

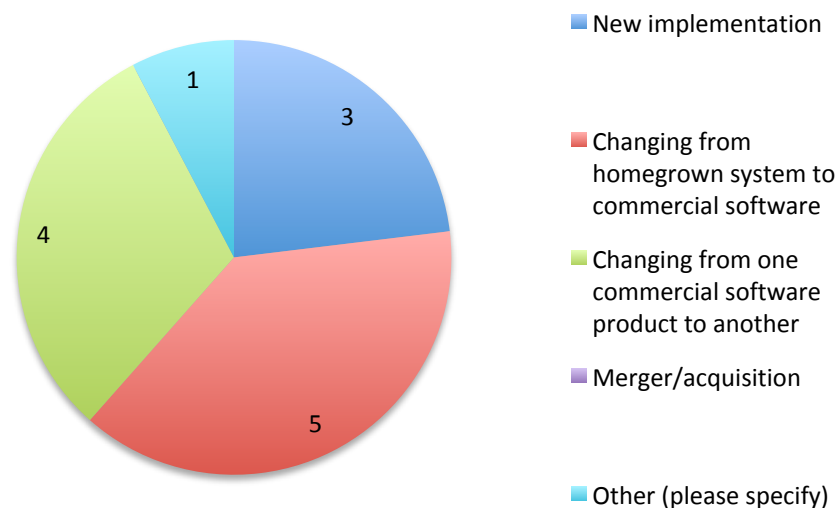
CPQ System Integrator Research 2019

Survey Objective: Determine how satisfied customers are with CPQ System Implementers.

Notes:

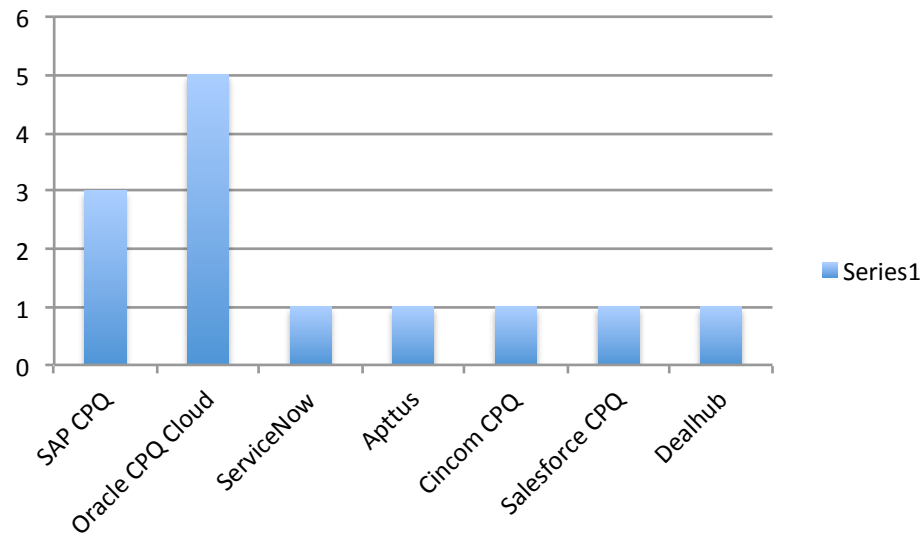
- Novus CPQ Consulting is an independent research and advisory firm
- The survey was open from May 26 to June 26, 2019
- We had numerous invalid or incomplete responses that are NOT included in this survey analysis

Why did you implement your CPQ Solution?



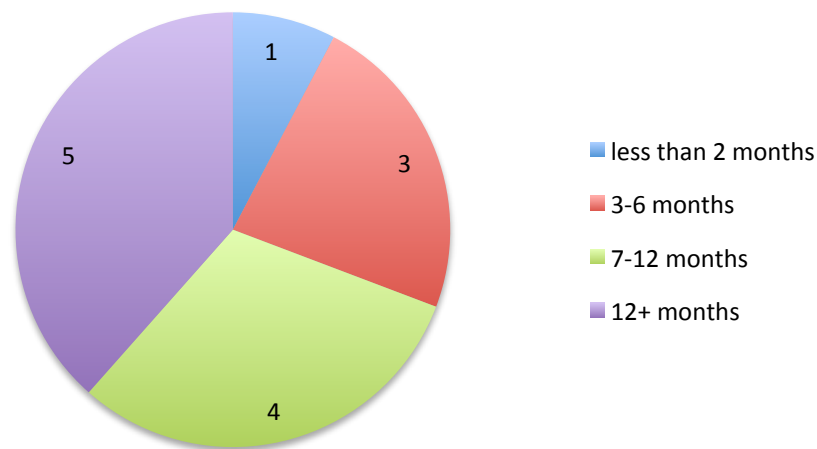
Note: Interesting to note that only ~ ¼ of participants state that they installed a new CPQ Solution!

What CPQ Solution do you use?



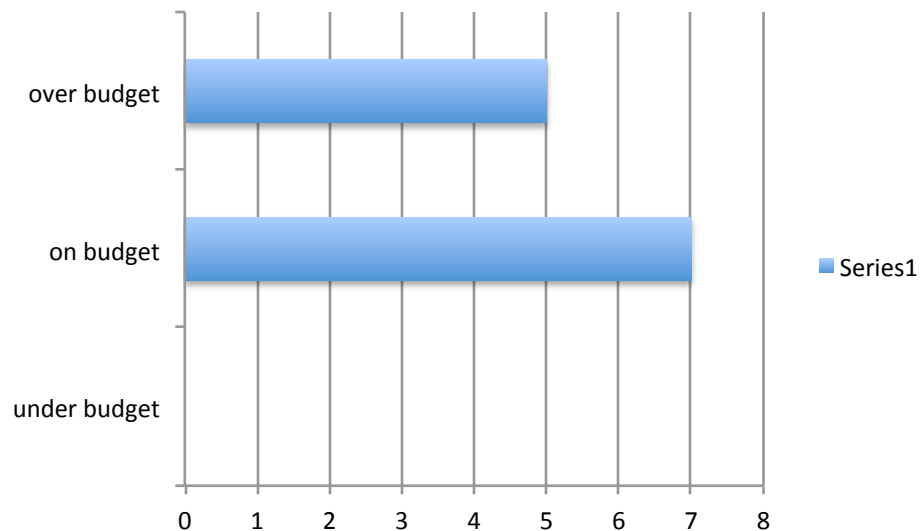
Note: Many smaller CPQ Vendors have their own professional services team that install their CPQ Solution, they are not shown in this survey

How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?



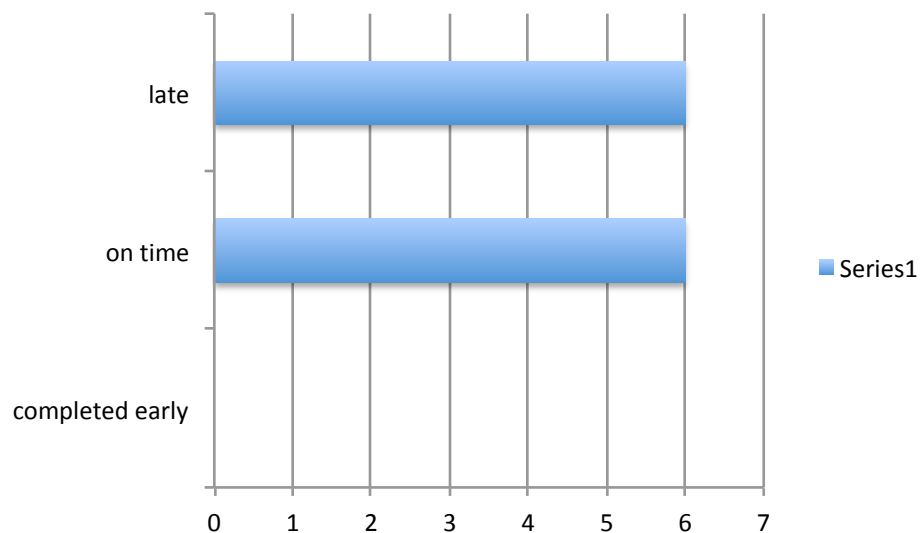
Note: A large majority of CPQ Projects still takes a long time!

Was your CPQ Implementation Project completed on budget?



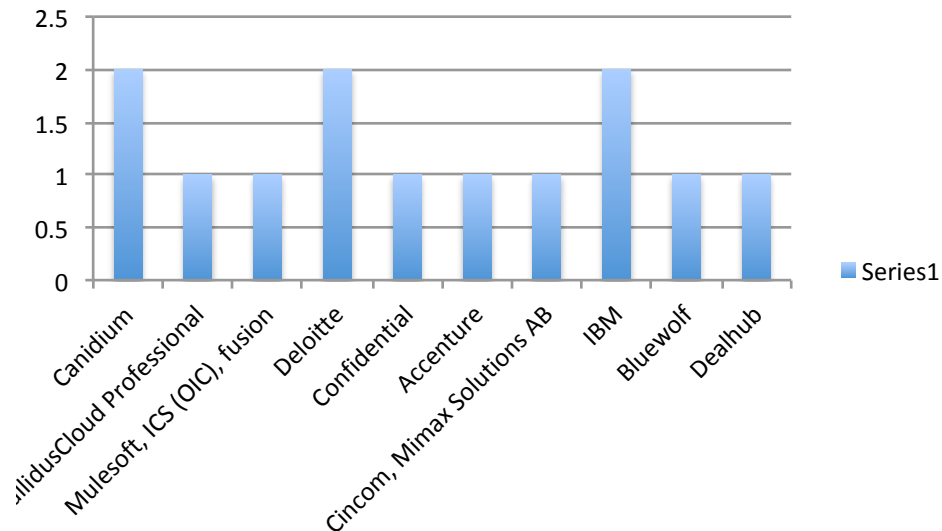
Note: Nobody mentioned that they were under budget

Was your CPQ Implementation Project completed on time?



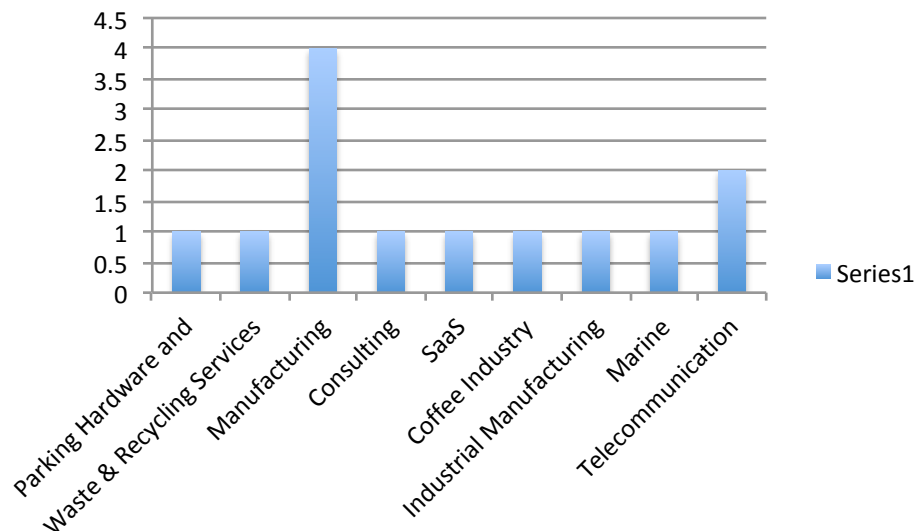
Note: Nobody mentioned that they were done early

Who was your System Integrator?

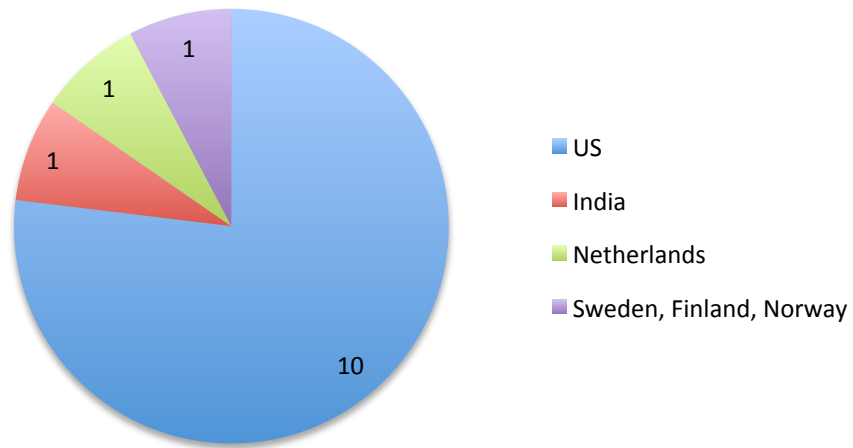


Note: Canidium for SAP CPQ (former CallidusCloud) and IBM had the highest ratings. Nobody was ranked below 4 stars beside CallidusCloud Professional Services (Now SAP!) and Bluewolf! See responses below

Industries in survey



Countries in Survey



Conclusion:

While the results are interesting the survey participation going forward should be considerably higher and include more participants outside the US. The survey also needs to be shorter (~10 questions max) to have more complete surveys.

Let us know what you think!

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, May 30, 2019 7:30:44 AM
Last Modified: Thursday, May 30, 2019 7:33:55 AM
Time Spent: 00:03:11

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?**Changing from one commercial software product to another****Q2** What CPQ Solution do you use?

Callidus Cloud

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?**7-12 months****Q4** Was your CPQ Implementation Project completed on budget?**over budget****Q5** Was your CPQ Implementation Project completed on time?**on time****Q6** What Systems (i.e. CRM) does your CPQ Solution integrate with?

Salesforce

Q7 What worked well?

Product Management in CPQ

Q8 What did not work well?

Reporting

Q9 How do you rate your CPQ System Integrator?

☆

They were great!

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

Canidium

Q11 Why did you decide to work with this CPQ System Integrator?

Referred by Callidus Cloud at the time

Q12 When did you work with that CPQ System Integrator? **2017**

Page 3: About You

Q13 Your Industry

Parking Hardware and Software Supplier

Q14 Your Country

United States

Q16 How many CPQ users do you have? **51-250 users**

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, May 30, 2019 9:08:58 AM
Last Modified: Thursday, May 30, 2019 9:17:09 AM
Time Spent: 00:08:11

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?

Changing from one commercial software product to another

Q2 What CPQ Solution do you use?

SAP/Callidus

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?

12+ months

Q4 Was your CPQ Implementation Project completed on budget?

over budget

Q5 Was your CPQ Implementation Project completed on time?

late

Q6 What Systems (i.e. CRM) does your CPQ Solution integrate with?

Salesforce

Q7 What worked well?

Honestly, not much

Q8 What did not work well?

Almost everything was difficult and a majority of that responsibility lies on us, not the tool nor the integrator. We wanted to customize the heck out of this tool as well as integrate with several of our enterprise business services and the Callidus tool was just not built to do that.

Q9 How do you rate your CPQ System Integrator?

☆

They weren't great!

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

Started off with Callidus Professional Services and eventually went to Canidium. My responses in this survey are directed towards Callidus Professional Services who we worked with for 2 years. We are only 3 months in to our relationship with Canidium.

Q11 Why did you decide to work with this CPQ System Integrator?

I was not part of the leadership team at the time that chose the tool or the integrator. From what I've been told it was because they were the Integration arm of the tool we chose. I don't think they did much shopping around for other integrators.

Q12 When did you work with that CPQ System Integrator?**2018**

Page 3: About You

Q13 Your Industry

Waste & Recycling Services (we're usually lumped in with Utilities)

Q14 Your Country

United States

Q16 How many CPQ users do you have?**1001+ users**

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 03, 2019 7:03:36 AM
Last Modified: Monday, June 03, 2019 7:14:53 AM
Time Spent: 00:11:17

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution? **New implementation**

Q2 What CPQ Solution do you use?

SAP CPQ

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)? **3-6 months**

Q4 Was your CPQ Implementation Project completed on budget? **on budget**

Q5 Was your CPQ Implementation Project completed on time? **on time**

Q6 What Systems (i.e. CRM) does your CPQ Solution integrate with?

Salesforce

Q7 What worked well?

The custom scripting, aesthetic modifications, product configuration and work flow.

Q8 What did not work well?

Nothing

Q9 How do you rate your CPQ System Integrator?

☆ **They were great!**

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

Canidium

Q11 Why did you decide to work with this CPQ System Integrator?

Best combination of somebody that seemed competent and trustworthy.

Q12 When did you work with that CPQ System Integrator? **2017**

Page 3: About You

Q13 Your Industry

Manufacturing

Q14 Your Country

USA

Q16 How many CPQ users do you have? **51-250 users**

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 04, 2019 1:33:39 PM
Last Modified: Tuesday, June 04, 2019 1:39:25 PM
Time Spent: 00:05:46

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?**Changing from one commercial software product to another****Q2** What CPQ Solution do you use?

Oracle CPQ

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?**3-6 months****Q4** Was your CPQ Implementation Project completed on budget?**on budget****Q5** Was your CPQ Implementation Project completed on time?**on time****Q6** What Systems (i.e. CRM) does your CPQ Solution integrate with?

Sales cloud(OEC),Salesforce, siebel, MS CRM

Q7 What worked well?

Everything

Q8 What did not work well?

Limitation of system

Q9 How do you rate your CPQ System Integrator?☆ **They were good!**

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

Mulesoft, ICS(OIC), fusion

Q11 Why did you decide to work with this CPQ System Integrator?

User requirement

Q12 When did you work with that CPQ System Integrator? **2019**

Page 3: About You

Q13 Your Industry

Consulting

Q14 Your Country

India

Q16 How many CPQ users do you have? **501-1000 users**

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 06, 2019 6:07:02 AM
Last Modified: Thursday, June 06, 2019 6:10:21 AM
Time Spent: 00:03:19

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?

Changing from homegrown system to commercial software

Q2 What CPQ Solution do you use?

Oracle CPQ Cloud

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?

7-12 months

Q4 Was your CPQ Implementation Project completed on budget?

over budget

Q5 Was your CPQ Implementation Project completed on time?

late

Q6 What Systems (i.e. CRM) does your CPQ Solution integrate with?

ERP, CRM - integrations still not working

Q7 What worked well?

Very little

Q8 What did not work well?

Almost everything. The project is a complete failure.

Q9 How do you rate your CPQ System Integrator?

☆

They were horrible!

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

Deloitte

Q11 Why did you decide to work with this CPQ System Integrator?

We were using them as part of a larger IT project

Q12 When did you work with that CPQ System Integrator? **2018**

Page 3: About You

Q13 Your Industry

Manufacturing

Q14 Your Country

Usa

Q16 How many CPQ users do you have? **1001+ users**

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 11, 2019 9:57:30 AM
Last Modified: Tuesday, June 11, 2019 10:04:51 AM
Time Spent: 00:07:21

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?

Changing from homegrown system to commercial software

Q2 What CPQ Solution do you use?

in house

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?

12+ months

Q4 Was your CPQ Implementation Project completed on budget?

over budget

Q5 Was your CPQ Implementation Project completed on time?

late

Q6 What Systems (i.e. CRM) does your CPQ Solution integrate with?

in house CRM

Q7 What worked well?

defining CPQ processes + down stream & upstream hand shake

Q8 What did not work well?

CPQ SOFTWARE VENDORS DO NOT HAVE TRUE aPaaS to build their solutions; CPQs built on force.com are okay in terms of platform; CPQ solutions built on non-force.com need to mature alot to strengthen their platform

Q9 How do you rate your CPQ System Integrator?

☆ They were good!

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

CONFIDENTIAL

Q11 Why did you decide to work with this CPQ System Integrator?	Respondent skipped this question
--	----------------------------------

Q12 When did you work with that CPQ System Integrator?	2018
---	------

Page 3: About You

Q13 Your Industry

SaaS

Q14 Your Country

USA

Q16 How many CPQ users do you have?	1001+ users
--	-------------

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 11, 2019 10:03:28 AM
Last Modified: Tuesday, June 11, 2019 10:07:31 AM
Time Spent: 00:04:03

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?

Changing from one commercial software product to another

Q2 What CPQ Solution do you use?

Apttus

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?

12+ months

Q4 Was your CPQ Implementation Project completed on budget?

over budget

Q5 Was your CPQ Implementation Project completed on time?

late

Q6 What Systems (i.e. CRM) does your CPQ Solution integrate with?

SAP and EPI

Q7 What worked well?

Working in small teams and first starting with MVP

Q8 What did not work well?

Trying to implement all (complex) requirements

Q9 How do you rate your CPQ System Integrator?

☆ They were good!

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

Accenture

Q11 Why did you decide to work with this CPQ System Integrator?

Due to complexity of project

Q12 When did you work with that CPQ System Integrator? **2017**

Page 3: About You

Q13 Your Industry

Coffee industry

Q14 Your Country

Netherlands

Q16 How many CPQ users do you have? **1001+ users**

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 11, 2019 3:21:28 PM
Last Modified: Tuesday, June 11, 2019 3:33:38 PM
Time Spent: 00:12:10

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?

Other (please specify):

We have multiple CPQs with multiple tech. Oracle CPQ is our Enterprise CPQ platform. We have completed an Enterprise CPQ Phase 0 project and are about to launch our Phase 1 with an aim to consolidate CPQ solutions over a multi-year plan. Our implementation is ongoing so cannot answer all questions below

Q2 What CPQ Solution do you use?

Oracle CPQ is our Enterprise platform but we have multiple tech in our landscape, including home grown, Speedmax and SAP VC

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?**12+ months****Q4** Was your CPQ Implementation Project completed on budget?

Respondent skipped this question

Q5 Was your CPQ Implementation Project completed on time?

Respondent skipped this question

Q6 What Systems (i.e. CRM) does your CPQ Solution integrate with?

IT will integrate with Salesforce and multiple ERPs

Q7 What worked well?

Our Phase 0 worked well, defining future state capabilities & building the roadmap

Q8 What did not work well?

Time permitting our phase 1 proposal would have had more detail fully baked before end of Phase 0

Q9 How do you rate your CPQ System Integrator?

☆ **They were good!**

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

We work with Deloitte who have a great CPQ capability framework and fielded strong people (vetted by us). For technical build they are unproven as of yet as we've not started phase 1. We also work with Tata Consulting for technical delivery

Q11 Why did you decide to work with this CPQ System Integrator?

Deloitte have a great process/capability framework for CPQ which helped me explain to the business that CPQ is not just product configuration. TCS have fielded talented functional and technical people for us

Q12 When did you work with that CPQ System Integrator? **2019**

Page 3: About You

Q13 Your Industry

Industrial Manufacturing

Q14 Your Country

Global, HQ in the US

Q16 How many CPQ users do you have? **1001+ users**

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 13, 2019 2:13:14 AM
Last Modified: Thursday, June 13, 2019 2:18:05 AM
Time Spent: 00:04:51

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?

Changing from homegrown system to commercial software

Q2 What CPQ Solution do you use?

Cincom CPQ

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?

12+ months

Q4 Was your CPQ Implementation Project completed on budget?

on budget

Q5 Was your CPQ Implementation Project completed on time?

late

Q6 What Systems (i.e. CRM) does your CPQ Solution integrate with?

Homemade CRM and BaaN ERP

Q7 What worked well?

Final solution

Q8 What did not work well?

To big project to start with, 15 products on 17 sites and very complex pricing and document generation. Should have started small

Q9 How do you rate your CPQ System Integrator?

☆ They were good!

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

Cincom plc, Mimax Solutions AB

Q11 Why did you decide to work with this CPQ System Integrator?

Best solution after verification

Q12 When did you work with that CPQ System Integrator? **2015 or earlier**

Page 3: About You

Q13 Your Industry

Marine

Q14 Your Country

Sweden Finland and Norway

Q16 How many CPQ users do you have? **51-250 users**

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, June 21, 2019 12:32:14 PM
Last Modified: Friday, June 21, 2019 12:35:21 PM
Time Spent: 00:03:07

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution? **New implementation**

Q2 What CPQ Solution do you use?

Oracle CPQ

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)? **7-12 months**

Q4 Was your CPQ Implementation Project completed on budget? **on budget**

Q5 Was your CPQ Implementation Project completed on time? **on time**

Q6 What Systems (i.e. CRM) does your CPQ Solution integrate with?

CRM

Q7 What worked well?

Configuring vs Customizing

Q8 What did not work well?

Nothing

Q9 How do you rate your CPQ System Integrator?

☆ **They were great!**

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

IBM

Q11 Why did you decide to work with this CPQ System Integrator?

Recommended by Oracle

Q12 When did you work with that CPQ System Integrator? **2019**

Page 3: About You

Q13 Your Industry

Telecommunications

Q14 Your Country

USA

Q16 How many CPQ users do you have? **1001+ users**

#27

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, June 21, 2019 3:49:56 PM
Last Modified: Friday, June 21, 2019 4:01:51 PM
Time Spent: 00:11:55

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?**Changing from homegrown system to commercial software****Q2** What CPQ Solution do you use?

Oracle

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?**3-6 months****Q4** Was your CPQ Implementation Project completed on budget?**on budget****Q5** Was your CPQ Implementation Project completed on time?**on time****Q6** What Systems (i.e. CRM) does your CPQ Solution integrate with?

Several; CRM, Access

Q7 What worked well?

Flexibility

Q8 What did not work well?

nothing as of yet

Q9 How do you rate your CPQ System Integrator?☆ **They were great!**

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

IBM

Q11 Why did you decide to work with this CPQ System Integrator?

experience

Q12 When did you work with that CPQ System Integrator? **2018**

Page 3: About You

Q13 Your Industry

Telecommunications

Q14 Your Country

USA

Q16 How many CPQ users do you have? **1001+ users**

#28

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Sunday, June 23, 2019 8:01:28 PM
Last Modified: Sunday, June 23, 2019 8:21:35 PM
Time Spent: 00:20:07

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?

New implementation

Q2 What CPQ Solution do you use?

Salesforce CPQ

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?

7-12 months

Q4 Was your CPQ Implementation Project completed on budget?

on budget

Q5 Was your CPQ Implementation Project completed on time?

late

Q6 What Systems (i.e. CRM) does your CPQ Solution integrate with?

Salesforce

Q7 What worked well?

The requirements analysis

Q8 What did not work well?

Localizations, willingness to change

Q9 How do you rate your CPQ System Integrator?

☆

It was ok! Some good some bad!

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

Bluewolf

Q11 Why did you decide to work with this CPQ System Integrator?

Background with CPQ and recommended by Salesforce

Q12 When did you work with that CPQ System Integrator? **2017**

Page 3: About You

Q13 Your Industry

Manufacturer

Q14 Your Country

USA

Q16 How many CPQ users do you have? **251-500 users**

#29

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 25, 2019 5:27:08 AM
Last Modified: Tuesday, June 25, 2019 5:32:44 AM
Time Spent: 00:05:36

Page 1: About your CPQ Implementation

Q1 Why did you implement your CPQ Solution?**Changing from homegrown system to commercial software****Q2** What CPQ Solution do you use?

Dealhub

Q3 How long was your CPQ Implementation Project (from Kickoff meeting to Go-Live)?**less than 2 months****Q4** Was your CPQ Implementation Project completed on budget?**on budget****Q5** Was your CPQ Implementation Project completed on time?**on time****Q6** What Systems (i.e. CRM) does your CPQ Solution integrate with?

Salesforce

Q7 What worked well?

As planned

Q8 What did not work well?

Pending connection to ERP

Q9 How do you rate your CPQ System Integrator?☆ **They were great!**

Page 2: About your System Integrator

Q10 Who is (or was) your CPQ System Integrator?

Dealhub

Q11 Why did you decide to work with this CPQ System Integrator?

They are the vendor

Q12 When did you work with that CPQ System Integrator? **2019**

Page 3: About You

Q13 Your Industry

Manufacturing

Q14 Your Country

Usa

Q16 How many CPQ users do you have? **51-250 users**