

# The Planning Survey 17

The world's largest survey of planning software users

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This document is a specially produced summary  
by BARC of the headline results for  
**LucaNet**

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# The Planning Survey 17 LucaNet highlights



## Peer group DACH-focused vendors

### 1. Top-ranked in

Performance satisfaction  
Predefined data connections  
Ease of use

.....

### 2. Leader in

Project success  
Implementer support  
Customer satisfaction

## Peer group Flexible planning solutions

### 1. Top-ranked in

Performance satisfaction  
Predefined data connections

.....

### 2. Leader in

Project success  
Vendor support  
Implementer support  
Ease of use

## Peer group Performance management specialists

### 1. Top-ranked in

Performance satisfaction  
Predefined data connections

.....

### 2. Leader in

Project success  
Implementer support  
Ease of use



## Summary

LucaNet achieves strong results in many important KPIs in this year's Planning Survey. A strong showing in the 'Performance satisfaction', 'Predefined data connections' and 'Ease of use' KPIs helps to consolidate its position as a leading vendor for BI in accountancy, particularly in the DACH region. Companies can benefit from using LucaNet as a planning and BI tool by achieving increased transparency of planning, improved integration of planning with reporting/analysis and better quality of planning results, so customers are often willing to recommend the product to other companies. All the LucaNet customers responding to our survey said they would probably or definitely recommend the product to others.



# The Planning Survey 17 LucaNet top ranks





The Planning Survey 17 is based on findings from the world's largest and most comprehensive survey of planning software users, conducted from November 2016 to February 2017. In total, 1,687 people responded to the survey with 1,299 answering a series of detailed questions about their usage of a named product. Altogether, 18 products are analyzed in detail.

The Planning Survey 17 examines the process of selecting software products for planning, budgeting and forecasting. It also includes analysis of user feedback to rank products in categories (KPIs) including business benefits, project success, recommendation, planning functionality, flexibility, customer satisfaction and ease of use. There are 22 KPIs in total.

This document contains just a selection of the headline findings for LucaNet. It does not show all the KPI results and focuses mainly on the positive findings.

For more information on the survey visit the [Planning Survey homepage](#).

## LucaNet overview

Founded in 1999, LucaNet is a German vendor of software, seminars and consulting focused on BI in accountancy. The company is headquartered in Berlin with additional offices in Germany, Europe, Asia and the United States. According to its own accounts, LucaNet employs more than 250 people and serves over 1,700 customers worldwide.

LucaNet's software portfolio comprises solutions for financial planning and controlling, legal and management consolidation, municipal consolidated financial accounts, e-balance filings, collection and validation of data, controlling of equity holdings, and data transfers which can be used in any desired combination. All products are based on a proprietary multidimensional, in-memory database called LucaNet. Financial OLAP Server. Within the database, a predefined financial (planning) data model with intertwined business rules for creating balance sheets as well as profit and loss statements and derived cash flows is provided. Usually,

## LucaNet customer responses

This year we had 34 responses from LucaNet users. 35 percent use version 10, and the remaining 65 percent still use version 9.

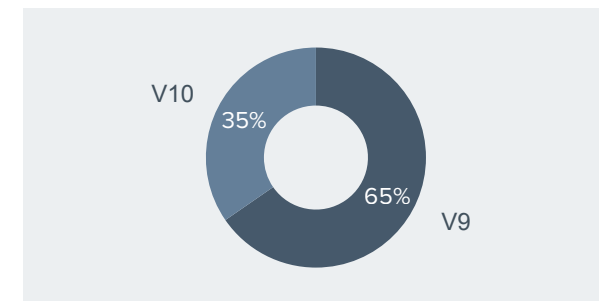
a data warehouse layer (LucaNet.Financial Warehouse) based on relational database technology is implemented as an interlayer between operational systems (e.g., ERP) and LucaNet.Financial OLAP Server for storing mass data and additional information.

As the planning module of the portfolio, LucaNet.Planner focuses on integrated corporate and financial planning as well as financial reporting and analyses in individual subsidiaries or at group level. Using an integrated development environment, LucaNet provides apps for several operational planning scenarios (e.g., HR planning, project planning, tax planning, etc.) that can be used to feed the vendor's inherent financial planning model.

Due to its open architecture, BI front ends that are capable of accessing OLAP data sources can access the LucaNet.Financial OLAP Server including all structures, hierarchies and values via XMLA (e.g., for individual, flexible (ad hoc) reporting and analyses).

### Versions used

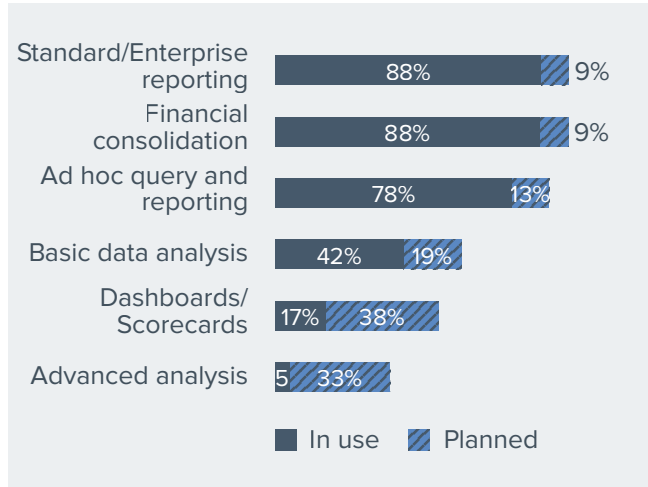
n=24





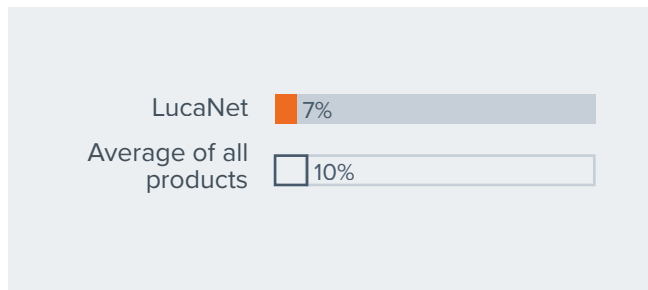
## Current vs. planned use (besides planning)

n=33



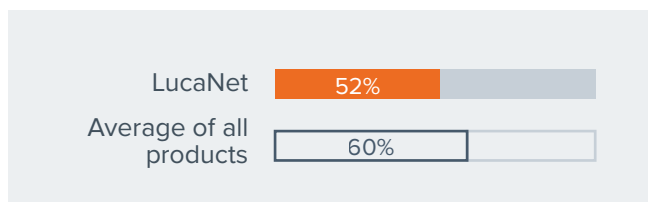
## Percentage of employees using LucaNet

n=34



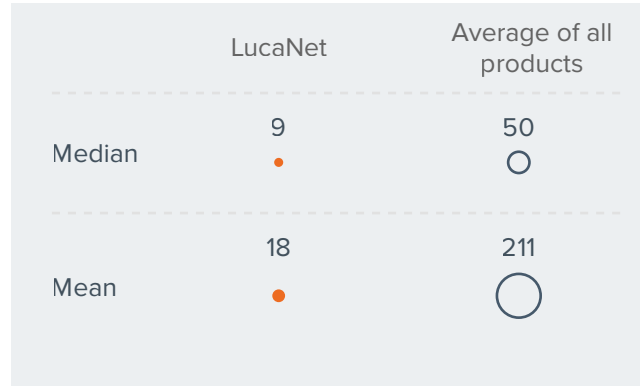
## Planning users (as a percentage of all users)

n=34



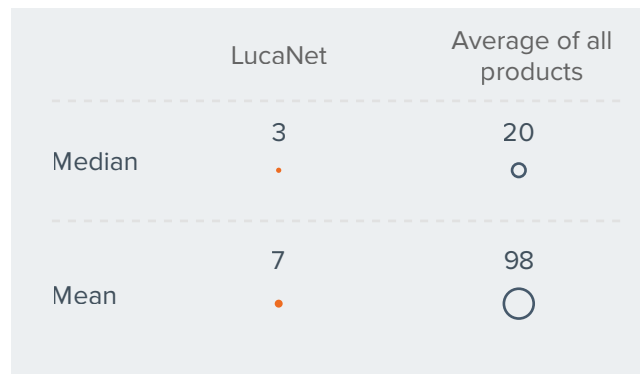
## Total number of users per company

n=34



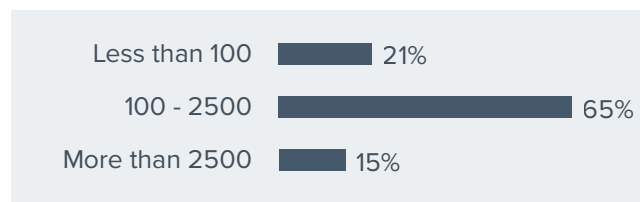
## Planning users per company

n=34



## Company size (employees)

n=34



## User & use case demographics



## Comment

With the exception of planning, LucaNet's main use cases are financial consolidation and standard/enterprise reporting (generally financial figures). Ad hoc query, typically using LucaNet's Excel add-in, is also a frequent use case. LucaNet targets power users in finance and controlling departments across all company sizes and industries. Almost two-thirds of our sample of LucaNet customers come from mid-sized companies (100-2,500 employees) with a median of 9 users (with 3 of them using planning functionality), but the mean of 18 users (7 for planning) indicates there are also some larger implementations. Nonetheless, implementations of LucaNet are quite small, which is not uncommon for a financial planning and consolidation product.



## The KPIs

The Planning Survey 17 provides the reader with well-designed KPI dashboards packed with concise information, which can be absorbed at a glance. The KPIs all follow these simple rules:

- Only measures that have a clear good/bad trend are used as the basis for KPIs.
- KPIs may be based on one or more measures from The Planning Survey.
- Only products with samples of at least 20-30 (depending on the KPI) for each of the questions that feeds into the KPI are included in the analysis.
- For quantitative data, KPIs are converted to a scale of 1 to 10 (worst to best).
- A linear min-max transformation is applied, which preserves the order of, and the relative distance between, product scores.

For more details on the KPIs, see our 'Sample, products, methodology and KPIs' document.

The terms 'top-ranked' and 'leader' are used in the following KPI chart titles. 'Top-ranked' indicates first position. 'Leader' denotes second position.

## Peer Group Classification

The Planning Survey 17 features a range of different types of planning, budgeting and forecasting products so we use peer groups to help identify competing products. The peer groups have been defined by BARC analysts using their experience and judgment, with segmentation based on three key factors:

1. Flexibility - Is the solution development-oriented or does it provide pre-defined planning content (e.g. for financial planning)?
2. Specialization - is the vendor a performance management/planning specialist or a software generalist?
3. Geographical reach - does the vendor have a truly global reach? does it have a presence in the DACH region (Germany, Austria and Switzerland)?

LucaNet features in the following peer groups:

- Performance management specialists
- DACH-focused vendors
- Flexible planning solutions

## Peer Groups Overview

### Development-oriented planning solutions

Development-oriented solutions allow customers to implement totally individual planning requirements.

### Flexible planning solutions

These are flexible solutions but also provide pre-defined planning content (e.g. for financial planning).

### Software generalists

Products from software generalists who have a broad portfolio including most (or all) types of business software.

### Performance management specialists

Products from performance management specialists whose sole focus is on planning and BI.

### DACH-focused vendors

DACH-focused vendors have a presence in the DACH region (Germany, Austria and Switzerland). They may also focus on other geographies, but they are not considered to be global vendors.

### Global vendors

Global vendors have a truly global sales and marketing reach. They are present worldwide, and their products are used all around the world.





# Project Success

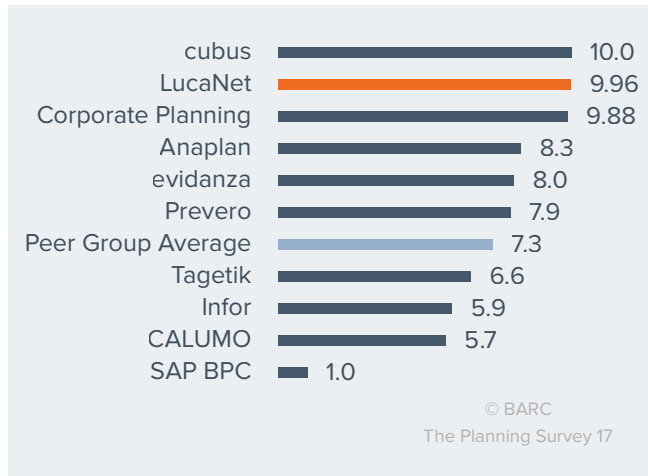
Based on the implementation satisfaction level and the frequency of projects completed on time and on budget.



## Leader - Project Success



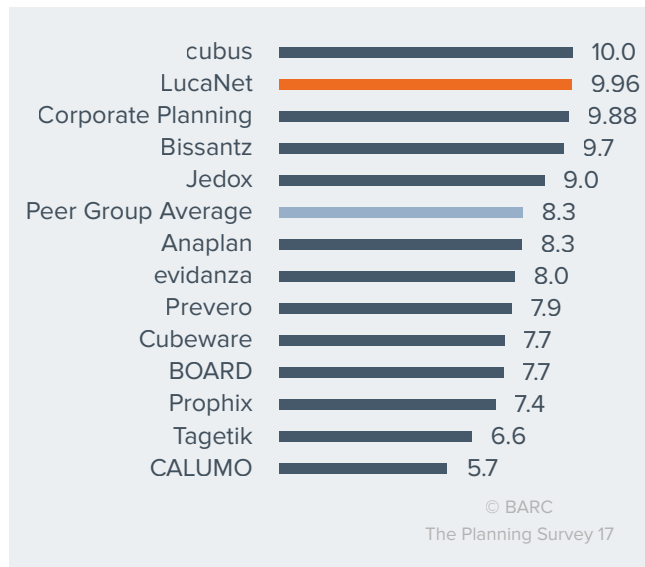
Peer Group: flexible planning solutions



## Leader - Project Success



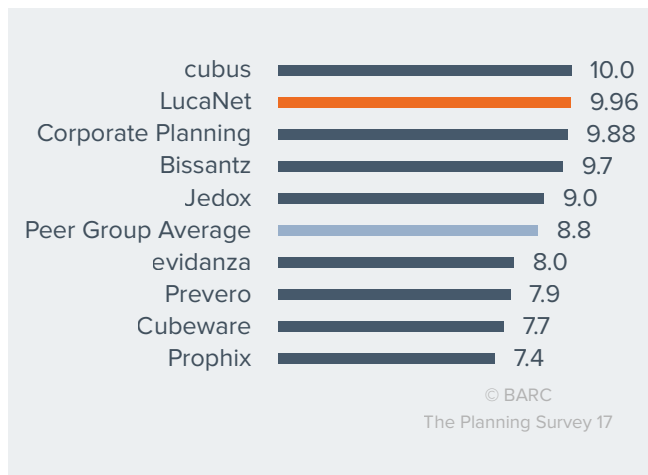
Peer Group: performance management specialists



## Leader - Project Success



Peer Group: DACH-focused vendors



## Project Success



Viewpoint

The majority of customers are satisfied with their LucaNet implementations. LucaNet software usually requires little effort to install and short implementation cycles. The frequency of projects completed on time and on budget is high, and projects with LucaNet tend to be successful. Business requirements for financial planning and financial consolidation are often standardized and straightforward with relatively small data volumes involved, which is why projects with LucaNet software are usually quite short. LucaNet's experienced consulting team and partners can take some credit for this excellent result as the level of support they provide is highly rated by customers. Overall, this leads to leading ranks in each of its three peer groups, leaving many well-known rivals behind.





# Implementer Support

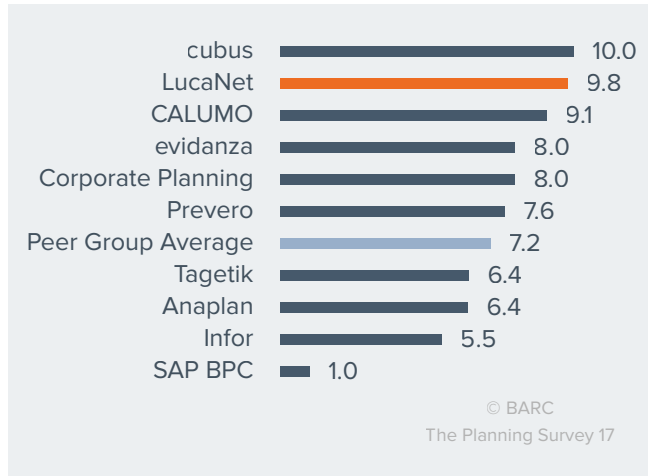
Measures user satisfaction with the level of the implementer's support for the product.



## Leader - Implementer Support



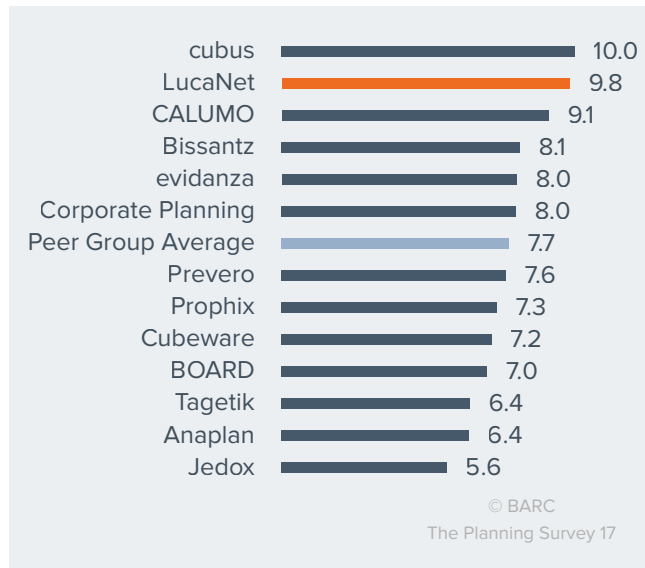
Peer Group: flexible planning solutions



## Leader - Implementer Support



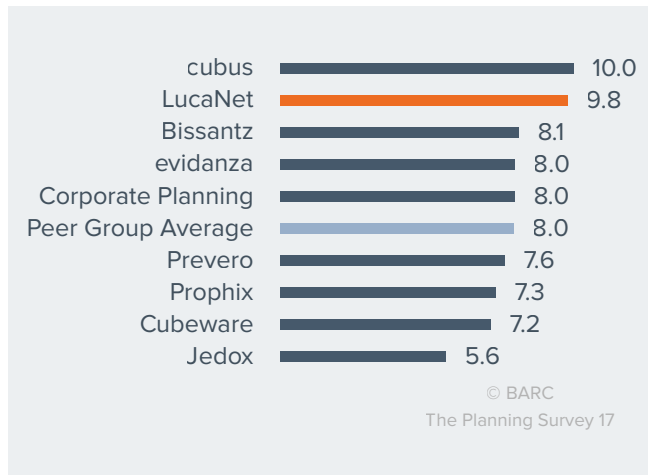
Peer Group: performance management specialists



## Leader - Implementer Support



Peer Group: DACH-focused vendors



## Implementer Support



Viewpoint

LucaNet has a steadily growing partner network with more than 70 national and international partners (system houses, consultancies, auditing companies and technology partners). Partners are divided into so-called Registered and Certified Partners (there are 50 Certified Partners), the latter also offering implementation and user training. LucaNet's trained partners mostly offer consulting services such as local implementation support or implementing planning processes for specific industries. According to customers, both the vendor and its partners offer a great level of support. LucaNet has a leading rank in all of its peer groups, underlining the high support quality its implementation partners provide.





# Ease of Use

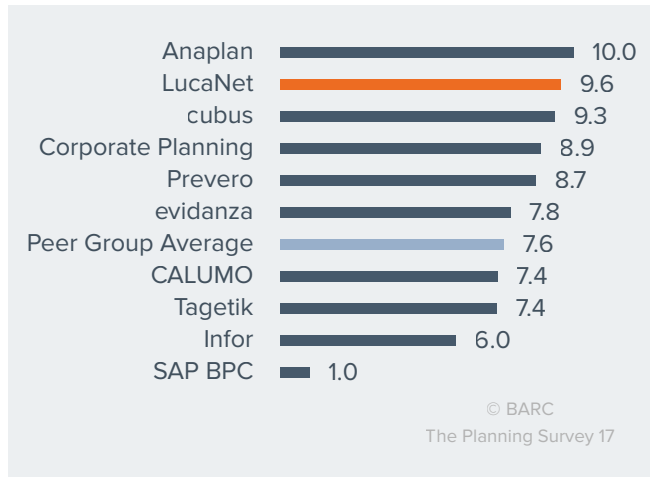
Based on how users rate their planning tool in terms of ease of use for planners and developers of planning applications.



## Leader - Ease of Use



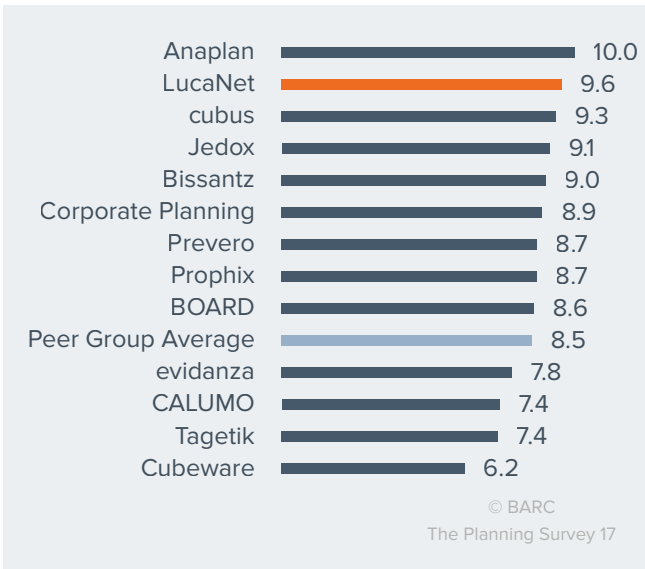
Peer Group: flexible planning solutions



## Leader - Ease of Use



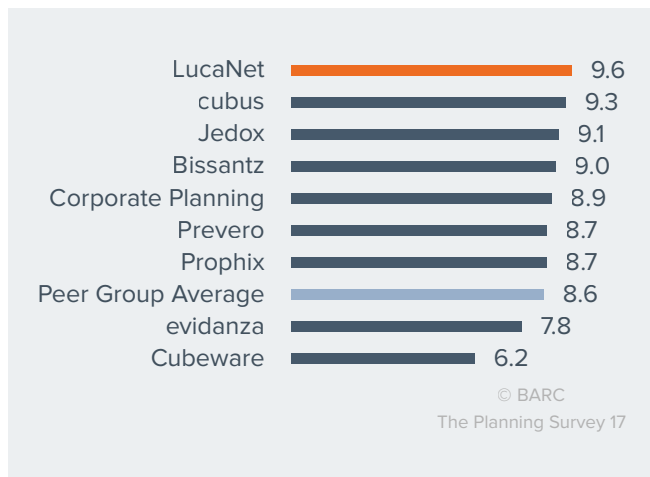
Peer Group: performance management specialists



## Top-ranked - Ease of Use



Peer Group: DACH-focused vendors



## Ease of Use



## Viewpoint

Many customers confirm that LucaNet is an easy-to-use planning product, and 'Software difficult to use' is seldom cited as a problem by LucaNet users. As a result, LucaNet is top-ranked in the 'DACH-focused Vendors' peer group and rated as a leader in its other two peer groups. LucaNet targets business power users in finance and controlling departments and requires little technical knowledge except for data management (particularly data integration). The product is designed for administration, modeling and creation of planning forms as well as planning functionality in business departments. However, implementing complex financial management applications can require external business consulting know-how.





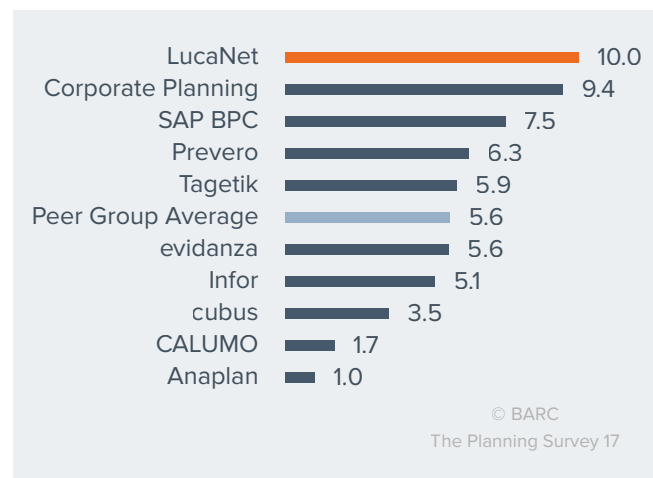
# Predefined Data Connections

Based on how often the product was chosen for its predefined data connection to systems in use, and on the level of complaints about being unable to get data from some source systems, or use data from source systems.



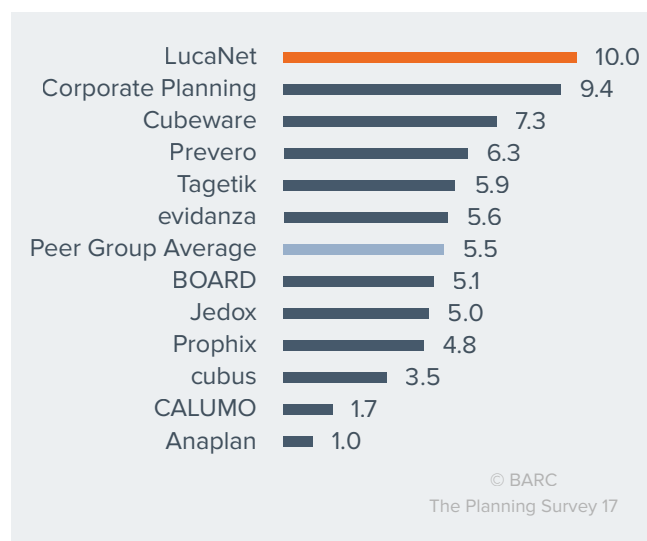
## Top-ranked - Predefined Data Connections

Peer Group: flexible planning solutions



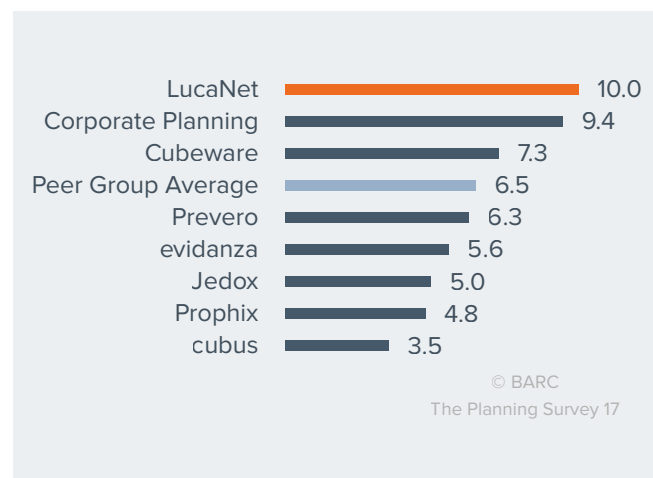
## Top-ranked - Predefined Data Connections

Peer Group: performance management specialists



## Top-ranked - Predefined Data Connections

Peer Group: DACH-focused vendors



## Predefined Data Connections



## Viewpoint

Predefined data connections to systems in use is the main reason why companies buy LucaNet products. LucaNet ranks best in all of its peer groups, well above the survey average. The level of complaints about being unable to get data from some source systems, or use data from source systems, is quite low. For data integration purposes, LucaNet offers its own script-based ETL functionality to access data sources and transfer data. In addition to its standard interfaces, LucaNet provides more than 120 predefined connectors with semantic support to common ERP and accounting systems. Integrations can significantly speed up data migration projects.





# Performance Satisfaction

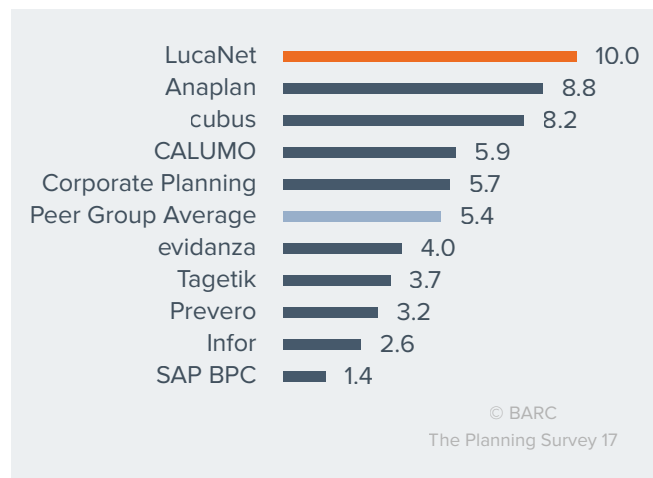
Measures the frequency of complaints about the system's performance.



## Top-ranked - Performance Satisfaction



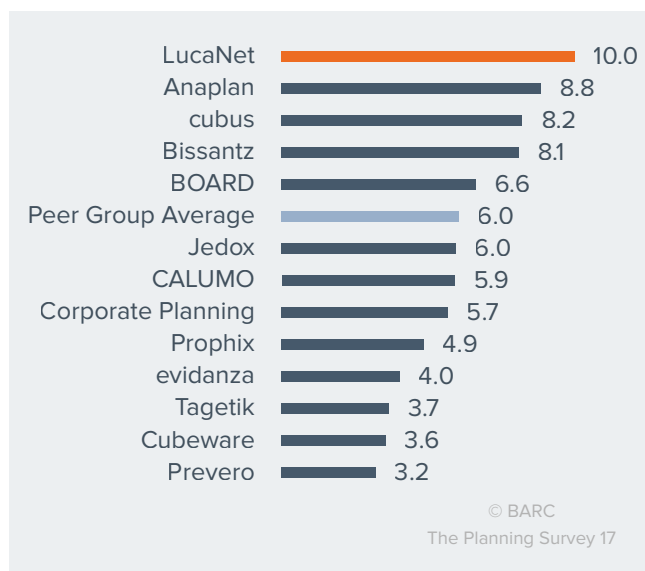
Peer Group: flexible planning solutions



## Top-ranked - Performance Satisfaction



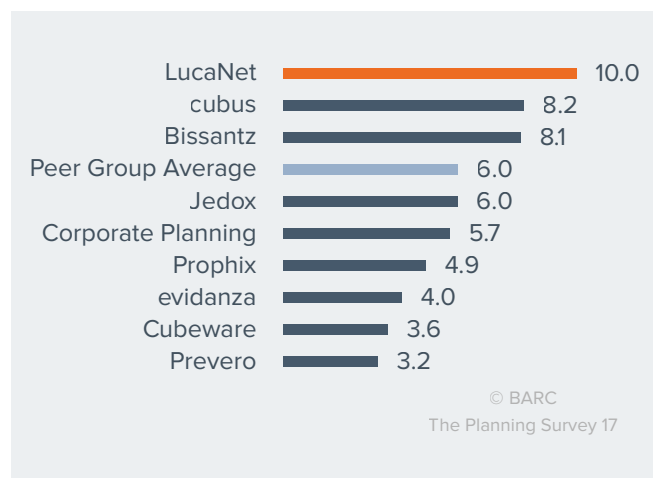
Peer Group: performance management specialists



## Top-ranked - Performance Satisfaction



Peer Group: DACH-focused vendors



## Performance Satisfaction



Viewpoint

LucaNet's customers are quite satisfied with the performance the product offers, and complaints are few and far between. The product is top-ranked in all of its peer groups, leaving many well-known rival products in its wake. However, LucaNet is normally used in departmental or small-scale scenarios with relatively small data volumes and few concurrent users, where performance is not usually an issue. In any case, LucaNet's proprietary in-memory multidimensional database is clearly capable of dealing with the data volumes and user numbers its customers typically work with.





# Customer Satisfaction & Vendor Support

The 'Customer satisfaction' KPI combines the 'Product satisfaction', 'Vendor support', 'Implementer support', 'Recommendation' and 'Price-to-value' KPIs. The 'Vendor support' KPI measures user satisfaction with the level of vendor support provided for the product.



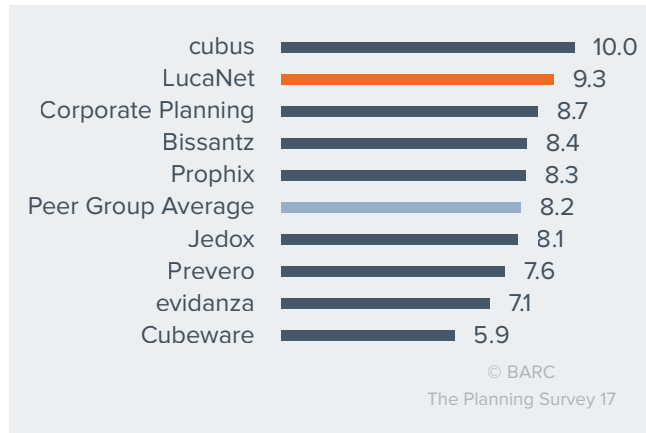


## Customer Satisfaction

### Leader - Customer Satisfaction



Peer Group: DACH-focused vendors



## Viewpoint

Customer satisfaction combines the 'Price-to-value', 'Product satisfaction', 'Vendor support', 'Implementer support' and 'Recommendation' KPIs. Excellent results in vendor and implementer support as well as good results in the other KPIs place LucaNet as a leading vendor for customer satisfaction in the 'DACH-focused Vendors' peer group. Customers are largely satisfied with the level of support offered by the vendor and its partners. Customer satisfaction is crucial to establishing long lasting relationships with customers. In a crowded market like the planning and BI market, satisfied customers typically lead to positive feedback and vendors being recommended, a point that should not be underestimated when looking to win new customers.

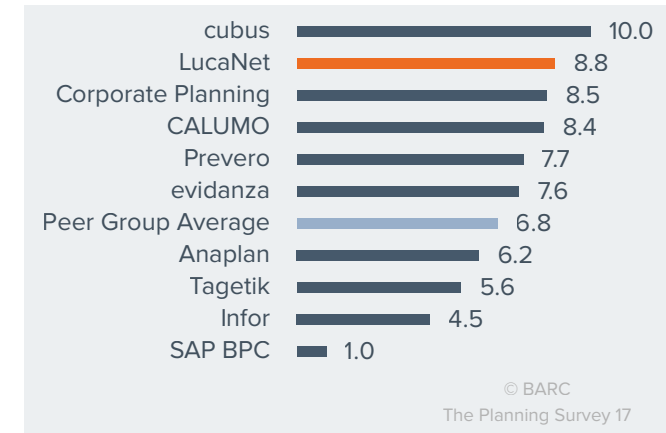
## Vendor Support



### Leader - Vendor Support



Peer Group: flexible planning solutions



## Viewpoint

Both the vendor and its partners offer a great level of support, according to customers. As a German mid-sized vendor for BI in accountancy, LucaNet seems to build good relationships with its typically medium-sized customers and they like the service they receive. In order to offer local customers an even more comprehensive service, LucaNet continues to expand its international presence with locations in Europe (Germany, Austria, Switzerland, Belgium, France, the Netherlands and the UK), the USA and Asia (China, Singapore). Local subsidiaries offer support with software implementation as well as with all questions concerning accounting and controlling. In addition to its software products, LucaNet also provides expert advice through its own business consulting team as well as business management training in accounting via the LucaNet Academy.





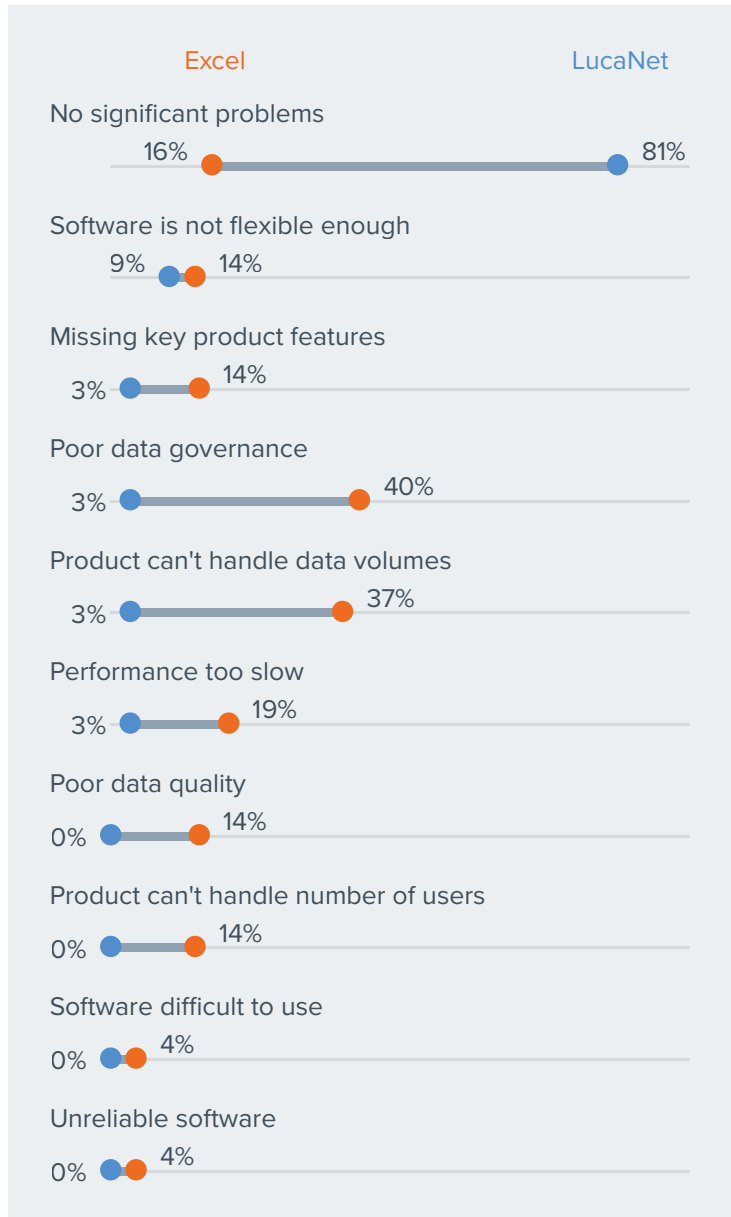
# LucaNet vs. Excel





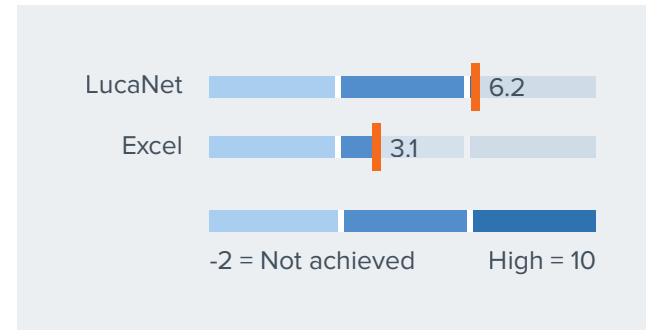
## Problems encountered by LucaNet and Excel users

n=32/148



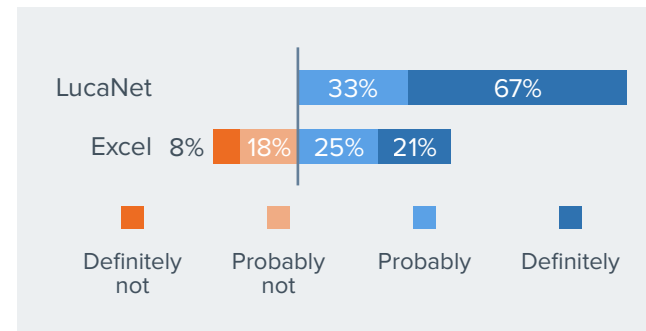
## Business Benefits Index\*

n=34/154



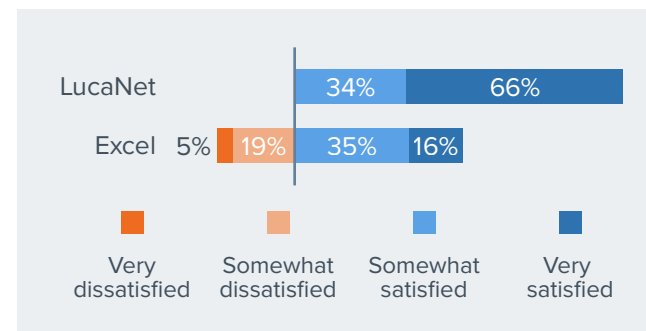
## Recommendation\*\*

n=33/149



## Satisfaction level\*\*

n=32/150



## LucaNet vs. Excel



## Comment

Excel is still the most widely used BI and planning product in the world. However, many users and companies are dissatisfied with it. LucaNet users have far fewer complaints than Excel users. Common issues in planning and BI projects such as missing key product features (e.g., for planning) or handling of large numbers of users and data volumes do not seem to be a problem for LucaNet users. 81 percent of customers even report having no significant problems at all with the product. All our respondents are 'somewhat satisfied' or 'very satisfied' with LucaNet, and therefore say they would probably or definitely recommend the product to others. This is a very impressive result and demonstrates a high customer satisfaction level with vendor and product. Business benefits like increased transparency of planning, improved integration of planning with reporting/analysis and better quality of planning results are regularly achieved with LucaNet, and to a far greater degree than with Excel.

\* For 12 potential benefits, respondents are asked to indicate the level of achievement, if any, with five levels. We use a weighted scoring system, from -2 to 10, to derive a composite score – the Business Benefits Index (BBI).

\*\* Neutral category not shown





# BARC Company Profile



BARC is a leading enterprise software industry analyst and consulting firm delivering information to more than 1,000 customers each year. Major companies, government agencies and financial institutions rely on BARC's expertise in software selection, consulting and IT strategy projects.

For over twenty years, BARC has specialized in core research areas including Data Management (DM), Business Intelligence (BI), Customer Relationship Management (CRM) and Enterprise Content Management (ECM).

BARC's expertise is underpinned by a continuous program of market research, analysis and a series of product comparison studies to maintain a detailed and up-to-date understanding of the most important software vendors and products, as well as the latest market trends and developments.

BARC research focuses on helping companies find the right software solutions to align with their business goals. It includes evaluations of the leading vendors and products using methodologies that enable our clients to easily draw comparisons and reach a software selection decision with confidence. BARC also publishes insights into market trends and developments, and dispenses proven best practice advice.

BARC consulting can help you find the most reliable and cost effective products to meet your specific requirements, guaranteeing a fast return on your investment. Neutrality and competency are the two cornerstones of BARC's approach to consulting. BARC also offers technical architecture reviews and coaching and advice on developing a software strategy for your organization, as well as helping software vendors with their product and market strategy.

BARC organizes regular conferences and seminars on Business Intelligence, Enterprise Content Management and Customer Relationship Management software. Vendors and IT decision-makers meet to discuss the latest product updates and market trends, and take advantage of valuable networking opportunities.

Along with CXP and Pierre Audoin Consultants (PAC), BARC forms part of the CXP Group – the leading European IT research and consulting firm with 140 staff in eight countries including the UK, US, France, Germany, Austria and Switzerland. CXP and PAC complement BARC's expertise in software markets with their extensive knowledge of technology for IT Service Management, HR and ERP.

For further information see: [www.cxpgroup.com](http://www.cxpgroup.com)

### Other Surveys

BARC research reports bring transparency to the market



The BARC **BI Trend Monitor 2017** reflects on the trends currently driving the BI and data management market from a users' perspective. We asked close to 2,800 users, consultants and vendors for their views on the most important BI trends.



'BI and Data Management in the Cloud': A BARC and Eckerson Group study on current attitudes, issues and trends relating to the use of BI and DM technologies in the cloud. [Download here.](#)



**The BI Survey 16** is the world's largest annual survey of BI users. Based on a sample of over 3,000 survey responses, The BI Survey 16 offers an unsurpassed level of user feedback on 37 leading BI solutions.

Find out more at <http://bi-survey.com>



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