



RelayWare surpasses competition with Jaspersoft's Reporting Capabilities

Listening to customer's requirements led RelayWare to seek a solution that would enhance its Partner Relationship Management software's reporting capabilities. After extensive evaluation, Jaspersoft was selected as its technology partner and the two have developed a unique reporting solution that enables customers to share reports dynamically with partners across portals.

Background

RelayWare, a global provider of Partner Relationship Management (PRM) solutions, is an established enterprise software provider headquartered in Redwood Shores, California and Oxford, United Kingdom with offices in Singapore. Its cloud-based software helps companies optimize partner performance and maximize indirect sales. Going far beyond CRM offerings with add-on features that claim to manage partners, RelayWare combines market leading software – purpose built for PRM – with many years of domain expertise to deliver a comprehensive and unique solution to Fortune 1000 companies worldwide.

RelayWare provides organizations such as Sony, Lexmark, Lenovo and Trend Micro with a secure scalable system that manages millions of customers through 100,000s of partners worldwide and in 34 languages. By improving a vendor's ability to recruit, engage with and manage their network of partners, RelayWare reduces the cost of channel operations and cultivates partner loyalty, delivering competitive advantage, driving incremental sales and increasing profitability.

Challenge

With its unique software solution, RelayWare constantly strives to add functionality that allows its customers to effectively manage relationships with their indirect sales channel and listens to their requirements. As part of this continued enhancement strategy, RelayWare found that its customers wanted increased reporting capabilities that would enable them to customize and share reports with their partners.

RelayWare conducted a feasibility study into the option of building the functionality it required to extend the reporting capabilities itself but quickly doubted that it could deliver the right solution in the time scales it wanted to move in. The company then embarked on a project to discover not only the best-in-breed software solution but also a partner that it could work with to tailor the technology to its specific needs.

FAST FACTS

CUSTOMER

RelayWare

INDUSTRY

Enterprise Software

SOLUTION

JasperReports Server

RESULTS

Enhanced reporting that extends competitive lead and advantage

CASE STUDY

One of the key criteria was that the software should be open source-based because of its lack of expense and ongoing development and support so RelayWare spent several months examining the main developers in this area.

Solution

After extensive evaluation, Jaspersoft and its JasperReports Server was selected because according to Mike Morgan, CEO RelayWare, "It offered the best match set of requirements. We were struck by JasperReports Server's ease of integration, functionality, feature set and ease of use."

"We were not only pleased by the product capabilities but also by the support we were promised and Jaspersoft delivered. Jaspersoft worked with our development team both remotely and on-site and the speed of implementation was well within our expectations," added Morgan.

Benefits

"The initial feedback from customers during the beta test phase of introducing this technology has been extremely positive – it has met all of their requirements. The unique feature that has really excited them is the ability to display dashboards and reports on their partner portals," said Morgan.

Users of the RelayWare software are typically senior executives, marketing management and the salesforces themselves within clients such as Sony, Lexmark and Trend Micro who are responsible for forecasting or developing business matrices, gathering ROI information on marketing activities and creating pipeline reports respectively.

"Our customers believe that this enhanced reporting capability will provide them unrivalled competitive advantage in terms of attracting and retaining quality partners. The RelayWare software with the Jaspersoft reporting functionality provides customers with the unique opportunity to present dynamic information in real time across partner portals," said Morgan.

The new software release, RelayWare Version 8.3, incorporating JasperReports Server, will be fully launched to customers this summer. "We believe that that this new version of our software extends our competitive lead and advantage as our reporting capabilities now surpasses that of all our competitors," concludes Morgan.

About Jaspersoft Corporation

Jaspersoft provides the most flexible, cost effective and widely deployed Business Intelligence suite in the world, enabling better decision making through highly interactive, web-based reports, dashboards and analysis. Leveraging a commercial open source business model, Jaspersoft provides end-to-end BI capabilities at a fraction of the cost of other vendors. The BI suite includes pixel-perfect enterprise reporting, ad hoc query, dashboards, OLAP and in-memory analysis, and data integration. Jaspersoft is the only BI vendor that enables companies to adapt to the new, virtualized world by providing a complete spectrum of on-premise, multi-tenant SaaS and cloud-based deployment options for both embedded and standalone business intelligence. Unlike traditional BI vendors, Jaspersoft is built on a modern, lightweight, standards-based architecture and offers greater vendor independence thanks to its open source codebase. Unlike niche BI vendors, Jaspersoft represents a safe choice with tens of thousands of production deployments across a wide range of industries.

Jaspersoft's open source business intelligence software has more than 14 million product downloads worldwide, 165,000 production deployments and over 14,000 commercial customers in 100 countries. Its BI suite is advanced regularly by a development community of more than 200,000 registered members. For more information visit: <http://www.jaspersoft.com> and <http://www.jasperforge.org>.

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