



PRODUCT SCORECARD

sandsiv+

Voice of the Customer

**Improving and Accelerating Enterprise
Software Evaluation and Selection**

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Switzerland

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<https://www.sandsiv.com/>

<http://www.linkedin.com/company/sandsiv>

87 Employees

25

Reviews

sandsiv+ Product Scorecard Contents

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How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

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NUMBER OF REVIEWS

25 | **sandsiv+**

sandsiv+

VOICE OF THE CUSTOMER

sandsiv+ captures, analyses, integrates, improves, and measures the customer experience. Introduced in 2014, the next-generation CX solution harmonizes data from any direct or indirect channel, and generates inferred data using artificial intelligence. Its analytical features are built on advanced AI technologies including Natural Language Processing (NLP) and Deep Machine Learning, providing for the increasingly unsupervised production of faster and more accurate actionable insights, and allowing organizations to act responsively and plan wisely. The solution supports complex integration, customization and configuration.

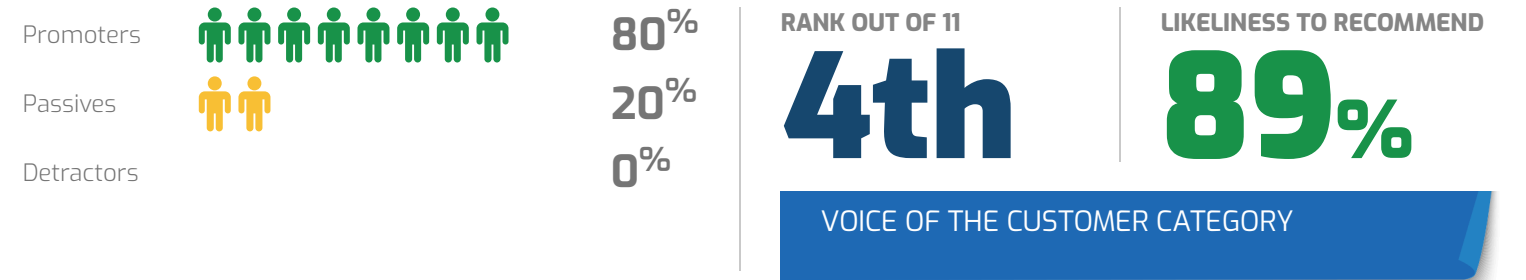
87 Employees
<https://www.sandsiv.com/>

Technoparkstrasse, 1
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 Switzerland

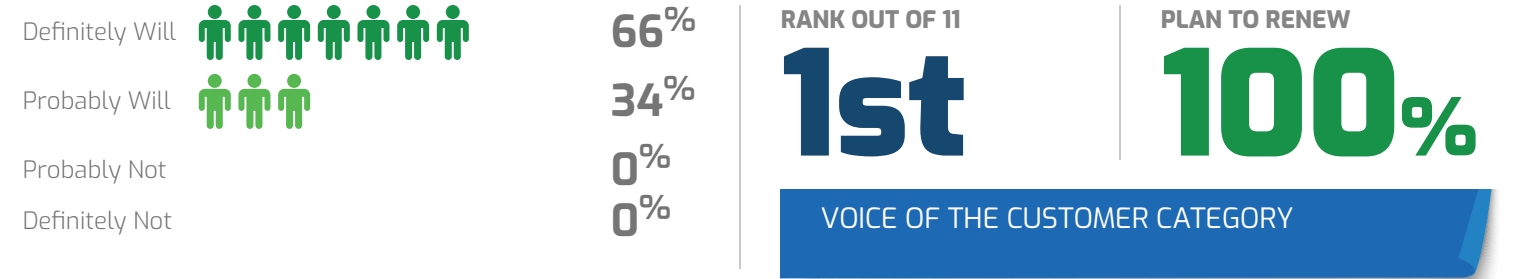
The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likelihood to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

8.8/10 COMPOSITE SCORE

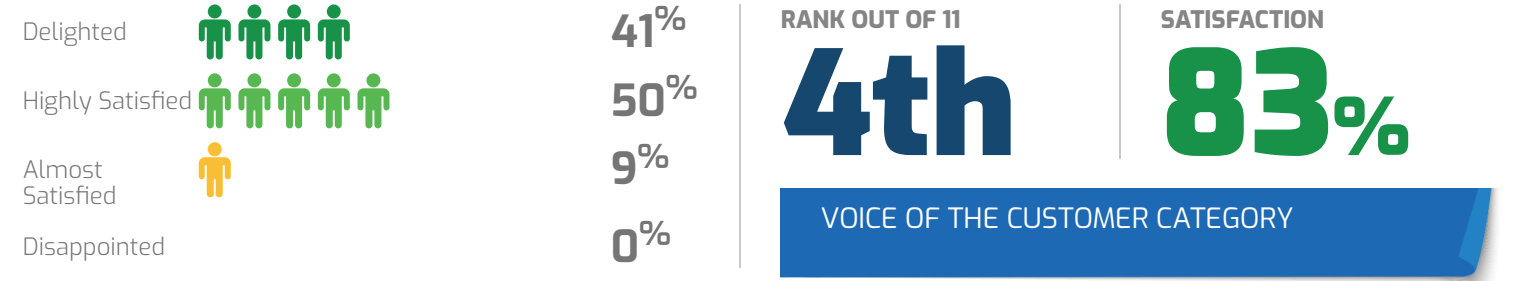
Likelihood to Recommend



Plan to Renew



Satisfaction that Cost is Fair Relative to Value



Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher sandsiv+'s strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following sandsiv+ capabilities?

Vendor Support

72%
OF CLIENTS
ARE DELIGHTED

The ability to receive timely and sufficient support. The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.



Ranked 1st
of 11 in
Voice of the
Customer

92%
SATISFACTION
80%
CATEGORY
AVERAGE

Ease of IT Administration

32%
OF CLIENTS
ARE DELIGHTED

Ease of use of the backend user interface. This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.



Ranked 3rd
of 11 in
Voice of the
Customer

83%
SATISFACTION
78%
CATEGORY
AVERAGE

Ease of Data Integration

37%
OF CLIENTS
ARE DELIGHTED

The ability to seamlessly integrate data. Use this data to determine whether the product will cause headaches or make data integration easy.



Ranked 5th
of 11 in
Voice of the
Customer

80%
SATISFACTION
77%
CATEGORY
AVERAGE

Product Strategy and Rate of Improvement

44%
OF CLIENTS
ARE DELIGHTED

The ability to adapt to market change. Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.



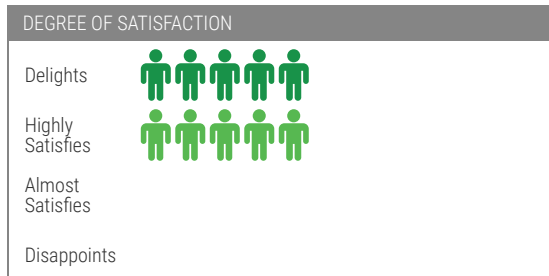
Ranked 1st
of 11 in
Voice of the
Customer

85%
SATISFACTION
79%
CATEGORY
AVERAGE

Ease of Implementation

48%
OF CLIENTS
ARE DELIGHTED

The ability to implement the solution without unnecessary disruption. Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.



Ranked 4th
of 11 in
Voice of the
Customer

86%
SATISFACTION
83%
CATEGORY
AVERAGE

Ease of Customization

20%
OF CLIENTS
ARE DELIGHTED

The ability to scale the solution to a business' unique needs. Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.



Ranked 8th
of 11 in
Voice of the
Customer

76%
SATISFACTION
76%
CATEGORY
AVERAGE

Availability and Quality of Training

45%
OF CLIENTS
ARE DELIGHTED

Quality training allows employees to take full advantage of the software. Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.



Ranked 3rd
of 11 in
Voice of the
Customer

85%
SATISFACTION
80%
CATEGORY
AVERAGE

Breadth of Features

48%
OF CLIENTS
ARE DELIGHTED

The ability to perform a wide variety of tasks. Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.



Ranked 5th
of 11 in
Voice of the
Customer

84%
SATISFACTION
80%
CATEGORY
AVERAGE

Usability and Intuitiveness

40%
OF CLIENTS
ARE DELIGHTED

The ability to reduce training due to intuitive design. End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.



Ranked 9th
of 11 in
Voice of the
Customer

79%
SATISFACTION
82%
CATEGORY
AVERAGE

Product Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the Voice of the Customer market.

How satisfied are you with the following sandsiv+ features and functionalities?

VOICE OF THE CUSTOMER

MANDATORY FEATURES

Multi-Channel Data Collection

54%
OF CLIENTS
ARE DELIGHTED

Collect customer feedback through multiple channels such as email, websites, paper, text messaging, voice, mobile app, in-app, kiosks etc.



Ranked 1st
of 11 in
Voice of the
Customer

88%
SATISFACTION
81%
CATEGORY
AVERAGE

Text Analytics

53%
OF CLIENTS
ARE DELIGHTED

Ability to find meaning in large quantities of data using text mining and natural language processing (NLP) and aggregate for analysis purposes.



Ranked 2nd
of 11 in
Voice of the
Customer

87%
SATISFACTION
75%
CATEGORY
AVERAGE

API Framework

50%
OF CLIENTS
ARE DELIGHTED

The platform provides the ability to move data to and from the solution and other customer interaction applications (i.e. CRM) with ease.



Ranked 2nd
of 11 in
Voice of the
Customer

85%
SATISFACTION
77%
CATEGORY
AVERAGE

Dashboards, Analytics and Reporting

36%
OF CLIENTS
ARE DELIGHTED

Includes historical & real-time dashboard visualizations, detailed & summary reporting, forecasting & easy data extraction for data analysis.



Ranked 6th
of 11 in
Voice of the
Customer

81%
SATISFACTION
81%
CATEGORY
AVERAGE

Questionnaire Design/Survey Builder

36%
OF CLIENTS
ARE DELIGHTED

Create a variety of question formats including multiple choice, check box, open answers, drag and drop technology, rating scales, and auto-fill.



Ranked 8th
of 11 in
Voice of the
Customer

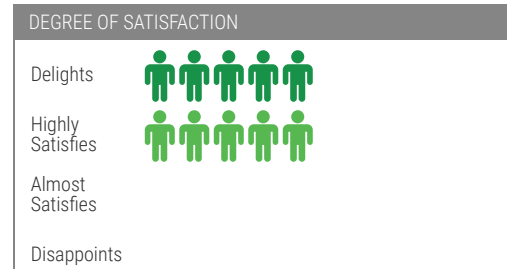
83%
SATISFACTION
85%
CATEGORY
AVERAGE

SECONDARY FEATURES

Sentiment Analytics

51%
OF CLIENTS
ARE DELIGHTED

Use of a natural language processing (NLP) technique used to determine whether data is positive, negative or neutral.



Ranked 2nd
of 11 in
Voice of the
Customer

88%
SATISFACTION
78%
CATEGORY
AVERAGE

Alerts

41%
OF CLIENTS
ARE DELIGHTED

Ability to provide realtime threat or suspicious activity alerts.



Ranked 4th
of 11 in
Voice of the
Customer

85%
SATISFACTION
81%
CATEGORY
AVERAGE

Data Visualization

33%
OF CLIENTS
ARE DELIGHTED

Visualize customer data in configurable dashboards or reports, and easily share these visualizations with decision makers.

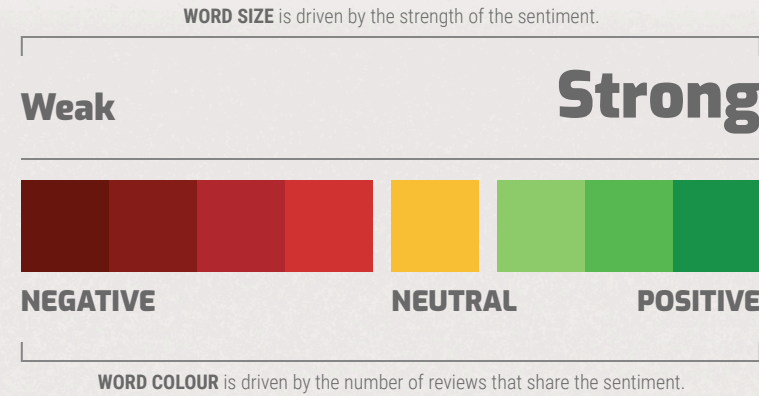


Ranked 4th
of 11 in
Voice of the
Customer

83%
SATISFACTION
80%
CATEGORY
AVERAGE

SANDSIV+ Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

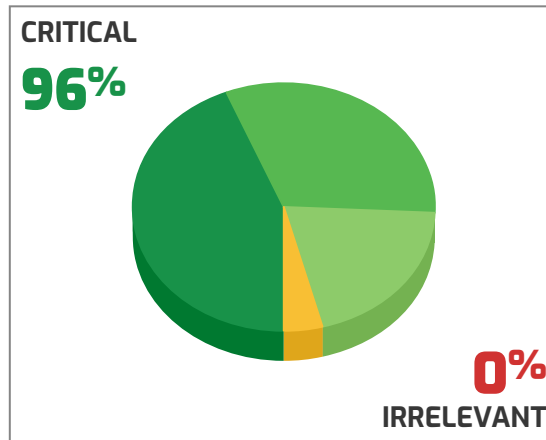


CLIENT'S INTEREST FIRST HELPS INNOVATE
 PERFORMANCE ENHANCING LOVE
 TRUSTWORTHY INSPIRING
 RESPECTFUL FAIR
 INTEGRITY CLIENT FRIENDLY POLICIES
 RELIABLE ALTRUISTIC SAVES TIME CARING EFFECTIVE
 ENABLES PRODUCTIVITY TRANSPARENT
 INCLUDES PRODUCT ENHANCEMENTS EFFICIENT
 SECURITY PROTECTS FRIENDLY NEGOTIATION
 OVER DELIVERED GENEROSITY CRITICAL

SANDSIV+ Emotional Footprint

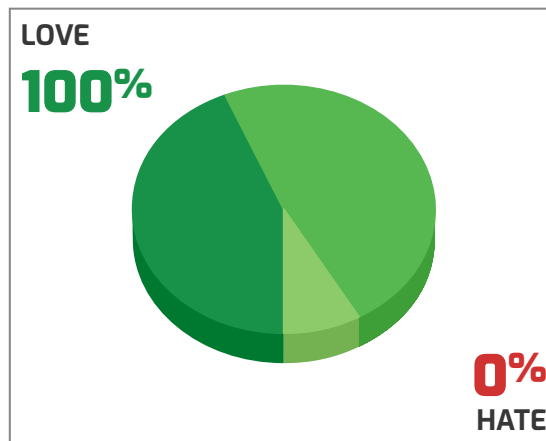
Importance to Professional Success

How important is sandsiv+ to your current professional success?



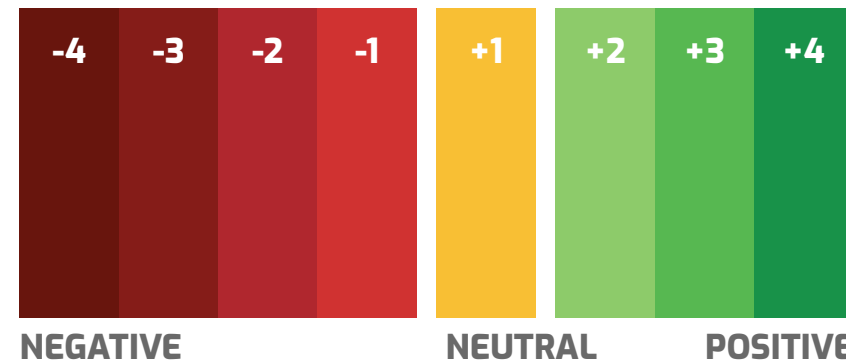
Strength of Emotional Connection

Overall, describe the strength of your emotional connection to sandsiv+



B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.

EMOTIONAL SPECTRUM SCALE



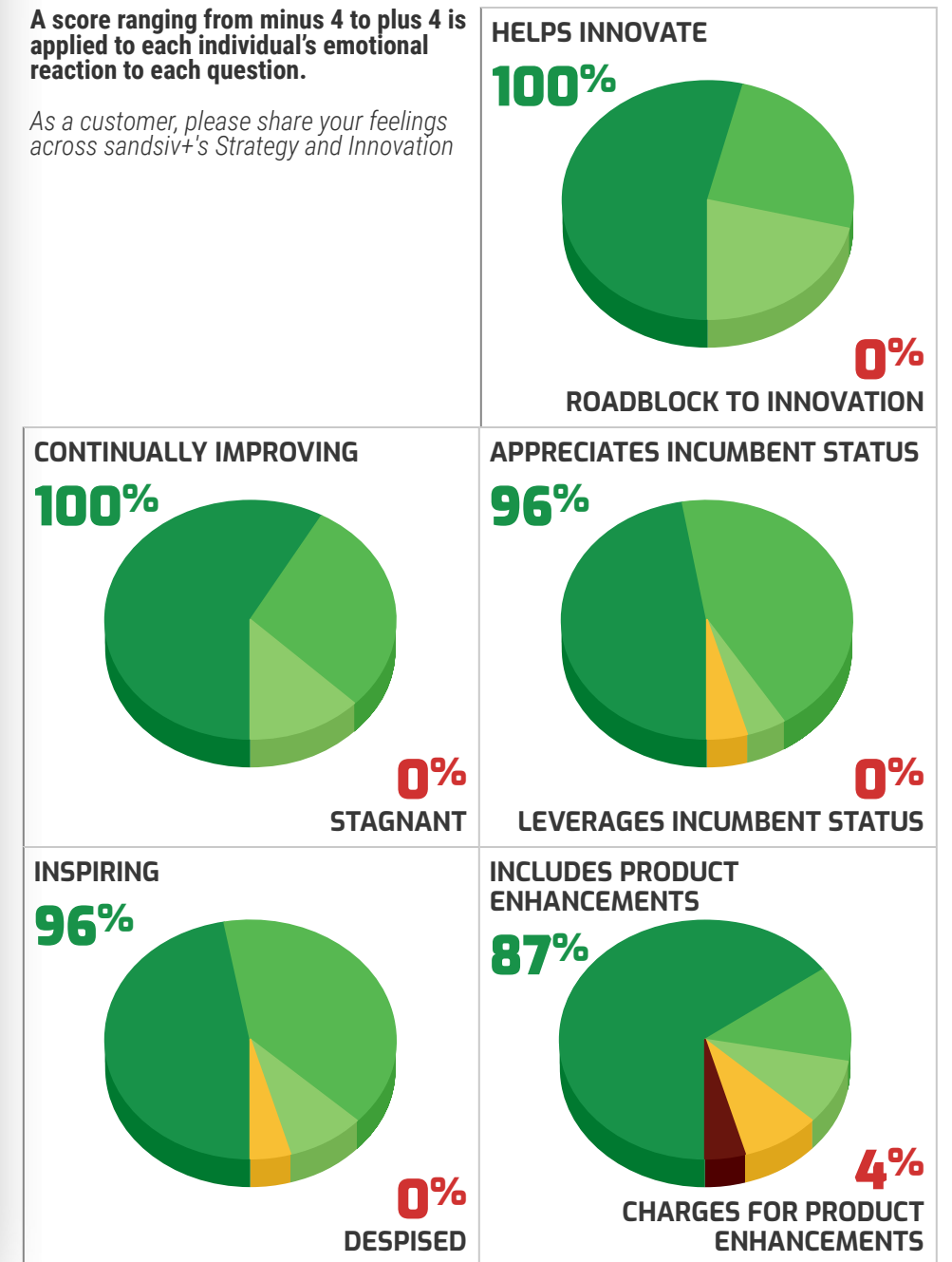
$\% - \% = \text{NET EMOTIONAL FOOTPRINT}$
POSITIVE NEGATIVE

NET EMOTIONAL FOOTPRINT **+96**
SANDSIV+

Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across sandsiv+'s Strategy and Innovation





Relationships and Interaction

When interacting with sandsiv+ your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with sandsiv+, please summarize what you experienced

98%

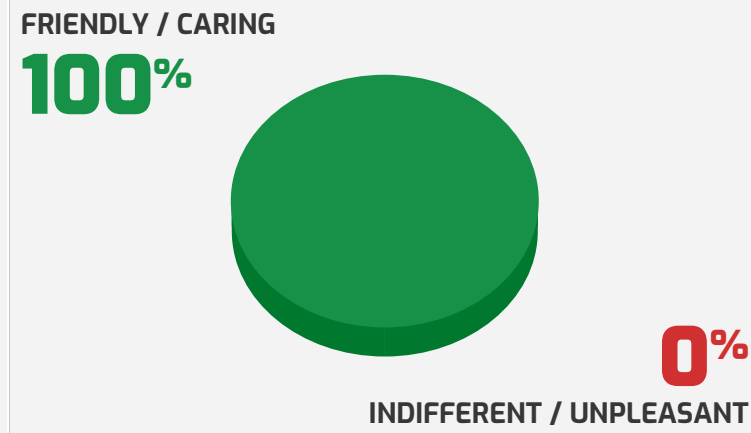
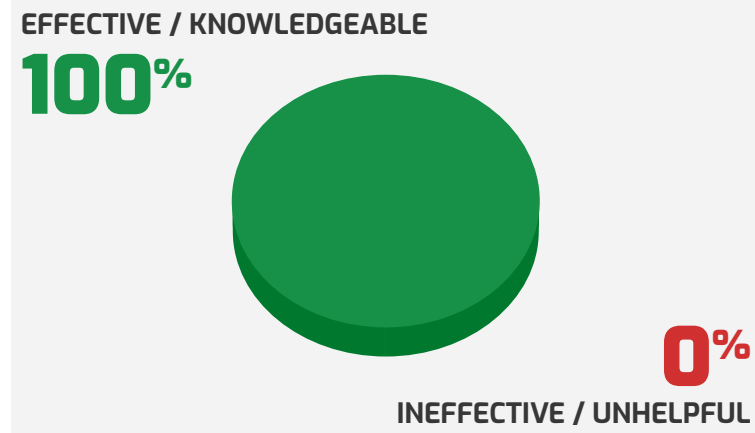
POSITIVE SENTIMENTS

0%

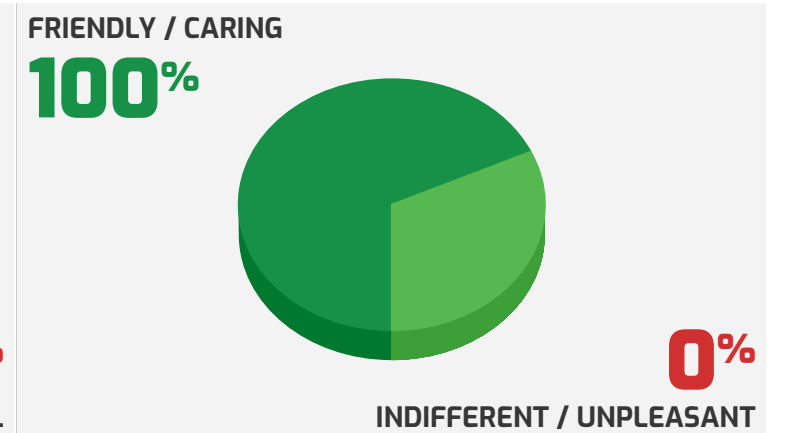
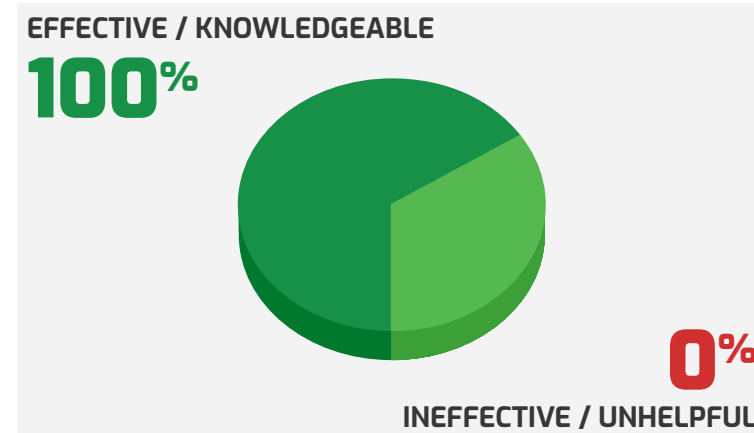
NEGATIVE SENTIMENTS

NET RELATIONSHIP FOOTPRINT +98

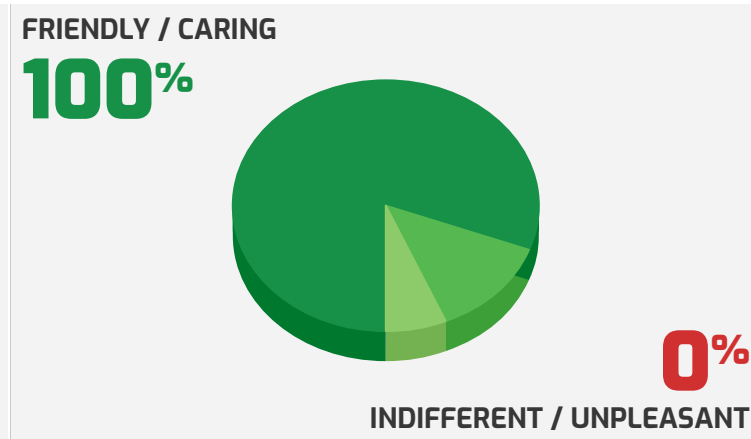
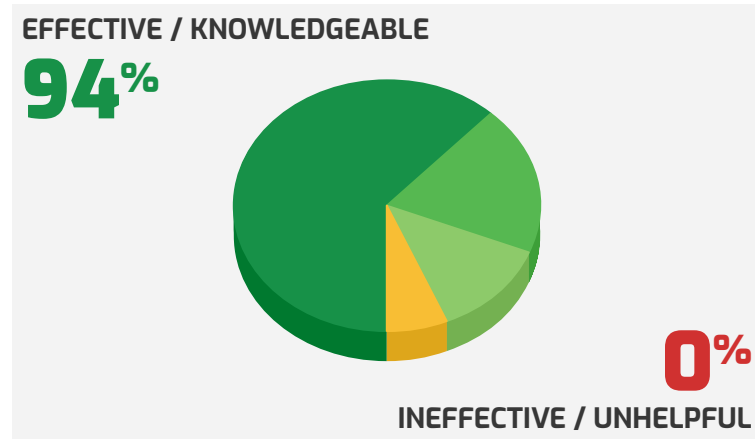
Leadership Team



Technical and Product Specialists



Client Service Team





Tiku M.

Role: Information Technology
 Industry: Telecommunications
 Involvement: IT Leader or Manager

Neutral **7/10**

Great features and training provided.

What differentiates sandsiv+ from other similar products?

First time using a product with such capabilities. All in all, very supportive Italian team and they allowed for customer feature addition.

What is your favorite aspect of this product?

Quick to implement, sms integration was up and running within 6 weeks. Very beneficial for my team

What do you dislike most about this product?

Timeliness for certain API are too long.

What recommendations would you give to someone considering this product?

It'd a quick and easy product to implement. The team works by building on existing features

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training
2	Breadth of Features
2	Business Value Created
2	Ease of Customization
2	Ease of Data Integration
2	Ease of Implementation
3	Ease of IT Administration
2	Product Strategy and Rate of Improvement
3	Quality of Features
2	Usability and Intuitiveness
3	Vendor Support

PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
3	Alerts
2	API Framework
3	Dashboards, Analytics and Reporting
3	Data Visualization
2	Multi-Channel Data Collection
3	Questionnaire Design/Survey Builder
3	Sentiment Analytics
2	Text Analytics



Carmela S.

Role: Consultant
 Industry: Utilities
 Involvement: IT Development, Integration, and Administration

Neutral **8/10**

Very good product!

What differentiates sandsiv+ from other similar products?

What differentiates SandSIV from similar products is definitely the support provided by the vendor and the business relationship.

What is your favorite aspect of this product?

My favority aspect concern to VoC-feedback. I like the way to create surveys and the ability to easily test them via send invite or demo.

What do you dislike most about this product?

The feature I don't like concerns the Virtual Source definition. It is time consuming

What recommendations would you give to someone considering this product?

exercise, exercise, exercise

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training
2	Breadth of Features
3	Business Value Created
3	Ease of Customization
3	Ease of Data Integration
3	Ease of Implementation
3	Ease of IT Administration
3	Product Strategy and Rate of Improvement
2	Quality of Features
3	Usability and Intuitiveness
4	Vendor Support

PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
3	Alerts
2	API Framework
2	Dashboards, Analytics and Reporting
3	Data Visualization
3	Multi-Channel Data Collection
3	Questionnaire Design/Survey Builder
3	Sentiment Analytics
3	Text Analytics

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0



massimo m.

Role: Sales and Marketing
 Industry: Insurance
 Involvement: Initial Implementation

Recommends **9/10**

Great potential helpful team strategic advice

What differentiates sandsiv+ from other similar products?

I don't know many, but the human and technological mix is really good in sandsiv+

What is your favorite aspect of this product?

strategic advice to achieve our goals and the flexibility of the platform

What do you dislike most about this product?

customisation of dashboards is not so intuitive

What recommendations would you give to someone considering this product?

if you work well with metadata, you will get a lot of interesting insights

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION	VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training
4	Breadth of Features
3	Business Value Created
4	Ease of Customization
-	Ease of Data Integration
4	Ease of Implementation
3	Ease of IT Administration
4	Product Strategy and Rate of Improvement
3	Quality of Features
2	Usability and Intuitiveness
3	Vendor Support

PRODUCT FEATURE SATISFACTION	PRODUCT FEATURE IMPORTANCE
-	Alerts
-	API Framework
4	Dashboards, Analytics and Reporting
4	Data Visualization
-	Multi-Channel Data Collection
4	Questionnaire Design/Survey Builder
4	Sentiment Analytics
4	Text Analytics

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	3
Cost	4
Existing Relationship	4
Managing Risk	3
Political Reasons	2
Previously Installed	4
Sales Experience	2
Skill and Staff Fit	2
Social Responsibility	3
Vendor Market Share	4
Vendor Reputation	4



Haslinger A.

Role: Operations
 Industry: Banking
 Involvement: IT Development, Integration, and Administration

Recommends **9/10**

Easy to use, with excellent Customer Support

What differentiates sandsiv+ from other similar products?

I have no real comparison to other products.

What is your favorite aspect of this product?

SandSIV+ is really very custom-able. We can easily create new Survey, check the status of existing surveys, the Dashboard are very intuitive and reactive... and what I love the most is the customer support! We can contact SandSIV and also the next hour we get an answer! Training are perfect, and the help Platform is also very useful. I am very happy to work together with SandSIV!

What do you dislike most about this product?

Sometimes some features are missing, or not easy to use. But all the times we give feedbacks, and in the next release we got what we needed!

What recommendations would you give to someone considering this product?

Go for it!! The system is very easy to use, always getting improved, and we receive a great support!

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	6
3	Breadth of Features	5
4	Business Value Created	5
3	Ease of Customization	4
4	Ease of Data Integration	5
4	Ease of Implementation	4
3	Ease of IT Administration	5
3	Product Strategy and Rate of Improvement	5
3	Quality of Features	5
3	Usability and Intuitiveness	5
4	Vendor Support	5

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Alerts	4
-	API Framework	3
4	Dashboards, Analytics and Reporting	5
4	Data Visualization	4
4	Multi-Channel Data Collection	5
3	Questionnaire Design/Survey Builder	5
3	Sentiment Analytics	4
4	Text Analytics	5

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	1
Cost	1
Existing Relationship	1
Managing Risk	1
Political Reasons	1
Previously Installed	1
Sales Experience	1
Skill and Staff Fit	1
Social Responsibility	1
Vendor Market Share	1
Vendor Reputation	1



Elizabeta B.

Role: Vendor Management
 Industry: Telecommunications
 Involvement: End User of Application

Recommends **10/10**

Great Great Great,perfect!!!

What differentiates sandsiv+ from other similar products?

First great support, very intuitive platform. And very important, you will be admin.

What is your favorite aspect of this product?

if you buy this product, you will see that this answer is true: All of it!

What do you dislike most about this product?

Well, integration took a little longer (4 days) which is a minor issue.

What recommendations would you give to someone considering this product?

Buy it Today!

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	10
4	Breadth of Features	8
4	Business Value Created	10
4	Ease of Customization	10
4	Ease of Data Integration	10
4	Ease of Implementation	4
4	Ease of IT Administration	8
4	Product Strategy and Rate of Improvement	10
4	Quality of Features	10
4	Usability and Intuitiveness	10
4	Vendor Support	10

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	Alerts	0
4	API Framework	0
4	Dashboards, Analytics and Reporting	0
4	Data Visualization	0
4	Multi-Channel Data Collection	0
4	Questionnaire Design/Survey Builder	0
4	Sentiment Analytics	0
4	Text Analytics	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0



Angelica Laura P.

Role: Consultant
 Industry: Consulting
 Involvement: End User of Application

Recommends **10/10**

Fantastic!

What differentiates sandsiv+ from other similar products?

The attention and availability given from customer service, the layout and information given of respondents of surveys and the opportunity to create your own dashboards and analyse data from different angles

What is your favorite aspect of this product?

The features and how analysis can be automated

What do you dislike most about this product?

That there aren't many different ways change the form of the surveys

What recommendations would you give to someone considering this product?

Use all of the capabilities and make sure to contact cliente service if you have a doubt because they are very clear and available

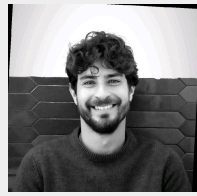
Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	0
4	Breadth of Features	0
4	Business Value Created	0
4	Ease of Customization	0
4	Ease of Data Integration	0
4	Ease of Implementation	0
4	Ease of IT Administration	0
4	Product Strategy and Rate of Improvement	0
4	Quality of Features	0
4	Usability and Intuitiveness	0
4	Vendor Support	0

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	Alerts	0
3	API Framework	0
3	Dashboards, Analytics and Reporting	0
3	Data Visualization	0
3	Multi-Channel Data Collection	0
3	Questionnaire Design/Survey Builder	0
3	Sentiment Analytics	0
3	Text Analytics	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0



Gianmarco C.

Role: Consultant
 Industry: Technology
 Involvement: Business Leader or Manager

Recommends 10/10

Detailed analysis in few clicks

What differentiates sandsiv+ from other similar products?

Support 24/24 and Easy way to analyse dataset

What is your favorite aspect of this product?

Topic detection

What do you dislike most about this product?

Surveys configurations

What recommendations would you give to someone considering this product?

Slow cost and high performance

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION VENDOR CAPABILITY IMPORTANCE

3	Availability and Quality of Training	10
3	Breadth of Features	8
3	Business Value Created	8
3	Ease of Customization	0
3	Ease of Data Integration	8
3	Ease of Implementation	10
3	Ease of IT Administration	6
3	Product Strategy and Rate of Improvement	6
3	Quality of Features	11
3	Usability and Intuitiveness	13
3	Vendor Support	20

PRODUCT FEATURE SATISFACTION PRODUCT FEATURE IMPORTANCE

-	Alerts	0
-	API Framework	0
3	Dashboards, Analytics and Reporting	0
3	Data Visualization	0
3	Multi-Channel Data Collection	0
3	Questionnaire Design/Survey Builder	0
3	Sentiment Analytics	0
3	Text Analytics	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	0
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0