KEY:
OPT = Optional
P = Supported through partners
AW = Through APIs and Web services
PRT = Partial
L = Local delivery

KEY: Grade – Rank – % User base

GRADE
A= This is a major strength of our application suite
B= Above average in functionality and feature set
C= We offer and support this in our application suite.
D= This is a minor element in our application suite.
E=We do not support this in our application suite.

RANK
1=We are a market leader here.
2= We are competitive.
3= Support basic functionality only

% Installed Base Using This
1 = >90%
2 = 75–89%
3 = 50–74%
4 =25–49%
5 = <25%

staff

Software	Total staff	Programmers	Support staff
AssistCommerce Suite	19	7	7
Avexxis	20	15	8
Cadence Fulfillment	31	7	3
CMS	15	3	6
Controller+	85	n/a	15
CoreSense	30	8	3
CW Direct	97	n/a	6
Direct 500	30	24	4
Directions Fulfillment	6	3	3
Ecometry Commerce	250	78	96
InOrder	8	6	6
JunctionMCR	75	20	5
Mach2K	12	9	5
Mail Order Manager	51	6	18
Mail Order Software Plus	35	5	3
Mailware	10	3	2
Natural Order	19	6	4
NetDotOrder	9	3	2
OrderMotion	30	9	7
Order Power!	30	24	4
OrderSuite	15	5	4
PRA Multichannel	50	8	4
Profitability Suite	50	25	18
QuarkCommerce	200	166	34
Response	6	2	2
Ship4U	5	4	0
Stone Edge	8	6	4
TernoVelocity	10	6	4

installs/user base

Software	Total supported installs	Total installs on current version	Number with fewer than 12 users	Number with 12-24 users	Number with 25-50 users	Number with 51-100 users	Number with more than 100 users	Avg. orders per day	Percentage of b-to-b users	Percentage of b-to-c users	Percentage that sell to both
AssistCommerce Suite	60	3	10	21	10	12	7	2,000	25%	75%	80%-90%
Avexxis	65	20	3	8	17	34	3	500	0	90%	10%
Cadence Fulfillment	20	20	6	5	5	3	1	15	70%	20%	10%
CMS	260	260	152	77	21	10	0	70-100	15%	75%	10%
Controller+	90	50	10	15	25	30	20	varies	10%	60%	30%
CoreSense	30	8	3	50	50	45	3	0	1	1	75-100
CW Direct	97	n/a	6	58	6	n/a	n/a	n/a	n/a	n/a	n/a
Direct 500	30	24	4	3	3	n/a	n/a	n/a	n/a	n/a	500
Directions Fulfillment	6	3	3	75	30	4	all	15	50	10	50-500
Ecometry Commerce	250	78	96	247	91	23	48	63	50	69	10,000
InOrder	8	6	6	24	22	9	9	4	0	0	500
JunctionMCR	75	20	5	20	10	0	4	5	6	5	60-100
Mach2K	12	9	5	36	36	5	8	14	2	7	1,500
Mail Order Manager	51	6	18	3,518	3,094	2,427	492	221	139	1	100
Mail Order Software Plus	35	5	3	95	24	15	30	25	20	10	500
Mailware	10	3	2	1,000+	10	n/a	n/a	n/a	n/a	n/a	n/a
Natural Order	19	6	4	20	20	2	3	5	4	4	2,500
NetDotOrder	9	3	2	6	4	1	1	1	1	0	1,000
OrderMotion	30	9	7	200	200	50	90	30	20	10	100
Order Power!	30	24	4	65	60	16	22	20	12	10	2,000
OrderSuite	15	5	4	114	106	88	14	2	0	0	200
PRA Multichannel	50	8	4	1	1	-	-	-	-	1	900
Profitability Suite	50	25	18	n/a	n/a	n/a	n/a	n/a	n/a	n/a	350
QuarkCommerce	200	166	34	7	3	0	2	1	0	0	500
Response	6	2	2	>600	>100	>100	16	12	5	0	100-250+
Ship4U	5	4	0	6	5	3	1	-	-	1	n/a
Stone Edge	8	6	4	1,000	500	n/a	n/a	n/a	n/a	n/a	50-100
TernoVelocity	10	6	4	22	10	5	8	4	4	1	1-5,000

Software	Percentage online at least 15% retail	Percentage that are primarily e-commerce	Ave. number IT staff on site	Hosted solution
AssistCommerce Suite	20%	0	2-3	Opt
Avexxis	0	0	1	No
Cadence Fulfillment	0	0	1-2	No
CMS	10%	20%	1	No
Controller+	n/a	30%	0-20	Opt
CoreSense	100%	80%	0-1	Opt
CW Direct	30%	1%	n/a	n/a
Direct 500	n/a	n/a	1	n/a
Directions Fulfillment	10%	50%	-	Opt
Ecometry Commerce	35%	15%	1-2	n/a
InOrder	57%	51%	5	No
JunctionMCR	25%	15%	4	n/a
Mach2K	24%	36%	0.5	n/a
Mail Order Manager	10%	40%	1	n/a
Mail Order Software Plus	30%	0	0.5	No
Mailware	n/a	n/a	n/a	n/a
Natural Order	2%	5%	1	n/a
NetDotOrder	100%	0	<1	Yes
OrderMotion	5%	75%	0-1	Yes
Order Power!	60%	0	0	Opt
OrderSuite	10%	40%	1	No
PRA Multichannel	100%	-	5-10	Opt
Profitability Suite	30%	80%	n/a	Opt
QuarkCommerce	10%	50%	1	No
Response	<5%	<15%	1	No
Ship4U	90%	10%	2	Yes
Stone Edge	n/a	90%	n/a	n/a
TernoVelocity	20%	15%	0.5-1	No

prices

Software	Software Installed less than $15K	Software Installed $15K-$25K	Software Installed $25K-$50K	Software Installed $50K-$100K	Software Installed $100K-$250K	Software Installed more than $250K	Transaction-based on price,
AssistCommerce Suite	0	0	0	0	65%	35%	n/a
Avexxis	-	-	-	-	-	-	-
Cadence Fulfillment	-	-	-	-	-	-	-
CMS	65%	20%	15%	-	-	-	n/a
Controller+	0	0	20%	25%	30%	25%	n/a
CoreSense	20%	45%	20%	10%	5%	5%	n/a
CW Direct	0	0	0	15%	45%	40%	5%
Direct 500	-	-	-	-	-	-	n/a
Directions Fulfillment	-	-	30%	50%	20%	-	n/a
Ecometry Commerce	-	-	-	-	-	-	n/a
InOrder	-	-	-	-	-	-	n/a
JunctionMCR	-	-	-	-	-	-	n/a
Mach2K	0	0	12%	63%	18%	7%	0
Mail Order Manager	-	-	-	-	-	-	n/a
Mail Order Software Plus	10%	20%	45%	20%	5%	0	n/a
Mailware	-	-	-	-	-	-	n/a
Natural Order	0	0	0	25%	60%	15%	n/a
NetDotOrder	25%	25%	25%	25%	-	-	$1
OrderMotion	-	Yes	-	-	-	-	65¢-20¢
Order Power!	-	-	-	-	-	-	n/a
OrderSuite	-	-	-	-	-	-	n/a
PRA Multichannel	-	-	-	-	-	-	n/a
Profitability Suite	-	-	-	15%	25%	60%	per user
QuarkCommerce	-	-	-	-	-	-	No
Response	72%	15%	10%	3%	0	0	n/a
Ship4U	-	-	-	-	-	-	25¢-7.5¢
Stone Edge	-	-	-	-	-	-	n/a
TernoVelocity	-	17%	33%	33%	17%	-	n/a

e-commerce

Software	Integrated shopping Cart	Complete e-commerce module	Shared database for call center and Web	Support for real-time Web order import
AssistCommerce Suite	Yes	Yes	Yes	Yes
Avexxis	No	No	Yes	Yes
Cadence Fulfillment	Yes	Yes	Yes	Yes
CMS	Yes	Yes	Yes	Yes
Controller+	Yes	Yes	Yes	Yes
CoreSense	Yes	Yes	Yes	Yes
CW Direct	Yes	Yes	Yes	Yes
Direct 500	Yes	Yes	Yes	Yes
Directions Fulfillment	Yes	Yes	Yes	Yes
Ecometry Commerce	Yes	Yes	Yes	Yes
InOrder	Yes	Yes	Yes	Yes
JunctionMCR	Yes	Yes	Yes	Yes
Mach2K	Yes	Yes	Yes	Yes
Mail Order Manager	Yes	Yes	Yes	Yes
Mail Order Software Plus	Yes	Yes	Yes	Yes
Mailware	Yes	Yes	Yes	Yes
Natural Order	Yes	Yes	Yes	Yes
NetDotOrder	Yes	Yes	Yes	Yes
OrderMotion	Yes	Yes	Yes	Yes
Order Power!	Yes	Yes	Yes	Yes
OrderSuite	No	No	No	Yes
PRA Multichannel	Yes	Yes	Yes	Yes
Profitability Suite	Yes	Yes	Yes	Yes
QuarkCommerce	Yes	Yes	Yes	Yes
Response	Yes	No	No	Yes
Ship4U	Yes	Yes	Yes	Yes
Stone Edge	No	No	Yes	No
TernoVelocity	Yes	Yes	Yes	Yes

functionality

Software	Display all SKU sizes/ colors at QE	Fulfillment functionality	Support single inventory in multiple warehouses	Integrated manifesting	Supports non-U.S. addresses	Supports multiple currencies	Integrated accounting module	% of users with few/ minor modifications	% of users with major modifications
AssistCommerce Suite	Yes	Yes	Yes	No	Yes	Yes	Yes	60%	40%
Avexxis	No	Yes	Yes	No	Yes	No	Yes	30%	70%
Cadence Fulfillment	No	Yes	Yes	Yes	No	n/a	Yes	50%	50%
CMS	Yes	Yes	Yes	Yes	No	No	Yes	90%	10%
Controller+	Yes	Yes	Yes	Yes	No	No	Yes	50%	50%
CoreSense	Yes	Yes	Yes	Yes	Yes	No	No	95%	5%
CW Direct	Yes	Yes	Yes	Yes	Yes	Yes	Yes	50%	10%
Direct 500	Yes	Yes	No	Yes	Yes	Yes	Yes	100%	0
Directions Fulfillment	Yes	Yes	Yes	Yes	Yes	No	Yes	10%	30%
Ecometry Commerce	Yes	Yes	Yes	Yes	Yes	Yes	Yes	50%	20%
InOrder	Yes	Yes	Yes	Yes	Yes	Yes	Yes	30%	70%
JunctionMCR	No	Yes	Yes	No	Yes	Yes	Yes	60%	40%
Mach2K	Yes	Yes	Yes	Yes	Yes	No	Yes	80%	20%
Mail Order Manager	Yes	Yes	Yes	Yes	Yes	Yes	No	15%	5%
Mail Order Software Plus	Yes	Yes	Yes	Yes	Yes	Yes	Yes	75%	25%
Mailware	Yes	Yes	Yes	Yes	Yes	Yes	No	80%	20%
Natural Order	1 click	Yes	Yes	No	Yes	Yes	Yes	80%	20%
NetDotOrder	Yes	Yes	Partial	L	Yes	Yes	No	75%	25%
OrderMotion	Yes	Yes	Yes	Yes	Yes	Yes	No	75%	25%
Order Power!	Yes	Yes	Yes	Yes	Yes	Yes	n/a	Yes	75%	25%
OrderSuite	No	No	No	Yes	Yes	Yes	Yes	No	70%	30%
PRA Multichannel	Yes	Yes	No	Yes	No	Yes	Yes	Yes	n/a	n/a
Profitability Suite	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	100%	n/a
QuarkCommerce	No	Yes	No	Yes	Yes	Yes	Yes	Yes	75%	25%
Response	Depends	Yes	Yes	Yes	Yes	No	No	No	40%	60%
Ship4U	n/a	Yes	Yes	Yes	Yes	No	No	No	100%	0
Stone Edge	No	Yes	No	Yes	No	No	No	No	95%	5%
TernoVelocity	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	65%	25%

rules

Software	Interfaces	Basic business rules	Complex business rules	Enterprise integration
AssistCommerce Suite	Yes	Yes	Partial	No
Avexxis	Yes	Yes	No	No
Cadence Fulfillment	Yes	Yes	No	No
CMS	Yes	Yes	No	No
Controller+	Yes	Yes	No	AW
CoreSense	Yes	Yes	Yes	Yes
CW Direct	Yes	Yes	Yes	Yes
Direct 500	Yes	Yes	Yes	Yes
Directions Fulfillment	No	No	No	No
Ecometry Commerce	Yes	Yes	Yes	Yes
InOrder	Yes	Yes	Yes	Yes
JunctionMCR	Yes	Yes	Yes	Yes
Mach2K	Yes	Yes	Yes	Yes
Mail Order Manager	Yes	Yes	Yes	Yes
Mail Order Software Plus	Yes	Yes	Yes	Yes
Mailware	Yes	Yes	No	Yes
Natural Order	Yes	Yes	Some	C
NetDotOrder	Yes	Yes	Yes	No
OrderMotion	Yes	Yes	Yes	No
Order Power!	Yes	Yes	Yes	Yes
OrderSuite	No	No	No	No
PRA Multichannel	Yes	Yes	Yes	Yes
Profitability Suite	Yes	Yes	Yes	Yes
QuarkCommerce	Yes	Yes	Yes	Yes
Response	Yes	Yes	Yes	Yes
Ship4U	Yes	Yes	No	No
Stone Edge	No	No	No	No
TernoVelocity	Yes	Yes	Yes	Yes

modular rankings

Software	Order entry/ customer service	E-commerce	Contact/complaint management	Warehouse management	Fulfillment	Merchandise planning/ forecasting	Customer database management	Marketing database analytics	Retail management/ POS
AssistCommerce Suite	A-2-1	A-1-4	A-1-1	B-2-1	A-1-1	C-2-5	A-2-4	A-1-3	D-3-5
Avexxis	A-1-1	C-2-5	D-3-5	B-2-1	A-2-1	B-2-4	C-3-3	D-3-5	C-2-4
Cadence Fulfillment	B-1-4	A-1-3	E	A-1-1	A-1-1	C-3-4	C-2-2	E	E
CMS	A-1-1	A-1-4	A-1-1	B-2-3	A-1-1	C-3-5	A-2-3	A-2-3	B-2-3
Controller+	A-1-1	A-1-4	A-1-4	A-1-1	A-2-1	B-2-1	B-2-1	A-2-4	C-3-3
CoreSense	A-1-1	A-1-1	B-2-1	B-2-1	A-1-1	D-3-1	A-1-1	B-2-1	A-2-1
CW Direct	A-1-1	A-2-2	C-3-3	B-2-3	A-2-3	C-3-3	A-2-1	A-2-1	A-1-X
Direct 500	A-1-n/a	A-1-n/a	A-1n/a	A-1n/a	B-2-n/a	A-2-n/a	B-2-n/a	A-2-n/a	C-2-n/a
Directions Fulfillment	A-1-1	A-1-3	B-2-1	A-2-1	A-1-1	B-2-2	A-1-1	B-2-2	B-2-5
Ecometry Commerce	A-1-1	A-2-2	A-1-1	B-2-1	B-2-1	B-2-1	A-1-1	A-1-1	A-2-4
InOrder	A-1-1	A-1-4	B-2-2	B-2-5	A-1-1	A-1-1	B-2-1	A-2-4	A-2-5
JunctionMCR	A-2-n/a	A-1-n/a	B-2-n/a	A-1-n/a	A-1-n/a	A-1-n/a	A-2-n/a	B-2-n/a	B-2-n/a
Mach2K	A-1-1	B-2-2	B-2-2	A-1-1	A-1-1	B-2-2	A-1-1	A-2-1	B-2-4
Mail Order Manager	A-1-1	A-1-4	A-2-3	B-2-3	A-2-1	B-1-2	B-2-5	A-1-1	B-2-5
Mail Order Software Plus	A-1-1	A-2-1	A-1-1	A-2-1	A-1-1	B-2-1	A-1-1	B-2-1	B-3-4
Mailware	A-1-1	A-1-4	A-1-2	A-2-2	A-1-1	C-3-5	A-2-1	B-2-2	C-3-5
Natural Order	A-1-1	C-2-5	C-2-1	A-2-1	B-2-1	C-2-2	A-1-1	A-1-1	C-3-5
NetDotOrder	A-1-1	A-1-2	B-2-1	E	C-2-1	C-2-3	A-2-1	C-3-1	C-3-3
OrderMotion	A-1-1	A-2-1	A-1-3	B-2-3	A-1-1	C-3-3	A-1-1	A-2-1	B-2-n/a
Order Power!	A-1-n/a	A-1-n/a	A-2-n/a	A-2-n/a	A-1-n/a	B-2-n/a	A-1-n/a	B-2-n/a	E
OrderSuite	A-1-1	B-2-2	A-1-1	B-2-2	B-2-2	B-2-2	A-2-2	A-1-2	C-3-5
PRA Multichannel	A-1-1	C-3-1	A-1-1	P-3-1	B-2-1	C-3-1	A-1-1	B-2-1	B-2-1
Profitability Suite	A-1-1	A-1-1	A-1-1	B-2-3	B-2-3	B-2-5	A-1-1	B-2-1	B-2-4
QuarkCommerce	A-1-1	A-1-1	B-2-4	B-2-1	B-2-1	A-1-3	A-2-1	A-1-4	C-3-5
Response	A-1-1	B-1-2	A-1-5*	B-2-1	A-2-1	C-2-4	B-2-1	B-2-1	C-2-5
Ship4U	A-1-4	A-2-4	D-3-5	A-1-4	A-1-1	D-3-5	A-2-5	C-3-4	E
Stone Edge	A-2-1	E	E	D-3-4	A-1-4	D-3-5	D-3-5	E	C-1-5
TernoVelocity	A-1-1	A-1-3	B-2-5	B-2-3	A-2-1	B-2-3	A-1-1	A-1-2	A-2-4