

A JITTERBIT EBOOK

G2 Winter 2021 Grid Report

iPaaS Software





Overview

G2 is the world's largest tech marketplace where businesses can discover, review, and manage the technology they need to reach their potential.

G2 plays a huge role by providing unique, authentic peer advice in real time. G2 takes pride in showing unbiased ratings on user satisfaction and does not allow for paid placement in any of their ratings.

The Grid Reports for Winter 2021, released here in an abridged form in collaboration with Jitterbit, is designed to help businesses make the decision to buy the best iPaaS software for their needs.



iPaaS Software Definition

Integration platforms as a service (iPaaS) provide a centralized console to manage, govern, and integrate cloud-based applications. These tools work by connecting cloud applications and services, and controlling integration flows. They can speed up product development by integrating existing tools, and increase data volume by utilizing external sources. Companies use these tools to scale performance needs, add product functionality, and structure application integrations. Features or data can be added or removed quickly, reducing failover, downtime, and development time. There is some relationship between iPaaS and ESB software, but iPaaS is typically used for customer-facing applications, while ESB is used for internal data transfers and updates.

To qualify for inclusion in the iPaaS category, a product must:

- Provide a dashboard for managing cloud integrations
- Allow users to govern and manage connections
- Connect data from multiple disparate systems
- Consolidate cloud solutions into a single platform



Overall Grid® for iPaaS

Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the iPaaS category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For vendors, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

Grid® Scoring Methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid® Report for iPaaS | Winter 2021 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through November 24, 2020.

Satisfaction

The Satisfaction rating is affected by the following (in order of importance):

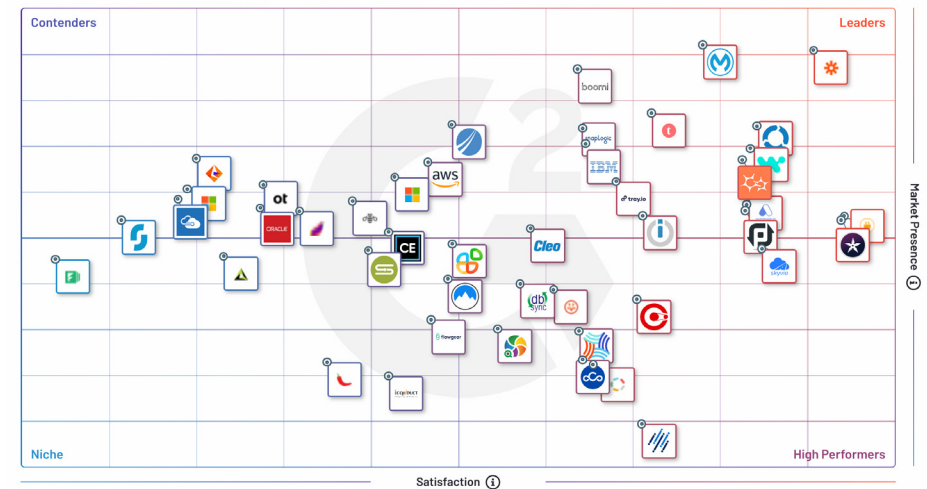
- Customer satisfaction with end user-focused product attributes based on user reviews
- Popularity and statistical significance based on the number of reviews received by G2
- Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)

- Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)
- Customers' satisfaction with administration-specific product attributes based on user reviews
- Overall customer satisfaction and Net Promoter Score® (NPS) based on ratings by G2 users

Market Presence

The Market Presence score is affected by the following (in order of importance):

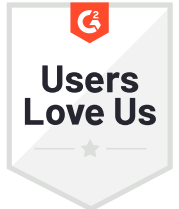
- Market presence is a combination of 15 metrics from G2's reviews, publicly available information, and third-party sources
- Both the software vendors and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than vendor metrics



G2 Grid® Scoring

Products shown on the Mid-Market Grid® for iPaaS have received a minimum of 10 reviews/ratings in data gathered by November 24, 2020. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, vendor size, and social impact) and placed into four categories on the Grid®: Leader, High Performing, Contender, Niche.

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- The G2 Grid Scoring chart for Project Management Software is divided into four quadrants by a vertical line at 'Satisfaction 1' and a horizontal line at 'Market Presence 1'. The quadrants are labeled: 'Contenders' (top-left), 'Leaders' (top-right), 'Niche' (bottom-left), and 'High Performers' (bottom-right). The X-axis is labeled 'Satisfaction 1' and the Y-axis is labeled 'Market Presence 1'. A large watermark '2' is visible in the background.
- Software products are represented by icons and labels. Products in the 'Leaders' quadrant include Asana, Monday.com, and Trello. Products in the 'High Performers' quadrant include Jira, Slack, and Microsoft Teams. Products in the 'Contenders' quadrant include Trello, Asana, and Monday.com. Products in the 'Niche' quadrant include Jira, Slack, and Microsoft Teams.

Jitterbit	4.7 stars (215 reviews)	Jitterbit Overview
 Jitterbit	 Leader WINTER 2021  Users Love Us	Jitterbit has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Jitterbit at a rate of 94%.

Jitterbit User Ratings



Ease of Use

iPaaS Average: 8.5



Quality of Support

iPaaS Average: 8.9



Ease of Setup

iPaaS Average: 8.3



Fawn H, Marketing Process Manager

Enterprise (>1000 Employees)

"Jitterbit/Harmony has Saved Our Staff over 6000 Man Hours in the First Year"



"Jitterbit Harmony offered the ability to assimilate our data and provide consistent support of automation for repeatable processes. We have been able to automate our most time consuming order processes, implement inventory updates and consistent data clean-up processes. So far we only have words of gratitude. Jitterbit has served our teams well and we will continue to expand it's usage. If you are looking to boost productivity, accuracy in data entry and team morale, you will find Jitterbit to provide your team with that benefit. In addition, our time and availability for our customer has increased as we are spending less time in tedious, repeatable tasks that Jitterbit now takes care of for our teams."

Alex C

Mid-market (501-1000 Employees)

"Jitterbit helped us get the most out of Salesforce"



"Last year our company decided we needed to start integrating data we had in SQL, Access, and other databases into our Salesforce org. Our goal was to have nearly all of our data from invoicing to maintenance jobs all accessible in Salesforce for our users. We've managed to provide so much more to our users and limit the need for employees to switch between different programs and software immensely thanks to Jitterbit."





Usability Index Description

A product's Usability score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of use-related review questions. Software buyers can compare products in the iPaaS category according to their Usability scores to streamline the buying process and quickly identify the most usable products based on the experiences of their peers. For vendors, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Jitterbit vs other iPaaS vendors Usability Score

Usability Data

Ease of Use



Ease of Admin



Meets Requirements



Average User Adoption

Average User Adoption



*Category Average

#1 in Usability Index - Enterprise





Shante V, Senior Manager, Salesforce.com & Commercial Operations

Enterprise (>1000 Employees)

"Jitterbit - Cost Effective & Powerful"



"From a top-level management perspective, I have found Jitterbit to be a cost-effective and powerful tool. My team raves about the ease of use. In all of our complexity, we feel that Jitterbit is the right solution. As we continue to address efficiencies and have conversations around robust technology, we are looking forward to strengthening our partnership with Jitterbit! I haven't found a downside to using Jitterbit."

Chris K, Lead Salesforce Developer

Mid-Market (201-500 employees)

"Outstanding product with outstanding support"



"The granular level of customization we can do, the reporting we can do, the huge amount of ETLs we ask of it, and the stability of the product. I can't think of one incident assigned to my team as a "jitterbit issue" that has actually turned out to be related to jitterbit- it always ends up being the integrated system. The jitterbit premier support team is top notch too. I have put (non-critical) support tickets in only to have them responded to in an hour or two. They will set up a webex and look into your issue, and unlike most support services out there, I've never heard them say "thats a (other platform) issue. go contact their support". They really invest in actually solving the issue. I have no interest in looking at other systems. At first we just built it to integrate financial systems with ops and some reporting systems. Now we are growing into a much more mature scalable setup with separation of layers (service, application) and combining resources."



Relationship Index Description

A product's Relationship score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of relationship-related review questions. Software buyers can compare products in the iPaaS category according to their Relationship scores to streamline the buying process and quickly identify the products that provide the best relationship with software vendors based on the experiences of their peers. For vendors, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Jitterbit vs other iPaaS vendors Relationship Score

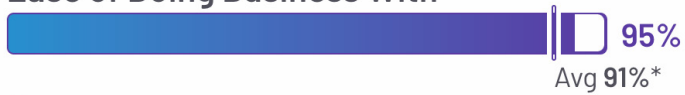
Relationship Data

Likelihood to Recommend



Ease of Business

Ease of Doing Business With



Support

Quality of Support



*Category Average

#1 in Relationship Index - Mid-Market



Chad B, Director of Business Intelligence & Information Services

Mid-Market (201-500 employees)

'Great Product. Great Service!'



"It works! We've been using Jitterbit for about 3 years now and I still thoroughly enjoy the product. I think what I like best is the modular approach which has saved me tons of time with maintenance and process changes we've needed to make over the years. The service has been great too. Has always been responsive and knowledgeable. We are using Jitterbit in a plethora of ways... To sync and move data between Oracle and Salesforce (both ways), to connect to another systems API interface and pull data into our data lake, to pickup files dropped off from various vendors for us to ingest, and to stock our Data Lake with data from various places. We have realized 50% faster load times, 75% less time spent on maintenance process changes, and wide adoption across our institution."

Neils H, Salesforce Administrator

Enterprise (>1000 Employees)

"Jitterbit - Cost Effective & Powerful"



"Team: Excellent and responsive team that is always willing to transfer knowledge and walk you through decisions and tools."

Endpoints: Connecting Salesforce to our Grants Management System (Fluxx) was a big win allowing us to leverage real-time enterprise data as the source of truth for provisioning in another system with a shared user base. This also enriches our position to use Okta (which is currently used as our SSO for SF) in a number of ways that we can now explore.

In addition to the improvement in administration overhead, we are now sharing grant information between the systems which allows for even more reporting possibilities that can answer existing (and potential) questions."





Implementation Index Description

A product's Implementation score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of implementation-related review questions. Software buyers can compare products in the iPaaS category according to their Implementation scores to streamline the buying process and quickly identify the most easily implemented products based on the experiences of their peers. For vendors, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Jitterbit vs other iPaaS vendors Implementation Score

Implementation Data

Ease of Setup

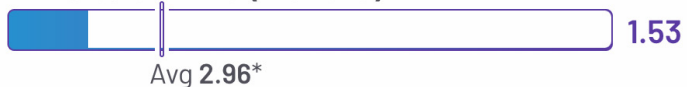


Average User Adoption



Average Months to Go Live

Time to Go Live (Months)



*Category Average

Anderson V, Social Media Producer

Enterprise (1001-5000 employees)

"In my opinion we are facing a program with great value in the industry"



"The platform has many excellent features. The user interface is amazing, since it eliminates the complexity of establishing connections with a wide variety of back-end platforms. I appreciate how easy it is to build integrations using the platform, which allows me to deliver projects more quickly and reliably. In addition, we use the Jitterbit API gateway quite extensively to create our own API endpoints that allow us to integrate systems in real time. Jitterbit is the way to go, highly customizable with scripts and APIs. Jitterbit plays a key role in the form of our internal data model. It promotes communication between the different platforms and services that we use internally, giving us a unique view of our client. We also use it as a specific interaction query due to its declarative interface. We click on the fields we want and add them to the logic. Something that is really fascinating."

Juan M, Business Intelligence Architect

Mid-Market (51-200 employees)

"Jitterbit - the orchestration platform of our data model"



"Jitterbit plays a key role in the orchestration of our internal data model. It drives communication between the different platforms and services we use internally, providing us with a single view of our customer[s]. Jitterbit enables us to enhance our data model and reduce the turnaround of many projects that would have required bespoke integrations to be built from scratch. Instead, we are able to design and build integrations leaving the technical side of things aside and focusing on what matters to us - the business requirements."



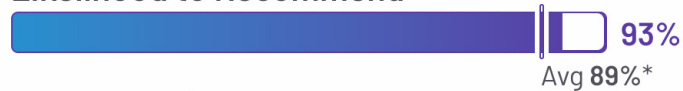
Results Index Description

A product's Results score is calculated by a proprietary algorithm that factors in real-user satisfaction ratings for a number of results-related review questions. Software buyers can compare products in the iPaaS category according to their Results scores to streamline the buying process and quickly identify the products that produce the best results based on the experiences of their peers. For sellers, media, investors, and analysts, the Index provides benchmarks for product comparison and market trend analysis.

Jitterbit vs Other iPaaS vendors Results Score

Results Data

Likelihood to Recommend



Meets Requirements



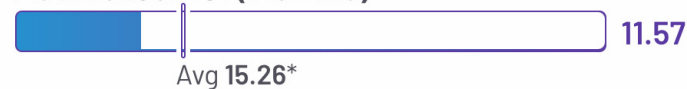
Average User Adoption

Average User Adoption

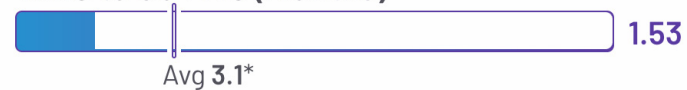


ROI Factors

Estimated ROI (Months)



Time to Go Live (Months)



*Category Average

#1 in Results Index - Enterprise



Jason H, Director of Software Development

Enterprise (1001-5000 employees)

"Great product, huge efficiency booster"

"Jitterbit allows developers to be more productive when doing integrations and allows non-developer technical staff to do integrations, when they wouldn't have been able to without it. Easy to use, great staff to support our initiatives and answer questions."

Michael P, AVP, Machine Learning & Architecture

Mid-Market (501-1000 employees)

"Great Product"

"Flexibility, Pricing and Connectivity - easy to use. It has an amazing amount of connectors that allows for you to do onprem to off-prem or off-prem to offprem integration. I also like the API-to-API connectivity or API to ODBC connectivity, which helps make our overall data integration effort that much more robust. The Salesforce integration using Jitterbit Connector is very simple and easy to use. The built in wizards are very helpful! In other words, you don't have to be a programmer to leverage this product."



Stefanie C, Senior Director, IS Solutions Delivery

Enterprise (> 1000 Employees)

"Jitterbit Consistently Exceeds Expectations"

"The overall capabilities of the platform, combined with a well-executed UI design and an eye on future capabilities. The tool is easy to learn, straightforward to implement, and by far the most cost-effective solution in its class."

Victor B, CIO

Mid-Market (201-500 employees)

"Fantastic Integration tool with fantastic support"

"The platform has many great features. The UI is great taking the complexity out of making connections to a wide variety of back-end platforms. Built in connections to a large number of enterprise systems makes connectivity and integration fast and simple. This allows for even a junior app/dev resource to get an integration up and running very quickly. This entire platform reduces integration timelines by virtually eliminating the complexity."



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case studies, blogs, white papers and more!

