

Usability Index

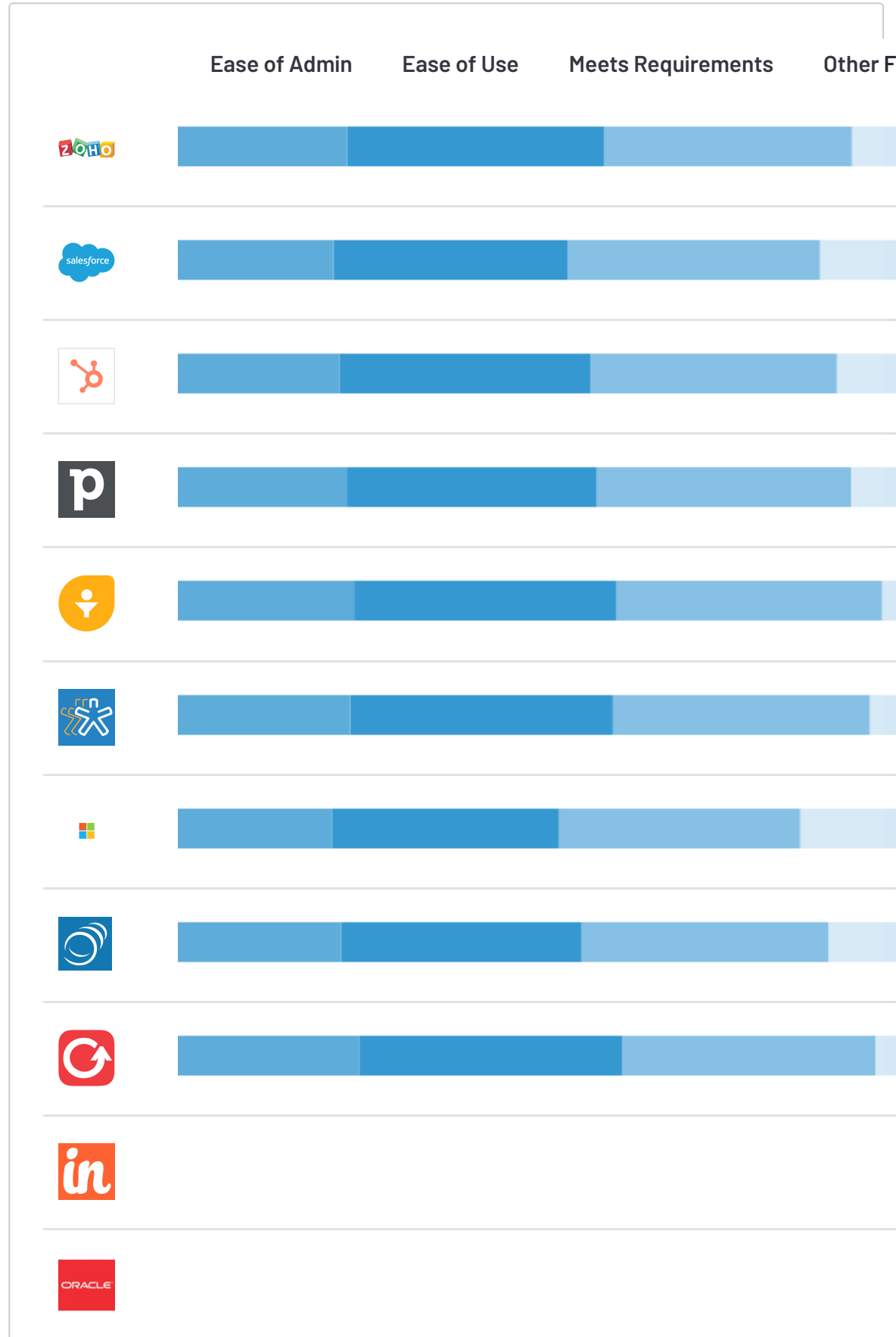
Definition

Product Usability Profiles

Usability Index Methodology

## CRM Usability Index: Enterprise

Usability scores for CRM are shown below. The chart highlights some of the factors which contribute to a product's overall Usability score. Ease of use, administration, and adoption data is shown in the table below.



Ease of Admin

Ease of Use

Meets Requirements

Other F



ORACLE  
NETSUITE



SUITE CRM



SAP



\* Products are ordered by Index score. Products are ordered alphabetically if two or more products have the same Index score.