

Top 50

Software Scorecard

This report shares the findings of a survey that measured the level of customer satisfaction of apparel retailers, brands and manufacturers with their software vendors.



Apparel's Software Scorecard report features the best software vendors serving the apparel marketplace, based on ratings from their customers.

Because of the prevalence of very close scores and the great diversity among the vendors and the types of solutions they offer, *Apparel* focuses the presentation of this year's survey results on each vendor's scores rather than a vendor's ranking relative to other vendors.

The methodology

Apparel's Software Scorecard survey was conducted online from Feb. 9 through March 13. *Apparel* Magazine invited its subscribers who are in software decision-making roles to take the survey, and we gathered client contact information from software vendors and invited these individuals to participate. We also encouraged software vendors to invite their apparel clients to take the survey.

Survey respondents first were asked to select one of their current software vendors, and then to tell us how they used the software vendor they wished to score. For their category selections, respondents were offered a drop-down list of nine core functional areas, including: retail, business intelligence, warehouse management, supply chain management/sourcing, production, ERP, PLM/product development, design/CAD and color management.

After selecting a vendor and designating a category for how they used the vendor, respondents then were asked to rate the vendor in five areas, including: overall satisfaction (our most heavily weighted question), apparel market knowledge, ROI, user buy-in/user friendliness and customer service.

Our first six charts and the final chart provide you with a view of scores from all validated respondents, regardless of their category designations. The charts for "Best in Business Intelligence" through "Best in Design/CAD" offer you a view that takes into account the respondents' category selections.

Respondents were allowed to rate vendors in more than one category, but for the category break-out charts, we included *only* scores associated with respondents who told us they were using the vendor in the featured category. (There is not a category break-out chart for color management because there were not enough ratings in this category.)

To qualify for inclusion in this report, software vendors had to receive a minimum

of five ratings from five different apparel businesses. Once they met that threshold, the vendor had to receive a minimum of three ratings from three different apparel companies in a single category to qualify for inclusion in the category-specific charts.

There were 363 individual respondents who participated in the scoring process (up 17 percent from the 2006 Scorecard), representing 328 unique apparel retailers, brands and manufacturers.

of five ratings from five different apparel businesses. Once they met that threshold, the vendor had to receive a minimum of three ratings from three different apparel companies in a single category to qualify for inclusion in the category-specific charts.

Marketplace participation

This year's Scorecard project attracted an increased level of participation compared to our 2006 Scorecard survey. Of the approximately 160 apparel- and retail-specific software firms serving our industry (and invited to participate in the project), 50 qualified for inclusion in the Scorecard report.

If you do not see a vendor featured in the report, or some part of it, it does not necessarily mean the vendor did poorly in the project. Some vendors opted out of participating, and others may not have received enough ratings to qualify for inclusion in the report.

There were 363 individual respondents who participated in the scoring process (up 17 percent from the 2006 Scorecard), representing 328 unique apparel retailers, brands and manufacturers. These respondents submitted 740 different ratings of their current software vendors, up 45 percent from the 2006 Scorecard survey.

The validation process

Apparel validated all responses that were used in the tabulation of the results you see presented in this report.

Each respondent submitted his or her name, title, company, e-mail and business telephone number. We used this information to confirm that each respondent was employed with that apparel retail, brand or manufacturing business. We e-mailed a

validation query to each respondent, and required a personal reply of confirmation that he or she took the survey.

We also called each respondent who had a "generic" e-mail address that we could not readily confirm was that of an apparel business (i.e., Yahoo or AOL accounts, for example), and personally connected with each of them via telephone to confirm the validity of their participation and response.

If we could not validate a response, we deleted it from the results.

We hope the findings we deliver to you in this special report will be valuable to you and your business. As always, we welcome your feedback. ■

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Editor's Note: *Apparel's* 2007 Software Scorecard report is available in its entirety for free download from www.apparelmag.com. See the "Thought Leadership" section of the web site, and look for the Scorecard report under "Research & Reports." Also available for free download from this section of the home page are: *Apparel's* special supplement about this month's SPESA Expo, Material World and Technology Solutions trade shows; the 2007 "Top Technology Trends in the Apparel Market" study, the "RFID: Well Within Reach" research report, *Apparel's* Guide to Software & IT Solutions, the "Top 50 Super Achievers" report and the "PLM Comes of Age" study. Visit www.apparelmag.com regularly for more research results, including the findings from *Apparel's* 2007 PLM research study (available next month), plus the latest information on upcoming webinars and face-to-face events.

Apparel's Software Scorecard: Best All-Around

Highest Average Customer Ratings in
All Categories & Break-outs

| SOFTWARE VENDOR | AVERAGE SCORE |
|--|---------------|
| TUKAtech Inc. | 29.86 |
| GCS Software LLC Inc. | 29.30 |
| Apparel Data Systems | 29.20 |
| Innovative Systems | 29.15 |
| AS/AP Apparel Software | 29.00 |
| Pointcarré | 29.00 |
| ComputerCare | 28.92 |
| EXTOL International Inc. | 28.91 |
| AMS | 28.83 |
| Yunique Solutions | 28.67 |
| Information Solutions Inc. | 28.57 |
| OptiTex | 28.50 |
| eZCom Software Inc. | 28.39 |
| Jonar Systems Inc. | 28.14 |
| Blue Fox Porini USA | 28.13 |
| Apparel Business Systems LLC | 27.93 |
| IT Resources | 27.80 |
| Byte Software LLC | 27.73 |
| Celerant Technology Corp. | 27.60 |
| Momentis Systems | 27.40 |
| RunIt Systems | 27.38 |
| TradeCard | 27.38 |
| Magnal Solutions | 27.22 |
| 7thonline Inc. | 27.20 |
| Fast React | 27.17 |
| Polygon Software | 27.06 |
| ecVision Inc. | 26.89 |
| Computer Generated Solutions Inc. | 26.86 |
| Datavantage/CommercialWare | 26.67 |
| World Fashion Exchange | 26.64 |
| Xperia | 26.64 |
| AL Systems | 26.55 |
| TXT e-Solutions | 26.55 |
| SAP | 26.35 |
| SAS Institute Inc. | 26.33 |
| Logility | 25.89 |
| Lawson Software | 25.70 |
| i2 Technologies Inc. | 25.48 |
| Exact Software Co./frogfish solutions | 25.38 |
| Business Management Systems Inc. | 25.21 |
| Gerber Technology | 24.71 |
| New Generation Computing | 24.64 |
| MatrixOne (Enovia MatrixOne) | 24.57 |
| Jesta I.S. | 24.00 |
| PTC | 24.00 |
| Manhattan Associates (Evant) | 23.80 |
| Lectra | 23.65 |
| AIMS (Apparel Information Management System) | 23.50 |
| Epicor/CRS Retail Solutions | 21.50 |
| Visual 2000 International | 14.14 |

SCORING KEY: BEST ALL-AROUND

Maximum score = 30. Includes potential for 5 points for Apparel Market Knowledge, 5 points for ROI, 5 points for User Buy-in/User Friendliness, 5 points for Customer Service and 10 points for Overall Satisfaction. Vendors whose scores tied are listed in alphabetical order.

Quotable

Here is a sampling of comments that survey respondents volunteered about these vendors.

About GCS Software LLC ... “GCS is a very user friendly, comprehensive system and GCS is always professional, has a sense of urgency when problems arise in the business, and is up to date on all industry changes. I would strongly recommend them to other companies looking for an apparel industry software package.”

About Apparel Data Systems ... “After many years of bad experiences with other software vendors that promised me the world in their sales pitches, I finally found the only software company that delivered on every guarantee they’ve ever made. The best part is they don’t nickel and dime me every time I need some changes or help.”

About Innovative Systems ... “Innovative Systems is a delight to work with. The staff is very friendly, responsive and reliable. They take great interest in their clients, regardless of volume. They always have an answer to every question and are willing to go to bat for you in the trickiest of situations.”

About Pointcarré ... “I have investigated several comparable CAD systems and found Pointcarré to be the best and most versatile in the textile and fashion design market. It is also among the most reasonably priced for the level of functionality, continued improvement upgrades, service and technical support.”

About ComputerCare ... “ComputerCare is more of a business partner than a vendor. The principals of the company are extremely knowledgeable in the apparel industry and take the time to learn their customers’ individual business needs to ensure a successful software implementation.”

About Momentis Systems ... “We have worked with Momentis for over 12 years, using their UNIX-based system. We are now using the new Windows-based system and are extremely satisfied.”

Best in Overall Satisfaction

Highest Average Customer Ratings in This Area

| SOFTWARE VENDOR | AVERAGE SCORE |
|-----------------------------------|---------------|
| GCS Software LLC Inc. | 10.00 |
| TUKAtech Inc. | 9.95 |
| EXTOL International Inc. | 9.91 |
| Pointcarré | 9.86 |
| eZCom Software Inc. | 9.83 |
| Innovative Systems | 9.79 |
| ComputerCare | 9.77 |
| Jonar Systems Inc. | 9.71 |
| Apparel Data Systems | 9.70 |
| AMS | 9.67 |
| Datavantage/CommercialWare | 9.67 |
| Yunique Solutions | 9.67 |
| AS/AP Apparel Software | 9.64 |
| 7thonline Inc. | 9.60 |
| Celerant Technology Corp. | 9.60 |
| OptiTex | 9.50 |
| SAS Institute Inc. | 9.50 |
| Apparel Business Systems LLC | 9.43 |
| Information Solutions Inc. | 9.43 |
| Runtl Systems | 9.38 |
| Polygon Software | 9.28 |
| AL Systems | 9.27 |
| Byte Software LLC | 9.27 |
| TXT e-Solutions | 9.27 |
| SAP | 9.26 |
| TradeCard | 9.25 |
| Magnal Solutions | 9.22 |
| Computer Generated Solutions Inc. | 9.21 |
| IT Resources | 9.20 |
| Momentis Systems | 9.20 |
| Fast React | 9.08 |
| Blue Fox Porini USA | 9.00 |
| World Fashion Exchange | 9.00 |
| Xperia | 9.00 |
| i2 Technologies Inc. | 8.90 |
| ecVision Inc. | 8.89 |
| MatrixOne (Enovia MatrixOne) | 8.86 |
| Logility | 8.78 |
| Business Management Systems Inc. | 8.71 |
| Lawson Software | 8.70 |

Note: Maximum Score = 10.
Vendors whose scores tied are listed in alphabetical order.

SCORING KEY:

Respondents were asked: On a scale of 10 to 1, please indicate the likelihood that you would choose the vendor again and recommend this vendor to a colleague, with 10 = Very Likely to Recommend and 1 = Very Unlikely to Recommend

Quotable

Here is a sampling of comments that survey respondents volunteered about these vendors.

About Jonar Systems Inc. ... “I would recommend Jonar Systems Inc. to any apparel company. The staff is very knowledgeable in all aspects of the business and their software and very courteous to the clientele. Jonar truly caters to the garment industry hands-down when they are put up against the competition.”

About Celerant Technology Corp. ... “This system has helped us tremendously in our day-to-day store management and operations. We utilize the reporting and analysis features frequently to tell us precisely what we should and should not order for our stores and where the majority of our sales are coming from. As a matter of fact, this last fiscal year we were able to bring our purchases to within \$3,000 of sales.”

About OptiTex ... “We were very impressed with their presentation and their eagerness to cater to some of our specific needs. Customer service has been great from installation to production. It is one of the easiest and most user-friendly PDS systems of the four I looked at before upgrading.”

About SAS Institute ... “We’ve developed a marketing data warehouse using SAS tools. Marketing’s needs are constantly changing, and so the data warehouse has to be flexible ... so much so that it is more like an organism than a set of rigid structures. This flexibility has been possible only by using an equally flexible tool. SAS fits the bill.”

About Polygon Software ... “This vendor is knowledgeable in all aspects of PLM and production and extremely flexible. They have excellent customer service, and the implementation happened in a matter of weeks.”

About Byte Software ... “As a B2C company, we have found Byte Software to be a tremendous help in streamlining our business. We have increased accuracy in inventory management and shipping orders. Byte has given us the availability to information that allows for better planning and forecasting as well as analysis of current trends and sales.”

Best in Apparel Market Knowledge

Highest Average Customer Ratings in This Area

| SOFTWARE VENDOR | AVERAGE SCORE |
|---------------------------------------|---------------|
| GCS Software LLC Inc. | 5.00 |
| Information Solutions Inc. | 5.00 |
| TUKAtech Inc. | 5.00 |
| Yunique Solutions | 4.92 |
| Apparel Data Systems | 4.90 |
| Momentis Systems | 4.90 |
| AS/AP Apparel Software | 4.89 |
| ComputerCare | 4.88 |
| Innovative Systems | 4.85 |
| 7thonline Inc. | 4.80 |
| OptiTex | 4.80 |
| Computer Generated Solutions Inc. | 4.79 |
| Blue Fox Porini USA | 4.75 |
| Byte Software LLC | 4.73 |
| Apparel Business Systems LLC | 4.71 |
| Pointcarré | 4.71 |
| AMS | 4.67 |
| Datavantage/CommercialWare | 4.67 |
| Gerber Technology | 4.65 |
| Xperia | 4.64 |
| Polygon Software | 4.61 |
| Celerant Technology Corp. | 4.60 |
| IT Resources | 4.60 |
| Fast React | 4.58 |
| Jonar Systems Inc. | 4.57 |
| Magnal Solutions | 4.56 |
| TXT e-Solutions | 4.55 |
| Exact Software Co./frogfish solutions | 4.50 |
| TradeCard | 4.50 |
| EXTOL International Inc. | 4.45 |
| Lectra | 4.45 |
| ecVision Inc. | 4.44 |
| eZCom Software Inc. | 4.44 |
| Business Management Systems Inc. | 4.43 |
| i2 Technologies Inc. | 4.43 |
| SAP | 4.41 |
| Lawson Software | 4.40 |
| New Generation Computing | 4.38 |
| AL Systems | 4.36 |
| World Fashion Exchange | 4.36 |
| RunIT Systems | 4.25 |
| Manhattan Associates (Evant) | 4.20 |

Note: Maximum Score = 5.
Vendors whose scores tied are listed in alphabetical order.

SCORING KEY:

- 5 = Extremely Knowledgeable
- 4 = Strong
- 3 = Good Enough
- 2 = Basic Understanding
- 1 = Very Little Understanding

Quotable

Here is a sampling of comments that survey respondents volunteered about these vendors.

About TUKAtech... “These are the BEST people in caring and professionalism. They are a pleasure to have support from. I would highly recommend them to anyone in the fashion business.”

About 7thonline... “I have found the team at 7thonline to be very willing to help improve the process of how we build/buy assortments. They have also demonstrated a strong understanding of our needs and how their systems can improve the process.”

About AS/AP Apparel Software... “Excellent software. I am often amazed we conducted business for so long without this software. David [Sagel] and the staff at AS/AP actually understand the apparel manufacturing business, which means this software is strategically geared for that purpose. I highly recommend this product.”

About TXT e-Solutions... “Our company has chosen TXT e-Solutions as a strategic partner for retail planning in Europe and fashion forecasting worldwide because of the outstanding commitment of TXT to reach a high customer satisfaction level and a deep knowledge of the fashion business.”

About ecVision... “I believe ecVision has made significant strides in the tracking of calendar events and learning the product development process by partnering with Gerber. The support of their tools is very good, and their understanding of the business is high.”

About Yunique Solutions... “As a fashion house with several labels, ranging from private labels for major designers as well as our premium luxury line, we have never experienced a software that enabled us to use it with such ease and accuracy!!! A++”

About IT Resources... “IT Resources has provided solutions to address our current and future needs. They understand retail issues for allocation, planning and data warehouse management, to name a few of the retail areas.”

Best in ROI

Highest Average Customer Ratings in This Area

| SOFTWARE VENDOR | AVERAGE SCORE |
|-----------------------------------|---------------|
| Pointcarré | 5.00 |
| TUKAtech Inc. | 4.95 |
| Apparel Data Systems | 4.90 |
| Information Solutions Inc. | 4.86 |
| AS/AP Apparel Software | 4.82 |
| ComputerCare | 4.81 |
| GCS Software LLC Inc. | 4.80 |
| Apparel Business Systems LLC | 4.79 |
| Jonar Systems Inc. | 4.79 |
| Innovative Systems | 4.77 |
| Blue Fox Porini USA | 4.75 |
| EXTOL International Inc. | 4.73 |
| AMS | 4.67 |
| Logility | 4.67 |
| Yunique Solutions | 4.67 |
| RunIt Systems | 4.63 |
| Celerant Technology Corp. | 4.60 |
| IT Resources | 4.60 |
| OptiTex | 4.60 |
| Byte Software LLC | 4.59 |
| Fast React | 4.58 |
| Computer Generated Solutions Inc. | 4.57 |
| eZCom Software Inc. | 4.56 |
| Polygon Software | 4.50 |
| SAS Institute Inc. | 4.50 |
| TXT e-Solutions | 4.45 |
| ecVision Inc. | 4.44 |
| Magnal Solutions | 4.44 |
| TradeCard | 4.38 |
| AL Systems | 4.36 |
| Datavantage/CommercialWare | 4.33 |
| Lawson Software | 4.30 |
| Momentis Systems | 4.30 |
| World Fashion Exchange | 4.27 |
| SAP | 4.26 |
| Jesta I.S. | 4.22 |
| Manhattan Associates (Evant) | 4.20 |
| Xperia | 4.18 |

Note: Maximum Score = 5.
Vendors whose scores tied are listed in alphabetical order.

SCORING KEY:

- 5 = Very Positive
- 4 = Above Average
- 3 = Average
- 2 = Somewhat Poor
- 1 = Very Poor

Quotable

Here is a sampling of comments that survey respondents volunteered about these vendors.

About AMS ... “Any ideas I have come up with over the past 15-plus years have been quickly implemented into the software and been put in my hands within 48 hours. I can’t say enough about the AMS CUTPLAN system. It has saved our company well over a million dollars in fabric and personnel over this time.”

About Apparel Business Systems (ABS) ... “ABS and its WMS modules are key to our ability to meet the phenomenal growth of our distribution business. ABS’ commitment to supporting the specific business needs of our company is paramount to our success. Recent examples of this collaboration are the successful satisfaction of Wal-Mart’s RFID requirements and automation of the piece pick-n-pack conveyor system, which have dramatically improved our productivity, efficiency and throughput.”

About Jesta I.S. ... “Jesta’s Vision solutions provide a stable and configurable architectural platform that enabled our company to complete M&A activities in months versus years.”

About RunIt Systems ... “RunIt is an excellent product, especially for the price point. I did an exhaustive analysis of their competitors, and in the end, the decision was easy. I’ve never looked back and have been 100 percent satisfied. Their customer support is excellent as well.”

About Manhattan Associates ... “Manhattan Associates fields an excellent deployment and project management team. They also have better-than-average standard interfaces already developed with leading retail software providers.”

About Xperia ... “I have managed several enterprise installations and conversions and can state categorically that the Xperia system was able to be brought online in an extremely short timeframe. The system is intuitive, robust and extremely user friendly and flexible. ... We are an importer and vendor to all major department stores. The Xperia Electronic Commerce/EDI capabilities allow us to engage in all necessary transaction sets and labeling requirements that support this customer base. I highly recommend the Xperia enterprise solution.”

Best in Customer Service

Highest Average Customer Ratings in This Area

| SOFTWARE VENDOR | AVERAGE SCORE |
|---------------------------------------|---------------|
| AMS | 5.00 |
| EXTOL International Inc. | 5.00 |
| TUKAtech Inc. | 5.00 |
| Innovative Systems | 4.95 |
| Apparel Data Systems | 4.90 |
| eZCom Software Inc. | 4.89 |
| Blue Fox Porini USA | 4.88 |
| Information Solutions Inc. | 4.86 |
| Pointcarré | 4.86 |
| AS/AP Apparel Software | 4.82 |
| ComputerCare | 4.81 |
| ecVision Inc. | 4.78 |
| TradeCard | 4.75 |
| Yunique Solutions | 4.75 |
| Momentis Systems | 4.70 |
| OptiTex | 4.70 |
| Fast React | 4.67 |
| Magnal Solutions | 4.67 |
| Byte Software LLC | 4.64 |
| World Fashion Exchange | 4.64 |
| RunIt Systems | 4.63 |
| IT Resources | 4.60 |
| Apparel Business Systems LLC | 4.57 |
| Jonar Systems Inc. | 4.57 |
| GCS Software LLC Inc. | 4.55 |
| Xperia | 4.55 |
| Polygon Software | 4.50 |
| Business Management Systems Inc. | 4.43 |
| 7thonline Inc. | 4.40 |
| SAP | 4.38 |
| Exact Software Co./frogfish solutions | 4.38 |
| Logility | 4.33 |
| SAS Institute Inc. | 4.33 |
| Celerant Technology Corp. | 4.30 |
| Lawson Software | 4.30 |
| i2 Technologies Inc. | 4.29 |
| TXT e-Solutions | 4.18 |
| PTC | 4.14 |
| Lectra | 4.10 |
| AL Systems | 4.09 |
| Computer Generated Solutions Inc. | 4.07 |
| Gerber Technology | 4.00 |
| New Generation Computing | 4.00 |

Note: Maximum Score = 5.
Vendors whose scores tied are listed in alphabetical order.

SCORING KEY:

- 5 = Fantastic**
- 4 = Good**
- 3 = OK**
- 2 = Somewhat Frustrating**
- 1 = Very Bad**

Quotable

Here is a sampling of comments that survey respondents volunteered about these vendors.

About eZCom Software ... “The staff and technical support team is very supportive and patient. They hold your hand and explain everything in detail so you understand what you are doing and why.”

About Information Solutions ... “I have worked with Information Solutions for almost eight years, and I find them to be a cut above the rest. It is rare in my dealings that you find a company that will put the best interest of a client ahead of their own. They do!!! They have a great product and have come through for us time and time again when we were in a crunch to meet the rigid requirements of our customers.”

About Business Management Systems (BMS) ... “I have worked with Business Management Systems for over 10 years. Although they are a relatively small company compared to some of their larger competitors, they are extremely professional and knowledgeable regarding garment industry procedures and system needs. Their service and quick response to issues and questions are commendable. We do not have to wait months to receive replies or fixes, as with some other companies.”

About SAP ... “SAP and my company have a good working relationship that should continue to prosper because of SAP’s commitment to provide future enhancements driven by its user groups. We look forward to all the new opportunities SAP provides.”

About Exact Software Co./frogfish solutions ... “Exact Software took the time to understand our company and the specific needs we had in terms of our software program. They were great to work with as we made the transition from the old to the new system.”

About Logility ... “Logility is a very customer-focused organization that designs its applications to provide value to multiple market segments including our own apparel market. They are consistently reviewing their tools and services in order to provide successes to their customers.”

Best in User Buy-In/ User Friendliness

Highest Average Customer Ratings in This Area

| SOFTWARE VENDOR | AVERAGE SCORE |
|--|---------------|
| GCS Software LLC Inc. | 4.95 |
| TUKAtech Inc. | 4.95 |
| OptiTex | 4.90 |
| AMS | 4.83 |
| AS/AP Apparel Software | 4.82 |
| EXTOL International Inc. | 4.82 |
| Apparel Data Systems | 4.80 |
| IT Resources | 4.80 |
| Innovative Systems | 4.79 |
| Blue Fox Porini USA | 4.75 |
| eZCom Software Inc. | 4.67 |
| Yunique Solutions | 4.67 |
| ComputerCare | 4.65 |
| Pointcarré | 4.57 |
| Byte Software LLC | 4.50 |
| Celerant Technology Corp. | 4.50 |
| Jonar Systems Inc. | 4.50 |
| RunIt Systems | 4.50 |
| TradeCard | 4.50 |
| AL Systems | 4.45 |
| Apparel Business Systems LLC | 4.43 |
| Information Solutions Inc. | 4.43 |
| 7thonline Inc. | 4.40 |
| World Fashion Exchange | 4.36 |
| ecVision Inc. | 4.33 |
| Magnal Solutions | 4.33 |
| SAS Institute Inc. | 4.33 |
| Momentis Systems | 4.30 |
| Xperia | 4.27 |
| Fast React | 4.25 |
| Computer Generated Solutions Inc. | 4.21 |
| AIMS (Apparel Information Management System) | 4.17 |
| Datavantage/CommercialWare | 4.17 |
| Polygon Software | 4.17 |
| Exact Software Co./frogfish solutions | 4.13 |
| TXT e-Solutions | 4.09 |
| SAP | 4.03 |
| Lawson Software | 4.00 |
| Logility | 4.00 |
| MatrixOne (Enovia MatrixOne) | 4.00 |
| PTC | 4.00 |
| Gerber Technology | 3.94 |
| New Generation Computing | 3.87 |
| i2 Technologies Inc. | 3.81 |
| Business Management Systems Inc. | 3.71 |
| Lectra | 3.70 |

Note: Maximum Score = 5.
Vendors whose scores tied are listed in alphabetical order.

SCORING KEY:

- 5 = Outstanding
- 4 = Successful
- 3 = Pretty Good
- 2 = Disappointing
- 1 = Severely Lacking

Quotable

Here is a sampling of comments that survey respondents volunteered about these vendors.

About TradeCard ... “Our TradeCard experience has more than met our expectations. It has allowed us to manage growth and helped us solidify our relationships with our overseas suppliers.”

About World Fashion Exchange ... “We have tried multiple apparel software products over the years with little success. WFX has been the first product that has been feature rich and simple enough to be adopted by our designers, merchandisers and managers alike.”

About Magnal Solutions ... “I have used this software for 20 years and looked at other systems over the years. Nothing else on the market is as complete or detailed or as user friendly.”

About Fast React ... “Fast React is the best planning and monitoring tool I have ever come across in my over 15 years of working in the field of apparel. Features they have added recently, such as dashboards, bottleneck management, bill of materials linkage and remote operation access, are extremely useful to any planner. I have no hesitation in recommending Fast React as a tool which is very versatile, user friendly and easy to integrate with any IT platform.”

About MatrixOne (Enovia MatrixOne) ... “MatrixOne is the most flexible software that we saw. We were able to take MatrixOne and make it stretch from designers to merchants to quality assurance to sourcing in China and beyond. Its flexibility for a multi-billion-dollar retail business assured the process value of the system.”

About PTC ... “This application is built on a strong technical foundation that the vendor is actively enhancing to solve apparel-specific issues. The vendor has a very active development-and-release schedule for adding new functionality. PTC’s vendor relations and interactions are good.”

Best in Business Intelligence

Highest Average Customer Ratings in This Category

| SOFTWARE VENDOR | Overall Satisfaction | Apparel Market Knowledge | ROI | User Buy-In/ User Friendliness | Customer Service | Average Score in Category |
|------------------------|----------------------|--------------------------|------|-----------------------------------|------------------|---------------------------|
| AS/AP Apparel Software | 10.00 | 5.00 | 4.75 | 5.00 | 5.00 | 29.75 |
| GCS Software LLC | 10.00 | 5.00 | 4.67 | 5.00 | 5.00 | 29.67 |
| SAP | 9.67 | 4.33 | 4.67 | 4.33 | 4.33 | 27.33 |
| SAS Institute Inc. | 9.67 | 3.33 | 5.00 | 4.67 | 4.33 | 27.00 |

Note: Maximum Average Score = 30. Includes potential for 10 points for Overall Satisfaction, 5 points for Apparel Market Knowledge, 5 points for ROI, 5 points for User Buy-in/User Friendliness and 5 points for Customer Service. Vendors whose scores tied are listed in alphabetical order.

BREAK-OUT LEADERS

| OVERALL SATISFACTION | |
|------------------------|-------|
| AS/AP Apparel Software | 10.00 |
| GCS Software LLC | 10.00 |
| SAP | 9.67 |
| SAS Institute Inc. | 9.67 |

SCORING KEY:

Respondents were asked: On a scale of 10 to 1, please indicate the likelihood that you would choose the vendor again and recommend this vendor to a colleague, with 10 = Very Likely to Recommend
1 = Very Unlikely to Recommend

| APPAREL MARKET KNOWLEDGE | |
|--------------------------|------|
| AS/AP Apparel Software | 5.00 |
| GCS Software LLC | 5.00 |
| SAP | 4.33 |
| SAS Institute Inc. | 3.33 |

SCORING KEY:

5 = Extremely Knowledgeable
4 = Strong
3 = Good Enough
2 = Basic Understanding
1 = Very Little Understanding

| ROI | |
|------------------------|------|
| SAS Institute Inc. | 5.00 |
| AS/AP Apparel Software | 4.75 |
| GCS Software LLC | 4.67 |
| SAP | 4.67 |

SCORING KEY:

5 = Very Positive
4 = Above Average
3 = Average
2 = Somewhat Poor
1 = Very Poor

| USER BUY-IN/ USER FRIENDLINESS | |
|-----------------------------------|------|
| AS/AP Apparel Software | 5.00 |
| GCS Software LLC | 5.00 |
| SAS Institute Inc. | 4.67 |
| SAP | 4.33 |

SCORING KEY:

5 = Outstanding
4 = Successful
3 = Pretty Good
2 = Disappointing
1 = Severely Lacking

| CUSTOMER SERVICE | |
|------------------------|------|
| AS/AP Apparel Software | 5.00 |
| GCS Software LLC | 5.00 |
| SAP | 4.33 |
| SAS Institute Inc. | 4.33 |

SCORING KEY:

5 = Fantastic
4 = Good
3 = OK
2 = Somewhat Frustrating
1 = Very Bad

Best in Warehouse Management

Highest Average Customer Ratings in This Category

| SOFTWARE VENDOR | Overall Satisfaction | Apparel Market Knowledge | ROI | User Buy-In/ User Friendliness | Customer Service | Average Score in Category |
|---------------------------------------|----------------------|--------------------------|------|-----------------------------------|------------------|---------------------------|
| AS/AP Apparel Software | 10.00 | 5.00 | 5.00 | 5.00 | 5.00 | 30.00 |
| Innovative Systems | 10.00 | 4.75 | 5.00 | 5.00 | 5.00 | 29.75 |
| GCS Software LLC | 10.00 | 5.00 | 5.00 | 5.00 | 4.50 | 29.50 |
| Momentis Systems | 10.00 | 5.00 | 4.75 | 4.75 | 5.00 | 29.50 |
| eZCom Software Inc. | 9.67 | 4.67 | 5.00 | 5.00 | 5.00 | 29.33 |
| Apparel Business Systems LLC | 9.67 | 4.67 | 5.00 | 4.67 | 5.00 | 29.00 |
| Apparel Data Systems | 9.50 | 4.75 | 4.75 | 5.00 | 4.75 | 28.75 |
| ComputerCare | 9.71 | 4.71 | 4.71 | 4.57 | 4.71 | 28.43 |
| Jonar Systems Inc. | 9.20 | 4.40 | 4.40 | 4.40 | 4.40 | 26.80 |
| Exact Software Co./frogfish solutions | 9.00 | 4.33 | 4.33 | 4.33 | 4.67 | 26.67 |
| AL Systems | 9.27 | 4.36 | 4.36 | 4.45 | 4.09 | 26.55 |
| Manhattan Associates (Evant) | 8.40 | 4.20 | 4.20 | 3.60 | 3.40 | 23.80 |

Note: Maximum Average Score = 30. Includes potential for 10 points for Overall Satisfaction, 5 points for Apparel Market Knowledge, 5 points for ROI, 5 points for User Buy-in/User Friendliness and 5 points for Customer Service. Vendors whose scores tied are listed in alphabetical order.

BREAK-OUT LEADERS

| OVERALL SATISFACTION | |
|------------------------------|-------|
| AS/AP Apparel Software | 10.00 |
| GCS Software LLC | 10.00 |
| Innovative Systems | 10.00 |
| Momentis Systems | 10.00 |
| ComputerCare | 9.71 |
| Apparel Business Systems LLC | 9.67 |
| eZCom Software Inc. | 9.67 |

SCORING KEY:
 Respondents were asked: On a scale of 10 to 1, please indicate the likelihood that you would choose the vendor again and recommend this vendor to a colleague, with 10 = Very Likely to Recommend
 1 = Very Unlikely to Recommend

| APPAREL MARKET KNOWLEDGE | |
|--------------------------|------|
| AS/AP Apparel Software | 5.00 |
| GCS Software LLC | 5.00 |
| Momentis Systems | 5.00 |
| Apparel Data Systems | 4.75 |
| Innovative Systems | 4.75 |
| ComputerCare | 4.71 |

SCORING KEY:
 5 = Extremely Knowledgeable
 4 = Strong
 3 = Good Enough
 2 = Basic Understanding
 1 = Very Little Understanding

| ROI | |
|------------------------------|------|
| Apparel Business Systems LLC | 5.00 |
| AS/AP Apparel Software | 5.00 |
| eZCom Software Inc. | 5.00 |
| GCS Software LLC | 5.00 |
| Innovative Systems | 5.00 |
| Apparel Data Systems | 4.75 |
| Momentis Systems | 4.75 |
| ComputerCare | 4.71 |

SCORING KEY:
 5 = Very Positive
 4 = Above Average
 3 = Average
 2 = Somewhat Poor
 1 = Very Poor

| USER BUY-IN/ USER FRIENDLINESS | |
|-----------------------------------|------|
| Apparel Data Systems | 5.00 |
| AS/AP Apparel Software | 5.00 |
| eZCom Software Inc. | 5.00 |
| GCS Software LLC | 5.00 |
| Innovative Systems | 5.00 |
| Momentis Systems | 4.75 |
| Apparel Business Systems LLC | 4.67 |

SCORING KEY:
 5 = Outstanding
 4 = Successful
 3 = Pretty Good
 2 = Disappointing
 1 = Severely Lacking

| CUSTOMER SERVICE | |
|------------------------------|------|
| Apparel Business Systems LLC | 5.00 |
| AS/AP Apparel Software | 5.00 |
| eZCom Software Inc. | 5.00 |
| Innovative Systems | 5.00 |
| Momentis Systems | 5.00 |
| Apparel Data Systems | 4.75 |
| ComputerCare | 4.71 |

SCORING KEY:
 5 = Fantastic
 4 = Good
 3 = OK
 2 = Somewhat Frustrating
 1 = Very Bad

Best in Supply Chain Management/Sourcing

Highest Average Customer Ratings in This Category

| SOFTWARE VENDOR | Overall Satisfaction | Apparel Market Knowledge | ROI | User Buy-In/ User Friendliness | Customer Service | Average Score in Category |
|----------------------------------|----------------------|--------------------------|------|--------------------------------|------------------|---------------------------|
| TUKAtech | 10.00 | 5.00 | 5.00 | 5.00 | 5.00 | 30.00 |
| AS/AP Apparel Software | 10.00 | 5.00 | 5.00 | 4.83 | 5.00 | 29.83 |
| ComputerCare | 9.83 | 5.00 | 4.83 | 4.83 | 4.83 | 29.33 |
| Innovative Systems | 10.00 | 4.67 | 4.50 | 4.83 | 5.00 | 29.00 |
| Fast React | 10.00 | 4.33 | 5.00 | 4.67 | 5.00 | 29.00 |
| GCS Software LLC | 10.00 | 5.00 | 4.33 | 5.00 | 4.67 | 29.00 |
| EXTOL International Inc. | 9.80 | 4.40 | 4.60 | 5.00 | 5.00 | 28.80 |
| Tradecard | 9.33 | 4.50 | 4.50 | 4.67 | 4.83 | 27.83 |
| SAP | 9.43 | 4.43 | 4.43 | 4.29 | 4.57 | 27.14 |
| eZCom Software Inc. | 9.80 | 4.00 | 4.00 | 4.40 | 4.80 | 27.00 |
| ecVision Inc. | 9.00 | 4.33 | 4.33 | 4.33 | 4.83 | 26.83 |
| TXT e-Solutions | 9.50 | 4.25 | 4.50 | 4.25 | 4.00 | 26.50 |
| World Fashion Exchange | 9.00 | 4.33 | 4.17 | 4.33 | 4.67 | 26.50 |
| Logility | 8.71 | 4.29 | 4.71 | 4.00 | 4.14 | 25.86 |
| Business Management Systems Inc. | 9.00 | 4.33 | 4.00 | 4.00 | 4.33 | 25.67 |
| i2 Technologies Inc. | 8.90 | 4.43 | 4.05 | 3.81 | 4.29 | 25.48 |
| New Generation Computing | 8.45 | 4.64 | 3.91 | 3.64 | 3.82 | 24.45 |

Note: Maximum Average Score = 30. Includes potential for 10 points for Overall Satisfaction, 5 points for Apparel Market Knowledge, 5 points for ROI, 5 points for User Buy-in/User Friendliness and 5 points for Customer Service. Vendors whose scores tied are listed in alphabetical order.

BREAK-OUT LEADERS

| OVERALL SATISFACTION |
|-------------------------------|
| AS/AP Apparel Software 10.00 |
| Fast React 10.00 |
| GCS Software LLC 10.00 |
| Innovative Systems 10.00 |
| TUKAtech 10.00 |
| ComputerCare 9.83 |
| EXTOL International Inc. 9.80 |
| eZCom Software Inc. 9.80 |

SCORING KEY:
 Respondents were asked: On a scale of 10 to 1, please indicate the likelihood that you would choose the vendor again and recommend this vendor to a colleague, with 10 = Very Likely to Recommend
 1 = Very Unlikely to Recommend

| APPAREL MARKET KNOWLEDGE |
|-------------------------------|
| AS/AP Apparel Software 5.00 |
| ComputerCare 5.00 |
| GCS Software LLC 5.00 |
| TUKAtech 5.00 |
| Innovative Systems 4.67 |
| New Generation Computing 4.64 |

SCORING KEY:
 5 = Extremely Knowledgeable
 4 = Strong
 3 = Good Enough
 2 = Basic Understanding
 1 = Very Little Understanding

| ROI |
|-----------------------------|
| AS/AP Apparel Software 5.00 |
| Fast React 5.00 |
| TUKAtech 5.00 |
| ComputerCare 4.83 |
| Logility 4.71 |

SCORING KEY:
 5 = Very Positive
 4 = Above Average
 3 = Average
 2 = Somewhat Poor
 1 = Very Poor

| USER BUY-IN/ USER FRIENDLINESS |
|--------------------------------|
| EXTOL International Inc. 5.00 |
| GCS Software LLC 5.00 |
| TUKAtech 5.00 |
| AS/AP Apparel Software 4.83 |
| ComputerCare 4.83 |
| Innovative Systems 4.83 |
| Fast React 4.67 |
| Tradecard 4.67 |

SCORING KEY:
 5 = Outstanding
 4 = Successful
 3 = Pretty Good
 2 = Disappointing
 1 = Severely Lacking

| CUSTOMER SERVICE |
|-------------------------------|
| AS/AP Apparel Software 5.00 |
| EXTOL International Inc. 5.00 |
| Fast React 5.00 |
| Innovative Systems 5.00 |
| TUKAtech 5.00 |
| ComputerCare 4.83 |
| ecVision 4.83 |
| Tradecard 4.83 |
| eZCom Software Inc. 4.80 |

SCORING KEY:
 5 = Fantastic
 4 = Good
 3 = OK
 2 = Somewhat Frustrating
 1 = Very Bad

Best in Production

Highest Average Customer Ratings in This Category

| SOFTWARE VENDOR | Overall Satisfaction | Apparel Market Knowledge | ROI | User Buy-In/ User Friendliness | Customer Service | Average Score in Category |
|------------------------------|----------------------|--------------------------|------|-----------------------------------|------------------|---------------------------|
| AS/AP Apparel Software | 10.00 | 5.00 | 5.00 | 5.00 | 5.00 | 30.00 |
| Innovative Systems | 10.00 | 5.00 | 5.00 | 5.00 | 5.00 | 30.00 |
| TUKAtech | 10.00 | 5.00 | 5.00 | 5.00 | 5.00 | 30.00 |
| Polygon Software | 9.75 | 5.00 | 4.75 | 4.50 | 5.00 | 29.00 |
| AMS | 9.67 | 4.67 | 4.67 | 4.83 | 5.00 | 28.83 |
| ComputerCare | 9.67 | 5.00 | 4.83 | 4.50 | 4.83 | 28.83 |
| Apparel Business Systems LLC | 9.67 | 4.67 | 4.67 | 4.67 | 4.67 | 28.33 |
| Magnal Solutions | 9.13 | 4.63 | 4.50 | 4.38 | 4.63 | 27.25 |
| Byte Software LLC | 9.00 | 4.63 | 4.50 | 4.38 | 4.50 | 27.00 |
| Fast React | 8.78 | 4.67 | 4.44 | 4.11 | 4.56 | 26.56 |
| Business Management Systems | 9.33 | 4.67 | 4.00 | 3.67 | 4.67 | 26.33 |
| New Generation Computing | 8.30 | 4.20 | 3.70 | 3.90 | 4.10 | 24.20 |

Note: Maximum Average Score = 30. Includes potential for 10 points for Overall Satisfaction, 5 points for Apparel Market Knowledge, 5 points for ROI, 5 points for User Buy-in/User Friendliness and 5 points for Customer Service. Vendors whose scores tied are listed in alphabetical order.

BREAK-OUT LEADERS

| OVERALL SATISFACTION | |
|------------------------------|-------|
| AS/AP Apparel Software | 10.00 |
| Innovative Systems | 10.00 |
| TUKAtech | 10.00 |
| Polygon Software | 9.75 |
| AMS | 9.67 |
| Apparel Business Systems LLC | 9.67 |
| ComputerCare | 9.67 |

SCORING KEY:

Respondents were asked: On a scale of 10 to 1, please indicate the likelihood that you would choose the vendor again and recommend this vendor to a colleague, with 10 = Very Likely to Recommend
1 = Very Unlikely to Recommend

| APPAREL MARKET KNOWLEDGE | |
|------------------------------|------|
| AS/AP Apparel Software | 5.00 |
| ComputerCare | 5.00 |
| Innovative Systems | 5.00 |
| Polygon Software | 5.00 |
| TUKAtech | 5.00 |
| AMS | 4.67 |
| Apparel Business Systems LLC | 4.67 |
| Business Management Systems | 4.67 |
| Fast React | 4.67 |
| Byte Software | 4.63 |
| Magnal Solutions | 4.63 |

SCORING KEY:

5 = Extremely Knowledgeable
4 = Strong
3 = Good Enough
2 = Basic Understanding
1 = Very Little Understanding

| ROI | |
|------------------------|------|
| AS/AP Apparel Software | 5.00 |
| Innovative Systems | 5.00 |
| TUKAtech | 5.00 |
| ComputerCare | 4.83 |
| Polygon Software | 4.75 |

SCORING KEY:

5 = Very Positive
4 = Above Average
3 = Average
2 = Somewhat Poor
1 = Very Poor

| USER BUY-IN/ USER FRIENDLINESS | |
|-----------------------------------|------|
| AS/AP Apparel Software | 5.00 |
| Innovative Systems | 5.00 |
| TUKAtech | 5.00 |
| AMS | 4.83 |
| Apparel Business Systems LLC | 4.67 |

SCORING KEY:

5 = Outstanding
4 = Successful
3 = Pretty Good
2 = Disappointing
1 = Severely Lacking

| CUSTOMER SERVICE | |
|------------------------------|------|
| AMS | 5.00 |
| AS/AP Apparel Software | 5.00 |
| Innovative Systems | 5.00 |
| Polygon Software | 5.00 |
| TUKAtech | 5.00 |
| ComputerCare | 4.83 |
| Apparel Business Systems LLC | 4.67 |
| Business Management Systems | 4.67 |

SCORING KEY:

5 = Fantastic
4 = Good
3 = OK
2 = Somewhat Frustrating
1 = Very Bad

Most Response

Ranking by Number of Clients Who Rated the Vendor

| SOFTWARE VENDOR | NUMBER OF INDIVIDUALS WHO RATED VENDOR |
|--|--|
| Innovative Systems | 31 |
| New Generation Computing | 29 |
| i2 Technologies Inc. | 21 |
| Byte Software LLC | 19 |
| AS/AP Apparel Software | 17 |
| Gerber Technology | 17 |
| Lectra | 17 |
| SAP | 16 |
| eZCom Software Inc. | 14 |
| Visual 2000 International | 13 |
| Fast React | 12 |
| Yunique Solutions | 12 |
| AL Systems | 11 |
| EXTOL International Inc. | 11 |
| TUKAtech Inc. | 11 |
| ComputerCare | 10 |
| Lawson Software | 10 |
| Momentis Systems | 10 |
| OptiTex | 10 |
| Polygon Software | 10 |
| Apparel Business Systems LLC | 9 |
| Celerant Technology Corp. | 9 |
| Jesta I.S. | 9 |
| Logility | 9 |
| TXT e-Solutions | 9 |
| Computer Generated Solutions Inc. | 8 |
| ecVision Inc. | 8 |
| Jonar Systems Inc. | 8 |
| Magnal Solutions | 8 |
| TradeCard | 8 |
| Information Solutions Inc. | 7 |
| MatrixOne (Enovia MatrixOne) | 7 |
| Pointcarré | 7 |
| PTC | 7 |
| RunIt Systems | 7 |
| Xperia | 7 |
| AIMS (Apparel Information Management System) | 6 |
| AMS | 6 |
| Datavantage/CommercialWare | 6 |
| Epicor/CRS Retail Solutions | 6 |
| SAS Institute Inc. | 6 |
| World Fashion Exchange | 6 |

Quotable

Here is a sampling of comments that survey respondents volunteered about these vendors.

About New Generation Computing (NGC) ... “New Generation Computing is VERY knowledgeable when it comes to understanding the unique data structures and requirements for the apparel supply chain. They have been a great partner, and I would certainly recommend them to anyone considering systems to support an apparel sourcing process.”

About i2 Technologies ... “i2 Technologies provided a simple solution to a complex problem. We use the Demand Fulfillment product to determine where we can get available inventory for our customers to best meet their requested delivery dates.”

About Gerber Technology ... “The people at Gerber have been very helpful through the years.”

About Lectra ... “Both the Lectra sales team and the customer support team have been very helpful to me. It is nice to know that there are companies that will still help a small business owner. I have met with other companies that did ignore me during the time of purchase since I am a sole proprietor. This was not so with Lectra. I would highly recommend them to other businesses both for quality of product and customer service.”

About Computer Generated Solutions (CGS) ... “CGS has demonstrated over half a decade the capability to develop outstanding, scalable ERP, warehouse and business intelligence software solutions in its Blue Cherry suite in a very time- and cost-efficient manner. A cornerstone to this success is a large and very active user community collectively focusing on future functionality needs and subsequent solution development by deep-thinking and operationally savvy software architects.”

Note: The number of responses a vendor received was not a factor in Apparel's calculation of each vendor's scores. This report is based on average scores.