

# **Gartner Magic Quadrant and Critical Capabilities**

## **Methodologies Evolution**

10th September 2019

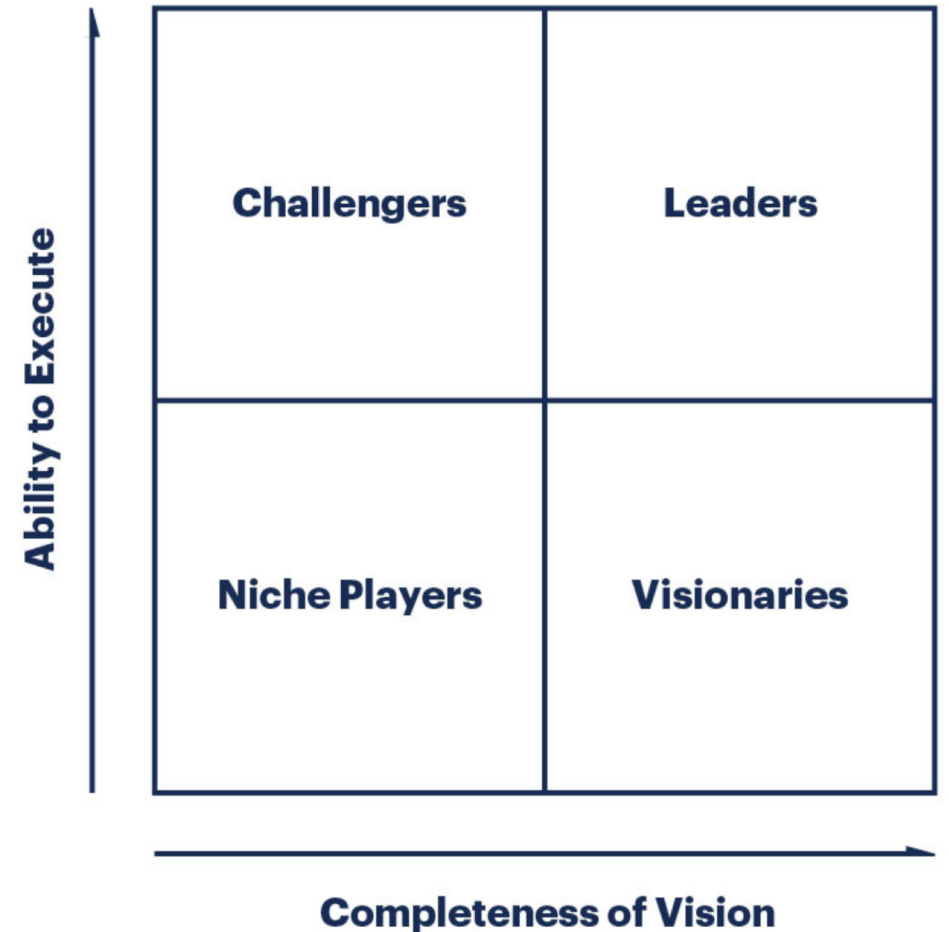
# Agenda

- Magic Quadrant and Critical Capabilities
  - Overview
  - Change Highlights and Timing
- Critical Capabilities Event Driven Updates
  - Methodology & Process Adjustments
  - Client Experience
  - Timeline and Summary
- Q&A

# Magic Quadrant Overview

Helps answer the key client question: which providers may I consider for a specific investment opportunity?

- Offer snapshots of markets and their participants
- Provide a graphical comparative positioning of providers where market growth is high and provider differentiation is distinct
- Helps clients map vendor strengths against their current and future needs
- See [“How Markets and Vendors Are Evaluated in Gartner Magic Quadrants”](#)



# Critical Capabilities Overview

Helps answer the key client question: which product or service is the best-fit solution for my needs?

- Weights capabilities against importance in key client usage scenarios
- Maps provider strengths and challenges against specific business requirements
- Helps clients assess how well providers are executing against their stated visions
- See [“How Products and Services Are Evaluated in Gartner Critical Capabilities”](#)



# Magic Quadrant & Critical Capabilities Evolution

## Enhancement Highlights

- Evolved process for greater consistency across Magic Quadrants and Critical Capabilities
- Reduced effort and time required to support the data collection
- More effective communications from planning to publishing

## Timing

- Rollout from September 2019

# Change Highlights

- The underlying proven Magic Quadrant and Critical Capabilities methodology is unchanged
- Improved and standardized MQ Project Kick-Off to give you better predictability in timeline and set of input requested:
  - Initial email contact check
  - New! Inclusion criteria confirmation
  - Updated! Formal launch email with consolidated set of input requested
- Shorten timeline to provide clients with more current insights
  - Customer references survey to run for 2 weeks
  - Request for up to 10 customer reference name to support MQ creation
  - Coordinated MQ/CC content factual review

# **Critical Capabilities Event Driven Updates**

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# Critical Capabilities (Event Driven) Updates

Off-cycle event driven updates aim to meet Gartner clients' evolving needs by:

- Reflecting latest changes to a product or service's capabilities
- Highlighting only major changes most relevant to technology portfolio decisions
- Providing updates consistently assessed against a common framework





# Initial Customer Feedback

“It was very helpful to see this new note and update. We had a conversation with [vendor X] last week, asking them about their product. They said that they were getting better but were unclear how. It was good to see exactly which pieces are changing”

Global Packaging Company, IT Director

“When can I have it for other markets?”

Clothing Manufacturer, IT Director

“With the pace of change, I think this is great.”

Global Retail Organisation, IT Director

The change in scoring actually stopped us in our tracks. It gave us a significant reason to re-evaluate. It introduced some delay - but that all said - our decision was a better one as a result

Global Manufacturing Company, CIO

More timely feedback is helpful and the changed text formatting is particularly beneficial! I need to make sure I'm getting these updates pushed to me otherwise I'll end up missing a lot of the good work your team is doing.

Global Asset Management Company, CIO

We had not realized how much [vendor Y] had changed in ways that materially impacted their earlier POC of the product


Banking and Insurance Regulator, CIO

# Critical Capabilities Enhancements

- Updates only for providers included in the Annual Critical Capabilities
  - Update is per product/vendor with new write-up and adjusted scoring
  - Inclusion criteria, uses cases and scoring criteria determined by annual Critical Capabilities report
- Not adding or removing products/services but renaming or rebranding permitted
- Gartner monitoring provider releases and other market changes
  - Note: does not replace standard vendor briefing process
- Accelerated external review process

# Fact Review

- Standard fact review of write-up and revised scoring with provider covered in the update
- Shorter 2-day review cycle as limited amount of content to review

Message  Sample Vendor\_CC Update\_Fact Review.docx (32 KB)

Dear Tim,

The July Critical Capabilities Update is near completion. We are sending you this as part of a **formal fact review**. This review is your opportunity to review the factual content of the research that pertains to your company and its product/service. Please note that this is **not for the purpose of discussing Gartner opinion**, but an opportunity for you to review the content for accuracy.

**Attached:**

**CC Update:**  
**For Review:**

- Vendor-specific Critical Capabilities update Word document with the updated score table and written analysis for the CC pertaining to your company and product/service

By opening and reviewing the attached draft Gartner research excerpt and graphic (the “material”), you agree that **the material is strictly for internal use and review by internal employees only**, and that, **prior to publication, any external reference to the material is strictly prohibited**. You also agree to adhere to the [Gartner Copyright and Quote Policy](#) with respect to your use of the attached material. If you are not in agreement with the foregoing, please promptly delete this email and attachment.

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**What we need from you:**

1. Review the information and data included in this e-mail for factual accuracy.
2. Respond to this email with your comments within two (2) business days, which is 18 July. Please send

# Courtesy copy

- Courtesy copy of a CC update to be sent to all vendors featured in main CC
- *Use the Track feature on gartner.com to set up an automated alert*

**Gartner** Track/CC Update  
Publication Date: ID Number: [G00149074](#)

**IBM, Critical Capabilities as of February 2018**

Christopher [Levings](#), John E. Van Decker

In June 2017, IBM sold IBM [Cognos](#) Disclosure Management on Cloud to [Cerberus](#). This document provides application leaders with the appropriate updates to Gartner's "Critical Capabilities for Cloud Financial Corporate Performance Management Solutions."

**Critical Capabilities Scoring Update**

On 30 June 2017, [Cerberus](#) announced that it has signed a definitive agreement with IBM to acquire IBM [Cognos](#) Disclosure Management on Cloud along with other on-premises financial corporate performance management ([FCPM](#)) solutions. This update to Gartner's "Critical Capabilities for Cloud Financial Corporate Performance Management Solutions" provides a revised vendor write-up and new capability scores (see Table 1) as a result of this change to IBM's [FCPM](#) (financial close) offering.

**IBM**

IBM, which is based in Armonk, New York, U.S., is a traditionally on-premises vendor that also offers cloud-based versions of its solutions. IBM's [Cognos](#) Controller product supports the financial close. This solution focuses on the midmarket and consolidations outside the U.S.

Prior to 30 June 2017, IBM also provided a solution for disclosure management; however, on this date, IBM announced the sale of its disclosure management assets to [Cerberus](#), with which it maintains a referral relationship. [Cerberus](#) now owns and manages those products. IBM's financial close footprint has been reduced from a features/function perspective given the product divestiture. IBM [Cognos](#) Controller for financial consolidation has been most popular in EMEA.

**Table 1. Critical Capability Scores as of February 2018**

Critical Capability	IBM (September 2017)	Cerberus (February 2018)	Change
Medium <a href="#">FCPM</a> Processes Support	3.0	3.7	Lower
Complex <a href="#">FCPM</a> Processes Support	3.2	2.9	Lower
Process Analytics	3.6	3.6	No Change
Ease of Implementation	3.0	3.0	No Change
Ease of Maintenance/Upgrade	3.4	3.4	No Change
Ease of Use	3.4	3.4	No Change
Support and Vendor Satisfaction	3.4	3.4	No Change
Enterprise Performance	3.8	3.8	No Change
Integration	3.8	3.8	No Change
Global/Local Regulatory Support	4.2	3.4	Lower

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# Critical Capability Default View

**“UPDATED” box and date for the latest Update**  
*(it will only appear if a Critical Capabilities document has an associated Update)*

**Date of latest analysis**  
*(i.e. publication date of latest Update published)*

**Date of first analysis**  
*(i.e. publication date of original/main Critical Capabilities)*

INTERACTIVE FULL DOCUMENT

**Critical Capabilities for Identity Governance and Administration**

By Brian Iverson, Kevin Kampman, Felix Gaeltgens

**UPDATED** 1 September 2018 Published 16 Jul 2018 - ID G0032371

Supporting Initiative is Delivering Effective Identity and Access Management Capabilities

IGA tools help organizations control access risks by managing user accounts and entitlements in infrastructure systems and applications enterprise-wide. Security and risk management leaders responsible for identity and access management should evaluate critical capabilities during IGA tool selection.

**This Critical Capabilities is related to other research:**  
[Magic Quadrant for Identity Governance and Administration](#)  
[Peer Insights for Identity Governance and Administration](#)  
[About Critical Capabilities Methodology](#)  
[View All Magic Quadrants and Critical Capabilities](#)

**Global Enterprise**  
 As of 1 September 2018

Organizations with more than 10,000 employees often have complex processes for managing large numbers of users and entitlements with strict compliance requirements.

**Capabilities and Weightings** CUSTOMIZE

Access Certification	8%
Access Requests	7%
Auditing	10%
Ease of Deployment	5%
Entitlements Management	10%
Fulfillment	10%
Identity Life Cycle	8%
Policy and Role Management	10%
Reporting and Analytics	10%
Scalability and Performance	15%
Workflow	7%

**Product Scores** Sort by score

Vendor	FIT TO USE CASE (Scale 1-5)	Score
Vendor A	Best	3.90
Vendor B		3.85
Vendor C*		3.83
Vendor D		3.73
Vendor E		3.63
Vendor F		3.59
Vendor G		3.49
Vendor H		3.49
Vendor I		3.27
Vendor J		3.24
Vendor K		3.23
Vendor L		3.09
Vendor M		2.97
Vendor N		2.87
Vendor O		2.36
Vendor P		1.89

\* Product analysis updated since 16 July 2018

**Revised Product Score graphic**

**Asterisk (\*) next to product name indicates change**

**Legend explaining asterisk (\*)**

# Score Card View

**Date of analysis completion**  
(i.e. publication date of latest Update published)

**Original text from original/main Critical Capabilities with link to latest Update**

**Revised Product Score graphic showing latest change vs original publication**

**Up (green) and down (red) arrows to indicate change since first published**

**Helper text to instruct users to hover over the arrows to display the tooltip showing detail of latest change vs original publication e.g. "3.0 increase to 3.3"**

**Vendor C**  
As of 1 September 2018

**How are scores calculated?**  
Score =  $\sum_{i=1}^n (\text{Ratings}_i \times \text{Weightings}_i)$

Critical Capabilities	Ratings *	Weightings **	Subtotal
Access Certification	3.3 ↑	8%	0.25
Access Requests	4.1 ↑	7%	0.29
Ease of Deployment	3.3	5%	0.17
Entitlements Management	3.2 ↓	10%	0.32
Fulfillment	3.6	10%	0.36
Identity Life Cycle	3.1	8%	0.25

**Global Enterprise**  
As of 1 September 2018

Organizations with more than 10,000 employees often have complex processes for managing large numbers of users and entitlements with strict compliance requirements.

**Capabilities and Weightings** CUSTOMIZE

Capability	Weighting
Access Certification	8%
Access Requests	7%
Auditing	10%
Ease of Deployment	5%
Entitlements Management	10%
Fulfillment	10%
Identity Life Cycle	8%
Policy and Role Management	10%
Reporting and Analytics	10%
Scalability and Performance	15%
Workflow	7%

**Product Scores** Sort by score ↓

Vendor	Score
Oracle	3.90
Saviynt	3.85
Omada *	3.83
SailPoint (IdentityIQ)	3.73
Hitachi ID Systems	3.63
Micro Focus (NetIQ)	3.59
Dell Technologies (RSA)	3.49
One Identity	3.49
IBM	3.27
AlertEnterprise	3.24
CA Technologies *	3.23
Core Security	3.09
Atos (Evidian)	2.97
SAP	2.87
SailPoint (IdentityNow)	2.36
Microsoft	1.89

\* Product analysis updated since 16 July 2018.

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# Critical Capabilities Links to Updates

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## Critical Capabilities for Business Intelligence and Analytics Platforms

By Cindi Howson, Rita Sallam, James Richardson, Thomas Oestreich, Joao Tapadinhas, Carlie Idoine

Published 2 March 2017 - ID G00303250 - 141 min read

Supporting Key Initiative is [Analytics and BI Strategies](#)

The BI market has shifted to more user-driven, agile development of visual, interactive dashboards with data from a broader range of sources. Data and analytics leaders should augment or upgrade traditional BI platforms to modern platforms that improve business value and speed time to insight.

**This Critical Capabilities is related to other research:**

[Magic Quadrant for Business Intelligence and Analytics Platforms](#)

[View All Magic Quadrants and Critical Capabilities](#)

**Additional Perspectives**

- [Microsoft Power BI, Critical Capabilities as of June 2017](#) (2 August 2017)
- [SAS Visual Analytics, Critical Capabilities as of July 2017](#) (10 August 2017)
- [Qlik Sense, Critical Capabilities as of September 2017](#) (13 October 2017)
- [Tableau Critical Capabilities as of September 2017](#) (5 January 2018)

**More on This Topic**

This is part of an in-depth collection of research. See the collection:

- [The Salesforce Vendor Rating Companion Guide, 2017](#)

### Overview

#### Key Findings

**RECOMMENDED BY THE AUTHORS**

[Magic Quadrant for Business Intelligence and Analytics Platforms](#)

[View More](#) ▾

**RECOMMENDED FOR YOU**

[Toolkit: Analytics and BI Platform RFP](#)

[View More](#) ▾

# Update Document Links to Main Critical Capabilities

Global Enterprise Vendor A, Critical Capabilities as of February 2019

Published 10 February 2019 - ID G00100919 - 4 mins read

Supporting Key Initiative is [Analytics and BI Strategies](#)

Vendor A has changed capabilities previously only available in Product X in to Product Y. This document provides data analytics leaders with the appropriate updates to Gartner "Critical Capabilities for Analytics and Business Intelligence Platforms"

Date of analysis

Link to main report

**Get the full story**  
 This content is part of a larger body of research on this topic.  
[Critical Capabilities for Analytics and Business Intelligence Platforms](#)

## Critical Capabilities Scoring Update

This update to Gartner's "Critical Capabilities for Analytics and Business Intelligence Platforms" (published in May 2018) reflects new capabilities in Global Enterprise Vendor A Product X and provides a revised vendor write up and new capability scores (see Figure 1)

Table 1: Critical Capabilities Scores as of February 2019

[Enlarge Table](#)

Critical Capability ↓	Vendor A (September 2017) ↓	Vendor A (February 2018) ↓	Change ↓
Medium FCPM Processes Support	3.8	3.7	Lower
Complex FCPM Processes Support	3.2	2.9	Lower
Process Analytics	3.6	3.6	No Change
Ease of Implementation	3.0	3.0	No Change
Ease of Maintenance/Upgrade	3.4	3.4	No Change
Ease of Use	3.4	3.4	No Change
Support and Vendor Satisfaction	3.4	3.4	No Change
Enterprise Performance	3.8	3.8	No Change

Revised scoring table



# Summary

- Gartner has increased agility and delivery cadence for Critical Capabilities
  - Updates publish as separate documents linked to main report
  - Updated scorings feature in interactive Critical Capabilities
  - Analysts decide if product/service changes materially affect the capabilities or fit for use case and update scoring and profile if necessary
  - Annual Critical Capabilities process is unchanged
- Enhanced Critical Capabilities reflects the latest changes to a product or service's capability score or fit for a use case in rapidly iterating markets

# Resources for You

## [Critical Capabilities methodology page on gartner.com](#)

- Background materials
- Recording for sharing

Contacts for questions and assistance:

- [methodologies@gartner.com](mailto:methodologies@gartner.com)

## Gartner Critical Capabilities

### Explore provider offerings more deeply with Gartner Critical Capabilities

As an essential companion to the Gartner Magic Quadrant, this methodology provides deeper insight into providers' product and service offerings by extending the Magic Quadrant analysis. Use this research to further investigate product and service ratings based on key capabilities set to important, differentiating use cases.

[View all Critical Capabilities](#)



### How do I use a Gartner Critical Capabilities?

Review the Critical Capabilities and the companion Magic Quadrant note together to gain a holistic view of the vendors in a market and the positioning of providers' product and service offerings. You can easily compare product and service offerings against a set of critical differentiators to support your strategic decisions.

For example, you can simply select various common usage scenarios based on how you will be using the technology or service and see which product or service offerings are a best fit based on your needs and requirements.

Producing off-cycle updates for each product or service as needed

### Resources

[Gartner Critical Capabilities Evolution Pilot](#)

[How Products and Services Are Evaluated in Gartner Critical Capabilities](#)

### Contact Gartner

[methodologies@gartner.com](mailto:methodologies@gartner.com)

[General Contacts](#)

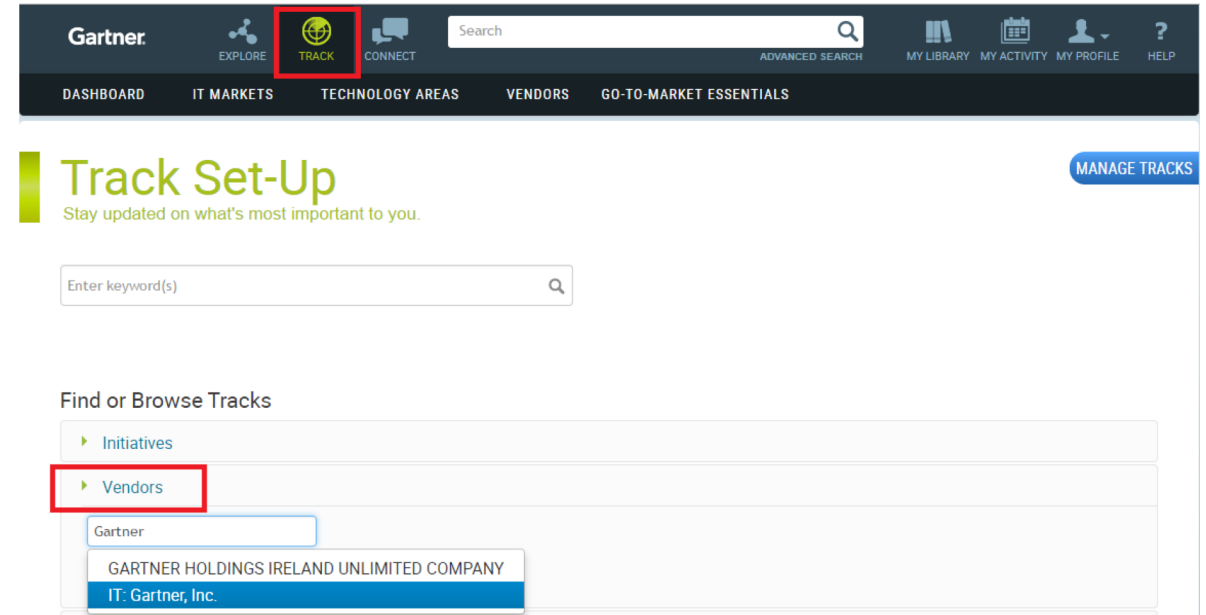
[Become a Gartner Client](#)

# Appendix

# Tip: Track Updates to the Critical Capabilities Report

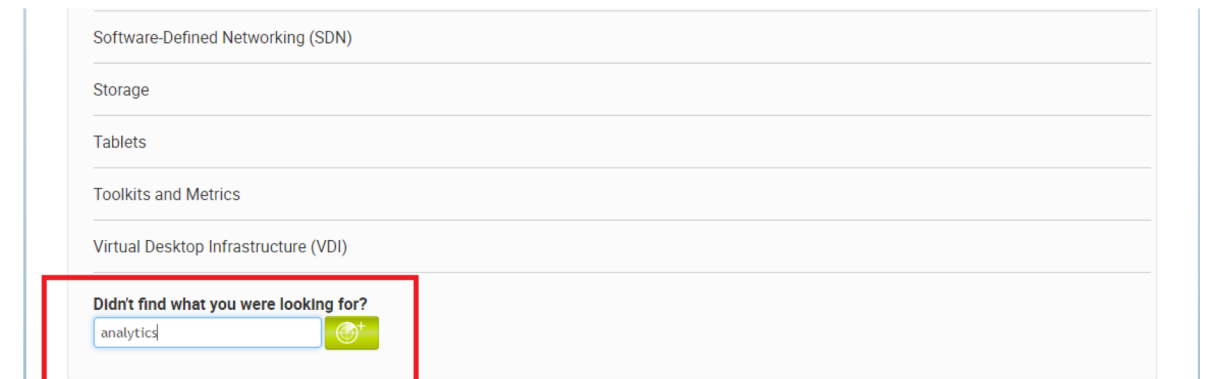
- Use the Track feature on gartner.com to set up an automated alert
- Click on the Create new tracks button
- Use Vendors track and choose the appropriate vendor name(s)
- Use Keywords track and set up appropriate keywords, e.g. BI and analytics

## Vendor Track:



The screenshot shows the Gartner Track Set-Up interface. At the top, the 'TRACK' button is highlighted with a red box. Below the navigation bar, the 'Track Set-Up' section is visible, with a search box for keywords. Under 'Find or Browse Tracks', the 'Vendors' category is highlighted with a red box. A dropdown menu is open, showing 'Gartner' as the selected option, with other options like 'GARTNER HOLDINGS IRELAND UNLIMITED COMPANY' and 'IT: Gartner, Inc.' visible.

## Keywords Track:



The screenshot shows the Gartner Keywords Track interface. A list of keywords is displayed, including 'Software-Defined Networking (SDN)', 'Storage', 'Tablets', 'Toolkits and Metrics', and 'Virtual Desktop Infrastructure (VDI)'. At the bottom, a red box highlights the 'Didn't find what you were looking for?' section, which contains a search box with the keyword 'analytics' and a green plus icon button.

# Critical Capabilities Updates: End-User Perspective

**Description:** Gartner Critical Capabilities help you understand the relative importance of the major functions of a given type of product for various use cases and the relative strength of the functions delivered by various providers.



## Key Value Points:

Analysis reflects material changes that significantly alter a product or service's fit for a use case

Provides current views of product capabilities in an easy-to-find way to give you the most up-to-date information you need in one place.

Maximizes the relevancy and timeliness of Gartner's analysis when you are making evaluation or purchasing decisions

## Top FAQs

1. How will you achieve these more regular updates to the Critical Capabilities reports?
2. Why are you making this change?
3. What triggers an update to a Critical Capabilities report?

For more information see the FAQ resources here [Critical Capabilities methodology page on gartner.com](#)

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# Critical Capabilities Updates: Provider Perspective

**Description:** Gartner Critical Capabilities provides a comparative analysis which scores competing products or services against a set of critical differentiators identified by Gartner to help Gartner clients assess how well providers are executing against their stated visions



## Key Value Points:

Gartner clients get most up-to-date information on the fit of your product or service to their use case needs

Analysis reflects material changes that significantly alter a product or service's fit for a use case

Gartner's clients have easy access to the latest analysis when making evaluation or purchasing decisions

## Top FAQs

1. What are the key changes made?
2. How will you achieve these more regular updates to the Critical Capabilities reports?
3. What does the term “significant” mean?

For more information see the FAQ resources here [Critical Capabilities methodology page on gartner.com](#)

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