RIS SOFTWARE LeaderBoard '24

LOGILE'S UNRIVALED CUSTOMER SATISFACTION

With 18 number-one rankings and 12 other high placements, Logile dominates the 2024 *RIS* Software LeaderBoard

By Joe Skorupa

With more than a million stores in the U.S. today, the retail industry requires a massive amount of labor to keep its doors open. This means that using advanced workforce software is essential to maximize efficiency, customer service, employee satisfaction, and profitability.

Logile is a software provider that not only provides the kind of software that can effectively manage large retail workforces, but it also delivers something others cannot – industry leading Customer Satisfaction.

In the recently released 2024 *RIS* Software LeaderBoard, the most trusted software comparison report in retail, Logile emerged as the leading workforce solution provider and, just as impressively, among the highest rated software providers in any category.

Making this achievement even more noteworthy is that 2024's stellar performance continues Logile's multi-year run at the top of the Leaderboard rankings, a track record that demonstrates an outstanding level of consistency.

CUSTOMER SATISFACTION IS KEY

Customer Satisfaction is the essential element in the LeaderBoard and the singular characteristic that makes it unique in retail technology. Of the 53 charts in the report, 40 are based solely on Customer Satisfaction and all but one includes Customer Satisfaction as one component of analysis.

According to current users of Logile technology, the provider is the number

2024 TOP VENDORS IN CUSTOMER SATISFACTION

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	48.7

one software vendor in retail as demonstrated in direct head-to-head comparison rankings based on Customer Satisfaction. Logile's LeaderBoard score of 48.7, out of a possible 50 points, is the highest score achieved by more than 40-plus vendors tracked in the 2024 report.

Also of note is that Logile's score is two full points above the vendor in second place. This is worth noting because all the other vendors on the list

are separated by just tenths of a point. So, Logile's Customer Satisfaction score is numerically well beyond the rest of its software competitors.

Among the many other achievements in this year's LeaderBoard is Logile's position on the Top 20 list, which is unofficially considered the "Master List." This chart is the only one in the report that runs 20 vendors deep and uses the comprehensive set of research data collected by the *RIS* editors. The research includes all vendors *RIS* gathers data on in the retail tech sector, however it is important to note more than 20 vendors achieved scores that did not make the cut.

Logile appears in 6th place on the "Master List," which is considered by many to validate whether or not a tech vendor is a leading player in retail. The giants of the industry bump shoulders on this chart without any separation done by size or technology specialty. Logile's high placement on this list puts it among the elite in the retail tech industry and is due to deep and broad strengths across the full set of data collected for the report.

2024 RIS SOFTWARE LEADERBOARD TOP 20

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
6	Logile	48.7	29	2	79.7

TOP CATEGORY AND CRITERIA RANKINGS

Among Logile's many appearances in the LeaderBoard's top-10 lists are a remarkable 18 number-one rankings. As already noted, Logile was the number one leader in Customer Satisfaction among all vendors in the report.

Other number one rankings include the following:

- Customer Satisfaction for Mid-Size Vendors
- Customer Satisfaction for Broad Suite Vendors
- Customer Satisfaction for Grocery Vendors
- Leaders in Overall Performance
- Leaders in Total Cost of Operation
- Leaders in Return on Investment
- Leaders in Technology Innovation
- Leaders in Software Reliability
- Leaders in Ease of Installation & Integration
- Leaders in Ease or Administration/ Maintenance
- Leaders in Quality of Support
- Leaders in Quality of Service
- Leaders in Recommendation
- Leaders in Overall Performance by Tier One Retailers
- Leaders in Total Cost of Operations by Tier One Retailers
- Leaders in Quality of support by Tier One Retailers

2024 MID-SIZE VENDORS (FULL DATA SET)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
4	Logile	48.7	29	2	79.7

2024 CUSTOMER SATISFACTION FOR MID-SIZE VENDORS

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	48.7

2024 BROAD SUITE VENDOR LEADERS (FULL DATA SET)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
6	Logile	48.7	29	2	79.7

2024 CUSTOMER SATISFACTION FOR BROAD SUITE VENDORS

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	48.7

2024 GROCERY VENDOR LEADERS (FULL DATA SET)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
4	Logile	48.7	29	2	79.7

- Leaders in Recommendation by Tier One Retailers

This impressive list of number one rankings shows that as a mid-size vendor, Logile effectively competes and wins against the largest software companies operating in the retail sector as well as indicating Logile has specific strength among grocery retailers.

Aside from its number one rankings, Logile also achieved an impressive number of second place rankings, including:

- #2 Customer Satisfaction by Tier One Retailers
- #2 Leaders in Return on Investment by Tier One Retailers
- #2 Leaders in Technology Innovation by Tier One Retailers
- #2 Leaders in Software Reliability by Tier One Retailers
- #2 Leaders in Ease of Installation and Integration by Tier One Retailers
- #2 Leaders in Ease of Administration & Maintenance by Tier One Retailers
- #2 Leaders in Quality of Service by Tier One Retailers

Overall, Logile made 30 appearances in the LeaderBoard's 53 charts. The data collected for the report shows that Logile is a leading mid-size software provider with unrivaled Customer Satisfaction ratings, as voted by users of its technology, and it has highly focused strengths among grocery and tier-one retailers.

With labor and workforce issues becoming top-of-mind concerns in today's retail marketplace, Logile's record of proven Customer Satisfaction places it in an ideal position to help retailers that are looking to maximize efficiency, customer service, employee satisfaction, and profitability.

One retailer summed it up like this: "Team Logile delivers, delivers, delivers without fail, and with respect and urgency. The product is accurate and very flexible. The team is always open to collaboration and listening to customer needs."

2024 CUSTOMER SATISFACTION FOR GROCERY VENDORS

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	48.7

2024 TOP VENDORS FOR TIER ONE RETAILERS (FULL DATA SET)

RANK	VENDOR	CUSTOMER SATISFACTION	RETAIL CONCENTRATION	REVENUE FACTOR	TOTAL
4	Logile	48.2	29	2	79.2

2024 CUSTOMER SATISFACTION BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
2	Logile	48.2

2024 LEADERS IN OVERALL PERFORMANCE

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	4.9

2024 LEADERS IN TOTAL COST OF OPERATION

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	4.9

2024 LEADERS IN RETURN ON INVESTMENT

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	4.9

2024 LEADERS IN TECHNOLOGY INNOVATION

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	4.9

2024 LEADERS IN SOFTWARE RELIABILITY

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	4.9

2024 LEADERS IN EASE OF INSTALLATION & INTEGRATION

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	4.9

2024 LEADERS IN EASE OF ADMINISTRATION/MAINTENANCE

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	4.7

2024 LEADERS IN QUALITY OF SUPPORT

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	5.0

2024 LEADERS IN QUALITY OF SERVICE

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	4.9

2024 LEADERS IN RECOMMENDATION

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	5.0

2024 LEADERS IN OVERALL PERFORMANCE BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
5	Logile	4.8

2024 LEADERS IN RETURN ON INVESTMENT BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
2	Logile	4.8

2024 LEADERS IN TOTAL COST OF OPERATIONS BY TIER ONE RETAILERS

RANK	COMPANY
1	Logile

2024 LEADERS IN TECHNOLOGY INNOVATION BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
2	Logile	4.8

2024 LEADERS IN SOFTWARE RELIABILITY BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
2	Logile	4.8

2024 LEADERS IN EASE OF INSTALLATION & INTEGRATION BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
2	Logile	4.8

2024 LEADERS IN EASE OF ADMINISTRATION & MAINTENANCE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
2	Logile	4.6

2024 LEADERS IN QUALITY OF SUPPORT BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	5.0

2024 LEADERS IN QUALITY OF SERVICE BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
2	Logile	4.8

2024 LEADERS IN RECOMMENDATION BY TIER ONE RETAILERS

RANK	COMPANY	CUSTOMER SATISFACTION
1	Logile	5.0

LOGILE
The Logic of Retail

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