

iSource

Intelligent Solutions for the Enabled Supply and Demand Chain **BUSINESS**[®]

A Cygnus Publication

June/July 2003



2003's Innovators

Ariba Inc., Free Markets, **Instill Corp.**,
J.D. Edwards, PeopleSoft, Manugustics Group, Inc.,
Manhattan Associates, QRS, Oracle Corp., Commerce One

***iSource Business* honors those companies that stand out from the competition with their customer-driven solutions and services.**



Two years ago, *iSource Business* Magazine announced the iSource 100, which was a listing of software providers, consultants and other organizations that were helping lead the way in transforming companies' supply and demand chains. In 2003 we have revisited this endeavor to pinpoint the enterprise-wide solutions and consulting organizations that have either continued this pursuit of excellence or are carving out their own niche in this rapidly changing and demanding environment.

A lot has changed since 2001 — the stories we could all tell! Many of the organizations cited in the original iSource 100 don't even exist anymore, and many more of those that do have made dramatic changes to their business models in order to compensate for the shifting market needs. However, what stands out for everyone named in this year's list is the strength of their customer bases and their extreme

commitment to providing solid solutions.

As you examine the list of iSource 100 designees in the following pages, recognize that our editorial staff has not ranked the companies in any particular order, but rather listed them alphabetically. Each designee for this recognition had to satisfy a 12-point criterion, as well as had to have customer endorsement in order to make the list.

Readers Rank the Criteria

Based on an *iSource Business* readership survey taken in April 2003, the criteria for the iSource 100 are listed by importance with user friendliness ranked as the No. 1 concern of *iSource Business* readers.

1. The software system must be user friendly.
2. The software provider must be financially stable.
3. The software solution must be easily adaptable.
4. The software provider must respond quickly to customer needs.
5. The software must be easy to implement.
6. The software solution must be a comprehensive, end-to-end solution.
7. Supply and demand chain efficiencies within the system must be provable.
8. The solution's ROI must be solid and provable.
9. The provider must recognize the unique business requirements of the customer.
10. The provider must provide a clear solutions development roadmap.
11. The provider's solution must collaborate easily and integrate easily with disparate systems.
12. The software provider should have ongoing R&D.



Source: iSource readership survey, April 2003