

FrontRunners

FIELD SERVICE SOFTWARE

November 2017

Gartner

Software Advice 



CONTENTS

4

Introduction

6

Defining Field
Service Software

7

The Quadrant

8

Field Service
FrontRunners Index

31

Runners Up

38

Methodology Basics



FRONTRUNNERS

- 9 Jobber
- 10 ServiceMax
- 11 FieldEdge
- 12 ServiceTitan
- 13 ServiceM8
- 14 mHelpDesk
- 15 RazorSync
- 16 Service Autopilot
- 17 WorkflowMax
- 18 Vonigo
- 19 Smart Service
- 20 IBM Maximo
- 21 Apptivo
- 22 ServMan
- 23 ServiceTrade
- 24 Wintac
- 25 Dynamics 365 for Field Service
- 26 Tradify
- 27 Dataforma
- 28 FieldAware
- 29 Service Fusion
- 30 Kickserv

INTRODUCTION

This FrontRunners analysis is a data-driven assessment identifying products in the Field Service market that offer the best capability and value for small businesses. For a given market, products are evaluated and given a score for the capability (x-axis) and value (y-axis) they bring to users. FrontRunners then plots the top 25-30 products in a quadrant format.

In the [Field Service FrontRunners infographic](#), the Capability axis starts at 3.20 and ends at 4.30, while the Value axis starts at 3.30 and ends at 4.50.

To be considered for the Field Service FrontRunners, a product needed a minimum of 20 user reviews, a minimum capability user rating score of 3.0 and a minimum value user rating score of 3.0. In most cases, we evaluate hundreds of products and feature 20-25 as FrontRunners; all products that qualify as FrontRunners are top performing products in their market.

Each product falls within a designated quadrant based on their axis scores. Dependent on the specific needs of the software buyer, a product placed in any quadrant category could be a good fit.

QUADRANT CATEGORIES:

- » **Upper Right = Leaders:** Leaders are all-around strong products. They offer the highest value and capability in that market.
- » **Upper Left = Masters:** Masters may have fewer capabilities, but end users value those capabilities highly. Depending on the functionality needed, a product positioned in the Masters quadrant might be a better option to consider than products positioned in other quadrants.
- » **Lower Right = Pacesetters:** Pacesetters may offer a strong set of capabilities, but are not rated as high on value. For example, a Pacesetter might have a breadth of functionality at a higher price point.
- » **Lower Left = Contenders:** Contenders are strong-performing products that have not yet achieved the value and capability of the products in the other quadrants. For example, products in this quadrant may be more suited for companies that need more specialized functionality that comes at a price.

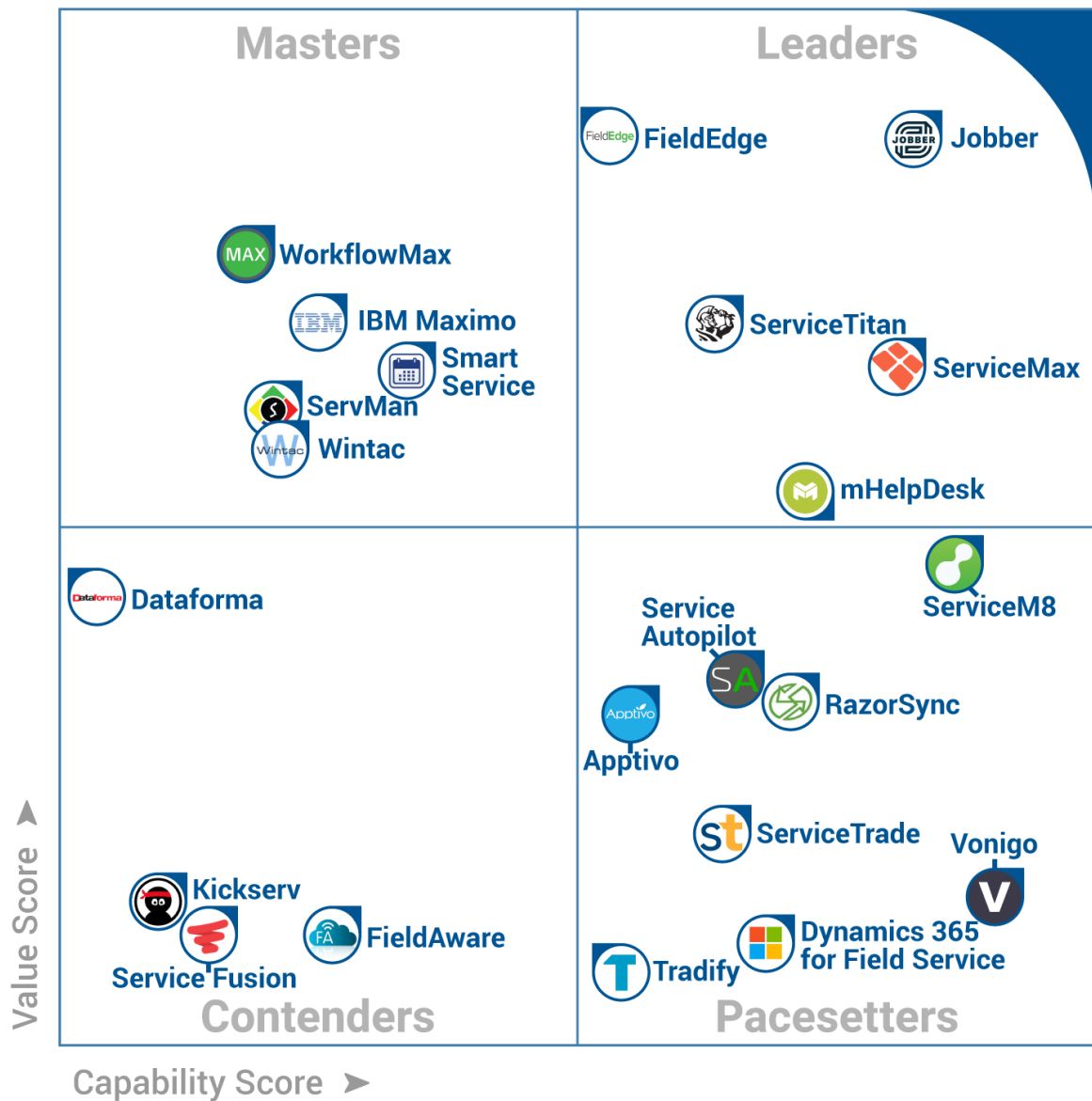
DEFINING FIELD SERVICE SOFTWARE

Field Service software helps organizations obtain, track, monitor and complete work orders within their respective field of expertise.

Software Advice's FrontRunners quadrant is focused on the North American Field Service software market. We identify this set of core capabilities for the Field Service software category: **billing/invoicing, scheduling and dispatching** and **work order management**, as well as at least one of the following: **customer management, contact management** and/or **inventory management**.

In addition, we identify several related features that organizations purchasing Field Service software may also need or wish to consider: GPS tracking, job quoting, callcenter management, electronic signature, mobile access, routing, service history tracking, technician management, contract management and mobile payments.

THE QUADRANT



All products that qualify as FrontRunners are top performing products in their market.

FIELD SERVICE FRONTRUNNERS INDEX


- 9 **Jobber**
- 10 **ServiceMax**
- 11 **FieldEdge**
- 12 **ServiceTitan**
- 13 **ServiceM8**
- 14 **mHelpDesk**
- 15 **RazorSync**
- 16 **Service Autopilot**
- 17 **WorkflowMax**
- 18 **Vonigo**
- 19 **Smart Service**
- 20 **IBM Maximo**
- 21 **Apptivo**
- 22 **ServMan**
- 23 **ServiceTrade**
- 24 **Wintac**
- 25 **Dynamics 365 for Field Service**
- 26 **Tradify**
- 27 **Dataforma**
- 28 **FieldAware**
- 29 **Service Fusion**
- 30 **Kickserv**

JOBBER

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.15	VALUE	4.43
Capability User Rating	4.47	Value User Rating	4.53
Functionality Breadth	4.00	Adoption Score	4.33
Features	3.40	Customer Base	4.20
Integrations	4.60	Reviews Volume	4.80
Confidence Score	3.68	Google Searches	4.40
Customer Base	4.20	Skills Base	4.20
Employee Base	4.10		
Customer Growth	1.50		
Employee Growth	4.90		

Software Advice 

SERVICEMAX

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.13	VALUE	4.14
Capability User Rating	4.10	Value User Rating	4.08
Functionality Breadth	4.45	Adoption Score	4.20
Features	4.70	Customer Base	4.90
Integrations	4.20	Reviews Volume	1.70
Confidence Score	3.85	Google Searches	3.70
Customer Base	4.90	Skills Base	5.00
Employee Base	4.80		
Customer Growth	2.60		
Employee Growth	3.10		

Software Advice 

FIELDGE

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.75	VALUE	4.44
Capability User Rating	4.58	Value User Rating	4.54
Functionality Breadth	1.90	Adoption Score	4.33
Features	1.90	Customer Base	4.40
Integrations	1.90	Reviews Volume	3.80
Confidence Score	3.95	Google Searches	4.80
Customer Base	4.40	Skills Base	4.30
Employee Base	4.40		
Customer Growth	2.70		
Employee Growth	4.30		


Software Advice 

SERVICETITAN

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.96	VALUE	4.20
Capability User Rating	4.68	Value User Rating	4.61
Functionality Breadth	2.10	Adoption Score	3.78
Features	2.70	Customer Base	3.60
Integrations	1.50	Reviews Volume	3.50
Confidence Score	4.40	Google Searches	5.00
Customer Base	3.60	Skills Base	3.50
Employee Base	4.70	Software Advice 	
Customer Growth	4.70		
Employee Growth	4.60		

SERVICEM8

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.19	VALUE	3.89
Capability User Rating	4.58	Value User Rating	4.76
Functionality Breadth	4.10	Adoption Score	3.02
Features	3.40	Customer Base	3.00
Integrations	4.80	Reviews Volume	4.60
Confidence Score	3.50	Google Searches	1.30
Customer Base	3.00	Skills Base	3.10
Employee Base	2.40		
Customer Growth	4.80		
Employee Growth	3.80		

Software Advice 

MHELPDESK

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.05	VALUE	3.91
Capability User Rating	4.28	Value User Rating	4.27
Functionality Breadth	4.05	Adoption Score	3.55
Features	3.40	Customer Base	3.50
Integrations	4.70	Reviews Volume	4.90
Confidence Score	3.58	Google Searches	2.60
Customer Base	3.50	Skills Base	3.40
Employee Base	4.20		
Customer Growth	2.90		
Employee Growth	3.70		

Software Advice 

RAZORSYNC

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.03	VALUE	3.71
Capability User Rating	4.46	Value User Rating	4.57
Functionality Breadth	4.15	Adoption Score	2.85
Features	4.70	Customer Base	2.90
Integrations	3.60	Reviews Volume	4.20
Confidence Score	3.05	Google Searches	1.30
Customer Base	2.90	Skills Base	2.90
Employee Base	2.40		
Customer Growth	4.40		
Employee Growth	2.50		

Software Advice 

SERVICE AUTOPILOT

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.98	VALUE	3.74
Capability User Rating	4.52	Value User Rating	4.62
Functionality Breadth	3.15	Adoption Score	2.87
Features	3.40	Customer Base	3.20
Integrations	2.90	Reviews Volume	3.10
Confidence Score	3.73	Google Searches	1.30
Customer Base	3.20	Skills Base	3.20
Employee Base	3.50		
Customer Growth	3.50		
Employee Growth	4.70		


Software Advice 

WORKFLOWMAX

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.41	VALUE	4.29
Capability User Rating	3.77	Value User Rating	4.22
Functionality Breadth	3.05	Adoption Score	4.35
Features	1.20	Customer Base	4.70
Integrations	4.90	Reviews Volume	2.70
Confidence Score	3.05	Google Searches	4.60
Customer Base	4.70	Skills Base	4.70
Employee Base	1.40		
Customer Growth	3.10		
Employee Growth	3.00		


Software Advice 

VONIGO

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.23	VALUE	3.46
Capability User Rating	4.67	Value User Rating	4.84
Functionality Breadth	4.05	Adoption Score	2.08
Features	4.10	Customer Base	2.30
Integrations	4.00	Reviews Volume	1.80
Confidence Score	3.55	Google Searches	1.30
Customer Base	2.30	Skills Base	2.40
Employee Base	2.90		
Customer Growth	4.60		
Employee Growth	4.40		

Software Advice 

SMART SERVICE

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.56	VALUE	4.13
Capability User Rating	4.23	Value User Rating	4.28
Functionality Breadth	2.65	Adoption Score	3.98
Features	3.40	Customer Base	4.10
Integrations	1.90	Reviews Volume	4.30
Confidence Score	3.13	Google Searches	3.80
Customer Base	4.10	Skills Base	3.80
Employee Base	3.60		
Customer Growth	2.10		
Employee Growth	2.70		

Software Advice 

IBM MAXIMO

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.48	VALUE	4.20
Capability User Rating	4.09	Value User Rating	4.06
Functionality Breadth	2.40	Adoption Score	4.33
Features	1.20	Customer Base	4.80
Integrations	3.60	Reviews Volume	2.10
Confidence Score	3.35	Google Searches	4.70
Customer Base	4.80	Skills Base	4.80
Employee Base	5.00		
Customer Growth	1.30		
Employee Growth	2.30		

Software Advice 

APPTIVO

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.87	VALUE	3.70
Capability User Rating	4.53	Value User Rating	4.52
Functionality Breadth	2.70	Adoption Score	2.88
Features	1.00	Customer Base	3.10
Integrations	4.40	Reviews Volume	4.00
Confidence Score	3.73	Google Searches	1.30
Customer Base	3.10	Skills Base	2.90
Employee Base	4.60		
Customer Growth	3.60		
Employee Growth	3.60		

Software Advice 

SERVMAN

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.43	VALUE	4.09
Capability User Rating	4.34	Value User Rating	4.31
Functionality Breadth	3.00	Adoption Score	3.87
Features	4.10	Customer Base	4.30
Integrations	1.90	Reviews Volume	2.40
Confidence Score	2.03	Google Searches	3.40
Customer Base	4.30	Skills Base	4.40
Employee Base	1.80		
Customer Growth	1.00		
Employee Growth	1.00		

Software Advice 

SERVICETRADE

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.97	VALUE	3.54
Capability User Rating	4.55	Value User Rating	4.65
Functionality Breadth	4.40	Adoption Score	2.43
Features	4.70	Customer Base	1.30
Integrations	4.10	Reviews Volume	4.40
Confidence Score	2.38	Google Searches	3.00
Customer Base	1.30	Skills Base	2.30
Employee Base	3.20		
Customer Growth	2.40		
Employee Growth	2.60		

Software Advice 

WINTAC

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.


CAPABILITY	3.44	VALUE	4.03
Capability User Rating	4.10	Value User Rating	4.20
Functionality Breadth	3.35	Adoption Score	3.87
Features	4.10	Customer Base	3.40
Integrations	2.60	Reviews Volume	5.00
Confidence Score	2.20	Google Searches	4.00
Customer Base	3.40	Skills Base	3.70
Employee Base	2.60		
Customer Growth	1.80		
Employee Growth	1.00		

Software Advice 

DYNAMICS 365 FOR FIELD SERVICE FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.01	VALUE	3.40
Capability User Rating	4.04	Value User Rating	4.01
Functionality Breadth	4.20	Adoption Score	2.80
Features	3.40	Customer Base	2.70
Integrations	5.00	Reviews Volume	1.30
Confidence Score	3.75	Google Searches	4.90
Customer Base	2.70	Skills Base	2.60
Employee Base	4.90		
Customer Growth	5.00		
Employee Growth	2.40		

Software Advice 

TRADIFY

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.77	VALUE	3.37
Capability User Rating	4.51	Value User Rating	4.73
Functionality Breadth	2.40	Adoption Score	2.00
Features	1.90	Customer Base	1.80
Integrations	2.90	Reviews Volume	3.50
Confidence Score	3.65	Google Searches	1.30
Customer Base	1.80	Skills Base	1.80
Employee Base	2.90		
Customer Growth	4.90		
Employee Growth	5.00		

Software Advice 

DATAFORMA

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.21	VALUE	3.85
Capability User Rating	4.14	Value User Rating	4.17
Functionality Breadth	1.95	Adoption Score	3.53
Features	2.70	Customer Base	4.60
Integrations	1.20	Reviews Volume	1.50
Confidence Score	2.60	Google Searches	1.30
Customer Base	4.60	Skills Base	4.60
Employee Base	3.10		
Customer Growth	1.70		
Employee Growth	1.00		

Software Advice 

FIELDWARE

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.49	VALUE	3.41
Capability User Rating	3.28	Value User Rating	3.34
Functionality Breadth	4.15	Adoption Score	3.48
Features	4.70	Customer Base	3.70
Integrations	3.60	Reviews Volume	2.50
Confidence Score	3.25	Google Searches	3.00
Customer Base	3.70	Skills Base	4.00
Employee Base	4.30		
Customer Growth	4.00		
Employee Growth	1.00		

Software Advice 

SERVICE FUSION

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.37	VALUE	3.41
Capability User Rating	4.41	Value User Rating	4.60
Functionality Breadth	2.15	Adoption Score	2.22
Features	1.40	Customer Base	2.10
Integrations	2.90	Reviews Volume	2.90
Confidence Score	2.50	Google Searches	2.60
Customer Base	2.10	Skills Base	1.80
Employee Base	2.10		
Customer Growth	2.30		
Employee Growth	3.50		

Software Advice 

KICKSERV

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.32	VALUE	3.45
Capability User Rating	3.99	Value User Rating	4.12
Functionality Breadth	3.45	Adoption Score	2.78
Features	2.70	Customer Base	2.30
Integrations	4.20	Reviews Volume	4.10
Confidence Score	1.85	Google Searches	3.00
Customer Base	2.30	Skills Base	2.50
Employee Base	1.70		
Customer Growth	2.40		
Employee Growth	1.00		

Software Advice 

RUNNERS UP

Providers listed as **Runners Up** were considered for inclusion in the quadrant, but were ultimately not included for one or more reasons: they did not have enough reviews; they did not meet the reviews score minimum; they did not meet the ultimate Value and Capability minimum scores; or they did not meet our functionality requirements for the market.

1CRM

360e

Accelo CRM

Accruent

AceRoute

Acowin

Acumatica Cloud ERP

AddressTwo

AgentCubed

Aimsio

Allbound

Amity

API Pro com

Aplicor 3C

ArborSoftWorx

ARCHIBUS

AroFlo

Ascend Ascente

Ascora

Asset Infinity

AssetFinda

Astea Alliance

Automile

Avantis

AvPro

AwareManager

Axxerion

AyaNova

Azzier CMMS

B2W Maintain

Badger Maps

Base

Bella FSM

Big Sky

BigChange

Bigfoot CMMS

RUNNERS UP

BigWave	collectiveFleet
BIM 360	Comet Suite
BizScheduler	Commence
Blitz	CommittedCost
BlueFolder	Commusoft
BookedIN	Compass Wave
BookmyCity	ConEst IntelliBid
BookSteam	ConnecTeam
bpm'online	ConnectWise Manage
Breezeworks	Contractor Corner
Brilion	Contractor Essentials
Briostack	Coolfront
Building Engines	Coresystems
BuildSourced	Corrigo
BusinessMan CRM/ERP	CRM by AutoVu Solutions
bxp software	CRMnext
Call of Service	CrossForm
Canvas	CXM
Capriza	DASH
Caretime	Datafield
Cargas Energy	DataScope
CleanTelligent	Davisware
ClickSoftware	Dezide
ClockShark	Digital Waybill
CMMS	DirectLine
COGZ CMMS	Dispatch
Coherent	Dispatch Direct

RUNNERS UP

DispatchLogix	Field Complete
DispatchTrack	Field Disaptcher
Dossier Fleet Maintenance	Field Force Tracker
E-Works Manager	Field Harmony
Easyf6	Field Nimble
EasyForm	Field Promax
ELEAD1ONE	Field Service Solution
Electronic Work Instructions	Field Squared
eMaint CMMS	FieldAutomate
Equipment360	FieldAx
ESC Software	FIELDBOSS
EService	FieldConnect
eSPACE	FieldEZ
Evatic Service	FieldLocate
Evosus Enterprise	Fieldmagic
eWorkOrders CMMS	FieldMotion
Explorer Shafers	Fieldmobify
ez service manager	FieldPower
EZOfficeInventory	FieldPulse
Facilities Management	FieldService360
eXpress	FieldSumo
FaciliWorks CMMS	Fiix
FarEye	Fleetmatics WORK
FastMaint	Flobot
Fastrax	FLS VISITOUR
FAT FINGER	FlyPal
Fergus	Form.com (Suite)

RUNNERS UP

Forms On Fire -
Mobile Forms

Foundation 3000

GenieBelt

GeoOp

GeoPal

GoodMove

GoServicePro

GoSpotCheck

GPS Insight Fleet
Tracking Solution

GroundsKeeper Pro

GSMtasks

HappyCo

HCSS Dispatcher

Hippo CMMS

HouseCall Pro

HVAC Office

i-Dispatch

iAuditor

icomplete CRM

iForm Pro

iFormBuilder

IFS Applications

Infor Service Management

InspectorADE

Intellect BPM

iOffice

Job Tracker Professional

Jobi

JobLogic

JOBPROGRESS

Jobsite Mobile

Jonas Enterprise

Keeprop

KEY2ACT

Klipboard

Knowify

Kordata

Kosmas

Landport

Launch27

Less Paper

Lighthouse Field Service

Limo Anywhere

littlefleets

Live Chat

Loc8

LogicBox CRM

Maintenance Care

Maintenance Connection

Maintenance Coordinator
by Simplicity Software
Technologies

Maintenance Pro

Maintenance5000

RUNNERS UP

MaintenanceEDGE	Onfleet
MaintenanceEssentials Pro	ONTRAPORT
MaintiMizer	Opermax
ManageMart	Ops2Go
ManagerPlus	Opti-Time
MAPCON	Optimatics
Maxpanda CMMS	Optsy
Maxpanda Work Order	Oracle Sales Cloud
mEdge	Oracle Siebel CRM
MEX Maintenance	Orthinc
Microsoft Dynamics 365	PENTA ERP
Microsoft Dynamics CRM	PENTA Service Management
MindYourService.com	Pepperi
Miracle Service	Plexus
MO.S.T.	Poimapper
Mobile Resource Manager	Powered Now
Mobile Service	Praxedo
MPulse CMMS Software	ProBusinessTools
Natural Insight	ProntoForms
NetFacilities	Proteus CMMS
NetHelpDesk	Pruvan
NewWaySERVICE	Q Ware CMMS
NEXGEN Asset Management	ReachOut Execute
Nexus Service Manager	Real Scheduler
Odyssee Service Software	REfindly CRM
Officetrax Facilities	Repsly
Omadi	Results CRM

RUNNERS UP

RigER - Boost Oilfield Rentals	ServiceLedger
River Cities	ServiceMAX1
Routezilla	ServiceMonster
RTA Fleet Management	ServiceNow Express
Sage CRM	ServicePower
Sales Rabbit	SERVTRAC
Salesboom Automotive CRM	Shinebox
Salesforce	simPRO Enterprise
Salesforce.com	SkyBoss
Service Cloud	Skyward CRM
SalesMI	SmartField
SalesNexus	Snapforce
SalesOutlook CRM	Snappii Mobile Apps
SAM Pro Enterprise	Soffront CRM
SAP CRM	Spoors
SAP Hybris	Sprocket CMMS
ScheduleFlow	SS-CMMS
Scheduling Manager	SuccessWare21
Send A Job	SugarCRM
Service Assistant	Summit Service Systems
Service Centre	Synchroteam
Service Pro	TabWare
Service Skeds	Tasker
Service Suite 360	Telogis Fleet
ServiceBench	The HindSite Solution
ServiceBox	The Service Manager
ServiceBridge	The Service Program

RUNNERS UP

Timing Software

Tofino

Total Dispatch

Total Field Mobile

TrackTik

TrackVia

Tract Systems

Trade-Serve

TSM

update.CRM

UpKeep

VercX

VisitBasis

Visual Planning

VMS Service Management

Vortex Field Software

Vtiger CRM On Demand

vWork

Walkabout

WEBFLEET

WorkDeskPro

WorkWave Route Manager

XnappDragon

Younility

YourTradeBase

Zed-Service

ZenMaid Software

Zoho Forms

METHODOLOGY BASICS

The **FrontRunners methodology** assesses and calculates a score for products on two primary dimensions: Capability on the x-axis and Value on the y-axis.

THE CAPABILITY SCORE IS AN OVERALL WEIGHTED AVERAGE OF SCORES INCLUDING:

- » End-user ratings of one to five stars on the product's functionality.
- » End-user ratings of one to five stars on the product's ease of use.
- » End-user ratings of one to five stars on the product's customer support.
- » A score, relative to other products in the market, for the product's inclusion of key functionality for the software category.
- » A score, relative to other products in the market, representing the number of other products that integrate with it.

THE VALUE SCORE IS AN OVERALL WEIGHTED AVERAGE OF SCORES INCLUDING:

- » End-user ratings of one to five stars on overall satisfaction with the product.
- » End-user ratings of one to five stars on how valuable users consider the product to be relative to its price.
- » End-user ratings of one to five stars on how likely they are to recommend the product to others.
- » A score, relative to other products in the market, for the size of the product's customer base.
- » A score, relative to other products in the market, for the number of professionals in the market who have experience with the product (e.g., users, developers, administrators).
- » A score, relative to other products in the market, representing the total number of user reviews across the three Gartner web properties.
- » A score, relative to other products in the market, representing the average number of times per month internet users search for the product on Google.

Markets are defined by a core set of functionality, and products considered for, and included in, FrontRunners must offer that core set of functionality. Additional related functionality can contribute to the capability score for a product. To qualify for consideration in a FrontRunners quadrant, a product must have a minimum number of unique, user-submitted product reviews across the three Gartner Digital Markets web properties: [softwareadvice.com](https://www.softwareadvice.com), [capterra.com](https://www.capterra.com) and [getapp.com](https://www.getapp.com). The minimum number of reviews required per product may differ by category, but will generally be between 10 and 20 unique reviews.



Gartner

Software AdviceTM 