Customer references from happy OnStrategy users

[VIEW ALL REFERENCES](#)



"We found the OnStrategy team to have a rich tool box of tools/methods/approaches to bring together a diverse leadership team, create a unified vision, mission and strategic plan. OnStrategy had an incredibly flexible approach to problem solving and they were able to adapt to our very dynamic culture."

Brian Freese

Director of Business Strategy & Operations, Microsoft Corporation



"OnStrategy's leadership and staff were extremely sensitive and responsive to our needs, before, during, and after our strategic planning effort. They worked hand-in-glove with us to figure out what data we needed, and how to collect, interpret, and apply that data to develop meaningful strategies specifically tailored to position, and advance our..."

Connie Myers

Director, Arthur Carhart National Wilderness Training Center



"After meeting with OnStrategy, it quickly became clear that they would be a good fit in helping update our school district's strategic plan. Two years later, our plan is sound and our progress toward meeting the plan's goals is continuous. OnStrategy's support and facilitation of our work has been first rate; they are instrumental in why we are..."

Steve Atwater

Superintendent of Schools, Kenai Peninsula Borough School District



"We are very impressed with OnStrategy's level of professionalism, perseverance in understanding our nomenclature, open and receptive to feedback, and an unmatched commitment to continuous improvement. If your organization is looking for goal setting training in a small learning setting, I'd highly recommend OnStrategy."

Catina Negrete

Manager - Department of Leadership and Development, St. Mary Medical Center



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PURDUE
UNIVERSITY®

VOLVO

Newell Rubbermaid
Brands That Matter

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ABOUT PLANVIEW

Planview enables organizations to get the most out of their resources and achieve their goals. They are the global leader in work and resource management, with the industry's most comprehensive portfolio of solutions for strategic planning, portfolio and resource management, product innovation, capability and technology management, and collaborative work management. Their solutions span every class of work, resource, and organization; addressing the needs of teams, departments, and entire organizations, from the mid-market to global enterprises. Headquartered in Austin, Texas, their 700 employees serve more than 3,000 enterprise customers worldwide through a culture of product leadership, deep market expertise and highly engaged customer communities.

159

Customer references from
happy Planview users

[VIEW ALL REFERENCES](#)

“Using Planview Enterprise, we were able to realign our resources from support to more high-value projects - and actually know which projects are highest value to the business.”

Roxanne Seymour
Senior Director of PMO, Carter's

“We chose Planview Enterprise for its ability to parameterize and manage a complex portfolio, and it provided powerful reporting functions that highlight the most relevant information.”

Phillippe Pister
Deputy IT Director, Sofiprotéol

“Planview Enterprise directly utilizes our existing database and reporting investment and further extends the business intelligence, information management and centralized repository features.”

Charles Lassiter
Portfolio Manager, Cuscal

“Planview Enterprise allows us to capture the data we need to confirm that programs are delivering against their commitments and also continually assess affordability as new projects form.”

Denis O'Sullivan
Governance and Implementation Manager, Willis Towers Watson



2020 TOP PERFORMERS

CASCADE

 **CLEAR IMPACT**
reach your peak

ClearPoint Strategy

 **ENVISIO**



CASCADE

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ABOUT CASCADE STRATEGY

Cascade Strategy is a seamlessly integrated suite of tools for running your entire business - from planning your strategy right through to tracking and execution. Cascade includes all the tools you need to build an empowered, cohesive and efficient organization with strategy at its heart. Innovation and agility is at the core of what they do. They firmly believe that corporations deserve access to the same exciting and intuitive technology experiences that consumers are enjoying.

37

Customer references from happy Cascade Strategy users

[VIEW ALL REFERENCES](#)



"It's hard to choose just one thing that I like the best! Cascade is easy to use and administer. The new enhanced Project Management tool has allowed us to get rid of our old tool and are now using Cascade to manage our projects. The reporting features are dynamic and help everyone in the organization understand where they fit in the "big picture" as...

Allison Smith

Project Manager, Wayne County



"Cascade provides an excellent eco-system which enables multiple stakeholders within our company to collaborate in developing and managing a strategic plan. It's visual and does away with spreadsheets. It ensures clarity and ongoing alignment. Very powerful and flexible. Excellent support."

Andrew S.

President & CEO, Leanpath



"As an NFP with limited resources and huge passion, it's sometimes difficult to make sure we stay on track with the big picture while juggling many balls in the air at once. Cascade offers us the perfect tool to record and track our progress throughout the year. We love that we can assign tasks across our organisation's business areas to individual staff and...

Emma Thompson

Chief Executive Officer, Arthritis Queensland



"Cascade Strategy Execution SaaS takes the complex area of generating accountability around strategic initiatives and makes it clear, concise, and transparent. The thought that has been put into the structure of getting it set up essentially forces you to consider the alignment of your goals, objectives, focus areas and ultimately vision. Cascade is one of the...

Jason Gray

Chief Executive Officer, JDGray Group



CLEAR IMPACT
reach your peak

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ABOUT CLEAR IMPACT, LLC

Clear Impact provides performance management software, training and services to help government agencies, non-profits, foundations, and communities track the performance of their programs, measure the impact of their funding, and report on the progress of their missions to improve the lives of children, families and communities worldwide. Our easy-to-use, web-based Clear Impact Scorecard software helps program managers, grant managers and performance directors collaborate with stakeholders and community partners to simplify data collection, standardize reporting, measure progress and improve performance on a local, regional and national scale to move beyond quantities of people served and demonstrate that communities are actually better off.

25

Customer references from happy Clear Impact, LLC users

[VIEW ALL REFERENCES](#)

“For us, the Clear Impact Scorecard helps to keep how we’re moving at the front of the conversation. So we can use that tool to pull it up at the front of a meeting and begin talking about what is the progress that we’ve made toward these results so far and where are areas of improvement. The Scorecard itself, particularly in being able to tell the story...

JaNel Jamerson

Executive Director, Flint and Genesee Literacy Network

“One of the biggest challenges we face in Australia is capacity building across an enormous and diverse NGO sector. The RBA Professional Certification provides an accessible online learning opportunity that promotes local fidelity of the Results-Based Accountability framework. Certification is relevant for anyone wanting to measure the impact of their...

Julie Hourigan Ruse

NSW Family Services

“Results-Based Accountability has been a powerful tool for improving outcomes for the children and families served by Connecticut’s Department of Children and Families. As the agency’s Director of Performance Management, I use RBA on a daily basis. It not only serves as a framework for developing agency strategies, but it also helps my work with...

Anne McIntyre-Lahner

State of Connecticut Department of Children and Families

“Through the use of RBA and Scorecard, we were able to change the network, increase scientific productivity, increase enrollment, and improve data quality.”

Monica Shah

Director of the Trial Innovation Network, National Institutes of Health



ClearPoint Strategy

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ABOUT CLEARPOINT STRATEGY

ClearPoint Strategy helps organizations of all sizes track KPIs and projects, build robust reports, and achieve their goals. ClearPoint's Balanced Scorecard software allows you to manage your objectives, measures, initiatives, and action items in one place - with no hassle. ClearPoint is the ONLY complete strategy management solution.

64

Customer references from happy ClearPoint Strategy users

[VIEW ALL REFERENCES](#)



"Utilizing ClearPoint across our organization has allowed us to create a business framework used for tracking and managing our Service Excellence Strategy Map and supporting activities. ClearPoint allows us to describe our strategy through the initiatives we are working on, measure the success of our strategy, and track the actions we are taking to..."

Christina Bruce

Senior Manager of Strategic Planning, City of Vaughan



"Implementing ClearPoint allows us to incorporate a robust method of tracking service performance and sharing meaningful information with our citizens highlighting the value we deliver. The ease-of-use and availability of the system at all levels within the City provides opportunities for our employees to focus on process improvement and innovation."

Mark Deven

City Manager, City of Arvada



"The flexibility of the ClearPoint platform allowed us to use templates our organization was already accustomed to when entering our SMART goals, action plans, KPIs, and progress reports. This prevented the chore of having to learn and speak a separate language for the sake of utilizing a strategic plan software. We look forward to expanding our..."

Delinda Pendleton

Director of Strategic Clinical Initiatives, Fox Chase Cancer Center



"The change was like entering the land of milk and honey. ClearPoint is easy to use, we can clearly see where we are with our targets, and we can see what we are doing in order to improve."

Heather Herman

Senior Director of External Relations, LSU College of Engineering



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ABOUT ENVISIO

Envisio is the leading cloud-based Strategy Implementation, Performance Management and Reporting solution for small to mid-size local governments, including the City of Scottsdale, the City of Decatur, the City of Moreno Valley and Gaston County. Envisio enables high-performing governments to bring their strategic plans to life, aligning employee actions with high-level vision.

43

Customer references from happy Envisio users

[VIEW ALL REFERENCES](#)

"Envisio has been an outstanding platform for our organization to implement our strategic plan. The customer support is also the best I've ever experienced."

Kim Bradford
Alliance for Innovation

"Envisio is amazingly intuitive, straight forward and fit perfectly with our strategic plan template. It allowed us to do an easy and quick transition to automated planning software. The Envisio team is incredibly responsive, flexible and innovative."

Nerys Rau
George Brown College

"Envisio does an excellent job of requesting updates from users and grounding folks in the organization's mission and plan. The tool is forward-leaning, pulling for an update, and is easy and simple to use for all users. Envisio works, trust it!"

Eve Gourley
Food Lifeline

"Envisio was so easy to use and this was critical in ensuring maximum buy-in from our department directors. This software highlights our shared progress and helps everyone in our organization feel engaged and aligned with the overall strategic plan."

Sharon Herbus
Director of Strategy, City of Lloydminster



2020 RISING STARS

RESULTS 

 **RHYTHM**[®]
S Y S T E M S

 **Triskell**
SOFTWARE

cammsstrategy



RESULTS

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REVENUE AUTOMATION
EMAIL • MARKETING AUTOMATION • INTEGRATION

ABOUT RESULTSBI

ResultsBI is passionate about helping companies improve their results. They help companies take their vision, turn it into an actionable strategic plan and provide tools to execute their strategy. Using the RESULTS platform keeps your communications focused on business, and saves enormous amounts of time by collecting everything relevant into the same place.

6

Customer references from happy ResultsBI users

[VIEW ALL REFERENCES](#)

 "Our secret weapon is throughput, so we can deliver on time. And RESULTS helps us focus on throughput."

Hamish Campion
CEO, Compass Trailers

 "Our core purpose is to make drywalling easy, and beautiful spaces affordable."

Gerry Suckling
General Manager, Intex Group

 "RESULTS.com is a must for CEOs and business owners. It's the best tool I've used to both define and align my team to our company's strategy. My entire team now has a transparent view into our company performance metrics. I also have visibility into team and individual performance. This is powerful because RESULTS.com helps empower and engage everyone to drive the company forward."

Peter Steele
CEO, Revenue Automation



RHYTHM[®]
S Y S T E M S

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ABOUT RHYTHM SYSTEMS

Rhythm Systems provides software and consulting for mid-market companies to achieve successful business execution. Their cloud-based software streamlines strategic planning and execution for mid-market CEOs, executive leaders and departmental teams - ensuring all employees are aligned and working toward long-term, annual, quarterly, weekly and daily goals. They enjoy working with the top mid-market growth companies in the world - many of them Inc. 500 Winners, Best Place to Work Recipients and leaders in their industry.

14

Customer references from happy Rhythm Systems users

[VIEW ALL REFERENCES](#)

"Rhythm felt very natural and fell right into my normal routines, but took it up a notch. The thing that surprised me is how much more effective my team meetings became."

Mark Nussbaum

Chief Operating Officer, Signature Consultants

"Rhythm provides me true transparency across all business units so I can identify any gaps in executing our strategy and lead our team to success. Without that, I'd be lost. There are simply too many details to track."

Filipe Carreira

Chief Operating Officer, Voicebrook

"Using Rhythm, our R&D department increased productivity by 300% which resulted in launching our new product 6 months early."

Chris Tinsley

Chief Information Officer, AvidXchange

"Rhythm helps you stay accountable to the strategic plan and then to execute. With Rhythm, we have achieved 140% growth 3 years in a row."

Steve Vogt

Chief Executive Officer, BioPlus Pharmacy



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vocento



ABOUT TRISKELL SOFTWARE

Triskell Software LLC is an American Company with its headquarters in Doral, Florida, but is deeply rooted in Europe. Their Mission is to allow any organization to control their strategy and portfolio in a way they want, and deserve, at the right price. They offer you credible, unique and a pragmatic approach for driving your business forward. They don't claim to have the best solution, but they can assure you that they will have the right one for you and your company.

12

Customer references from happy Triskell Software users

[VIEW ALL REFERENCES](#)

"Using Triskell Software as an Agile Portfolio Management solution, we have improved the communication and transparency between IT and Business. Thanks to its flexibility and management tools, we have a clear and precise control of the economic status of our key investments, helping us to communicate the results obtained."

Raquel Laina
PMO and Change Management, Grupo Vocento

"The flexibility of the Triskell platform, the uniform and intuitive ergonomics of the solution and the true consulting approach in project implementation were decisive in choosing Triskell. Other than traditional PPM solutions, it is very simple to go back to a setup and a configuration with Triskell, there are no specifics and we adapt to the customer's..."

Stéphane Biscolli
Finance & Organization Manager, Limagrain

"The TRISKELL SaaS model has the advantage of allowing us to access information and knowledge anytime and anywhere. Using TRISKELL, we avoid integration problems with any tool in our company and we reduced our internal costs of systems maintenance."

Daniel Neves
Chief Marketing Officer, Biosurfit

"Triskell was a great help for us allowing better and simpler project management, managing our new agile change and release management, providing actual KPI control and an effective way to manage capacity and time spent. The result was above the initial expectations."

Rui Rodrigues
Information Systems Director, BIAL



cammsstrategy

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ABOUT CAMMSSTRATEGY

cammsstrategy is a powerful tool that enables both public and private sector organizations to develop an integrated, systems-driven approach to strategic planning, execution and performance management. A simple, easy-to-use interface enables leaders, managers and team members to enter data with intuitive workflows, visualize progress through scorecards and customizable dashboards, and access details through pre-built or ad hoc reports.

13

Customer references from happy cammsstrategy users

[VIEW ALL REFERENCES](#)

“We were looking for a supplier with a platform that empowers us by combining strategy development, project planning, resource allocation, financial and budget management, risk management and assurance, to ensure that decisions are driven by current and timely business intelligence. Choosing CAMMS was easy.”

Robert Ford

Head of Strategic Planning and Knowledge Management, Dorset & Wiltshire Fire and Rescue Service

“I don’t know of anything else on the market that does what cammsstrategy does. It provides a clear golden thread that uniquely shows how actions and individuals link to larger strategic aims.”

Andy Edwards

Senior Performance Analyst, Brighton & Hove City Council

“We used to spend hours gathering data and setting performance measures, but now the data is right there for us to use and report on. We have been able to reduce time spent on executive reporting from 3,000 hours per year to 400 hours. It’s made my work easy.”

Patrick Turnbull

Director of Corporate Services, Western District Health Service

“We’ve now been reporting on our strategic plans for five years using CAMMS’ strategic planning and execution capabilities. We’ve seen an enormous improvement in the completion rate, success and timeframes for implementing strategies across the organization.”

Gail Power

Senior Business Analyst, City of Boroondara