ECR Software Honored Again

Written by RIS Systems Release
Thursday, 05 December 2013 07:03

Retail Information Systems (RIS) News released its annual Software LeaderBoard this week, with ECR Software Corp. (ECRS) repeating its first place standing among an international group of 87 leading retail software vendors. In addition to its number one rank in the Top 20 Overall and Category LeaderBoard, ECRS also topped six other LeaderBoard charts including: Leaders in Grocery, Overall Leaders in Quality of Support, Leaders in Customer Satisfaction by Grocery Retailers, Mid-Size Vendor Leaders, Broad Suite Vendor Leaders, and Leaders in Quality of Support by Mid-Size Retailers. ECRS finished in second place for Leaders in Technology Innovation.

The RIS Software LeaderBoard, commonly referred to as the "Oscars of retail technology," ranks an ever-changing field of retail software vendors based on three main criteria: customer satisfaction, revenue, and retail concentration. The survey also ranks vendors in ten breakout categories. LeaderBoard results are based on retailer surveys and vendor forms. In 2013, 376 retail executives from various industries such as grocery, convenience, and apparel participated in the survey, providing 975 total evaluations. Retailer surveys are administered and managed by Litchfield Research, a third-party firm, so as to ensure the publication's integrity. Vendor forms are also fact-checked for validity through an extensive research process.

"We would like to congratulate ECRS on their stellar position in the 2013 RIS Software LeaderBoard," said Joe Skorupa, Editor of RIS News. "This year's results are not surprising to those of us in the industry who have been watching this company merge innovation and customer service with consistent, outstanding results."

The first RIS News Software LeaderBoard, published in 2000, listed the top 50 retail software companies. Over the years, the publication has shortened this list from 50 to 45 to 40, and now, to the top 20 companies. ECRS is one of only four companies (SAP, Oracle, MicroStrategy, and ECRS) to be included by name in every top Overall LeaderBoard since the first survey was published 13 years ago.

"The amount of effort that ECRS puts towards developing new features is very impressive. They listen to their customers' interests and deliver a product that gives users the power to control their business. Additionally, the support that ECRS offers gives us the confidence to implement new processes." – As reported in the RIS LeaderBoard survey.

About ECRS

ECRS is a private company dedicated to serving high-volume retail enterprises with complex transaction sets, ranging in size from local independents to national chains. It offers end-to-end automation with a comprehensive solution suite, ranging from point of sale to bi-directional supply chain management, automated inventory replenishment, integrated customer marketing, and consulting services. ECRS products are installed in thousands of successful retail establishments across the United States, Canada, and the Caribbean. www.ecrs.com.