



Reltio Cloud

Reviews, tips, and advice from real users



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Product Recap

 Reltio Cloud

Reltio Cloud Recap

Reltio Cloud excels in Master Data Management (MDM), offering real-time data synchronization and a unified data view across diverse sources. Praised for its scalable architecture and user-friendly interface, it enhances operational efficiency and compliance management, making it ideal for handling large volumes of data and improving organizational productivity.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Reltio Cloud has introduced a single source of truth, a solution to issues caused by teams sharing data via email and losing track of the latest updates, and as a result, up to 97-78% of operations now have a clearer view, allowing us to focus more on enhancing our operations rather than rectifying data discrepancies, thus productivity has surged, leading to significant cost reductions, with my estimate being over a million dollars in savings within the last few months, enabling faster decision-making and real-time data access without the need for manual compilation.”



Verified user

Data Domain Lead at a government with 10,001+ employees

- ✓ “Reltio Cloud has positively impacted my organization because we were able to promote our data and sell data to our customers.”



Constantine Liadis

Senior Solution Architect at IQVIA



“Reltio Cloud offers advantages over competitors, including a dashboard with a good amount of detail that looks significantly better than Informatica or Stibo.”



RahulSoni

Senior Data Consultant at Simple MDG



“The cloud feature is very beneficial, and the scalability performance feature is excellent.”



Amrita Guha

Human Resources Head at AN INFOSYSTEMS BV



“Reltio Cloud has positively impacted my organization by reducing the amount of manual effort needed and making it easy to manage downstream systems.”



Verified user

Systems Engineer at a tech vendor with 10,001+ employees



“It is very easy to learn. The”



RahulSoni

Senior Data Consultant at Simple MDG



“There are default limitations and considerations. For instance, Reltio can store a maximum of 200 values for a single attribute. If your data exceeds this limit, you can request Reltio support to increase the limit. However, be aware that increasing this limit may impact performance, potentially slowing down data loading times.”



Mohd Imran

Senior Consultant at Lumendata

What users had to say about valuable features:

“The cloud feature is very beneficial, and the scalability performance feature is excellent. There are many features available for integrations, though I am not part of the integration team. The UI part is very user-friendly, and it functions as a low code, no code platform. As someone who is not a coder, I find the platform easy to use..”

Amrita Guha

Human Resources Head at AN INFOSYSTEMS BV

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“The best features Reltio Cloud offers include a unified Master Data Platform, smart data matching, and merging. Reltio Cloud also has hierarchical matching, fuzzy, exact, rule-based, and automated survivorship and merging logic.

“Reltio Cloud has positively impacted my organization because we were able to promote our data and sell data to our customers. This positive impact shows up as business users act directly on trusted data, which dramatically reduces the internal IT burden, a critical factor for our industry..”

Constantine Liadis

Senior Solution Architect at IQVIA

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“The best features Reltio Cloud offers include a great user interface and API support for developers.

What I appreciate about the user interface is that the API documentation is well managed, and the UI is easy to use.

Reltio Cloud has positively impacted my organization by reducing the amount of manual effort needed and making it easy to manage downstream systems.

Since using Reltio Cloud, data updates now take weeks instead of minutes..”

Verified user

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Systems Engineer at a tech vendor with 10,001+ employees

“Reltio Cloud offers advantages over competitors, including a dashboard with a good amount of detail that looks significantly better than Informatica or Stibo. I can view the entire records matched for obtaining specific data. Users can check the correct data effectively, and the address verification part is smoother compared to Informatica, which is referred to as address doctor. Even though Reltio Cloud is relatively new compared to Informatica, it definitely has its own advantages.

I would describe the impact of Reltio Cloud's data stewardship on data quality in my organization as significant, particularly for customer and supplier data. If someone wants to manage either organization or personal data, that tool greatly excels in terms of a great UI perspective as well as easily maintainable attributes and the data model itself..”

RahulSoni

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Senior Data Consultant at Simple MDG

“Reltio has two main aspects: one is handled by developers and architects, and Reltio manages the other. Developers and architects are responsible for configuration, developing requirements, and working on the implementation.

There are default limitations and considerations. For instance, Reltio can store a maximum of 200 values for a single attribute. If your data exceeds this limit, you can request Reltio support to increase the limit. However, be aware that increasing this limit may impact performance, potentially slowing down data loading times.

In cases where attribute values or record counts exceed the standard limits (e.g., more than 20 million records), Reltio support can add additional resources to your tenant. This usually involves extra costs, but it ensures the system remains efficient and scalable. As a developer or architect, you don't need to manage this process; Reltio support handles scalability and resource allocation..”

Mohd Imran

Senior Consultant at Lumendata

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“The best features that Reltio Cloud offers include data management and data unification, which involves combining data from multiple sources into a single copy, thus creating a single source of truth.

It also assists in match and merge, for example, by aggregating name or email data from a customer or case database to identify duplicate records. Additionally, it enhances data quality by cleansing, validating, and monitoring data quality over time, ensuring data is usable and accurate. Reltio Cloud facilitates real-time data integration through APIs, synchronizing data across applications and providing a comprehensive 360 view of entities, interactions, and attributes. For instance, it illustrates how a citizen using a service ties into a payment recorded in a case, allowing relationship intelligence where entities (people, organizations, properties) are linked. It also implements survivorship rules, defines which data should prevail in conflicts, and supports role-based access control for data governance, enabling workflows for data stewardship and ensuring compliance with regulations. With AI assistance, Reltio Cloud enables automated governance workflows and is not confined to a single domain, offering high scalability and performance, marking it as an excellent choice for data management.

Reltio Cloud has positively impacted my organization by providing a valuable outlook on the data we utilize. It removes inconsistencies and duplicates, leading to better data quality. When data quality is good, it fosters trust, allowing for effective reporting utilized by senior leaders, significantly reducing errors in decision-making due to improved data quality. Reltio Cloud has introduced a single source of truth, a solution to issues caused by teams sharing data via email and losing track of the latest updates. Before, inconsistencies prevailed when teams altered data without a centralized reference, but now, Reltio Cloud offers a consolidated database minimizing manual reconciliation efforts.

As a result, up to 97-78% of operations now have a clearer view, allowing us to focus more on enhancing our operations rather than rectifying data discrepancies. Thus, productivity has surged, leading to significant cost reductions, with my estimate being over a million dollars in savings within the last few months, enabling faster decision-making and real-time data access without the need for

manual compilation. Improved customer 360 views and strong data governance have also helped the organization avoid hefty compliance fines that were previously incurred, illustrating a model for more effective time utilization..”

Verified user

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Data Domain Lead at a government with 10,001+ employees

Other Solutions Considered

“I started with which was the unification of the data, for which they proposed Reltio. When handling duplicate records, Reltio provides a highly effective matching and merging process that is more efficient than on-premise or other master data management platforms..”

Jithinraj P V

Analyst - Master Data Management at a tech services company with 51-200 employees

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“It wasn't my personal decision to choose Reltio Cloud, rather it was the result of the decision made by the leaders within our organization. Presumably, they thoroughly evaluated the various advantages and disadvantages of this particular platform, taking into account factors such as its cost-effectiveness and potential areas for growth and development. There may have been significant considerations and deliberations involved in the decision-making process..”

Verified user

Consultant at a consultancy with 10,001+ employees

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“We previously used Informatica years ago, but it was an expensive option, so we switched to TIBCO EBX. Due to internal problems at TIBCO, we decided to switch to another MDM platform. Since we knew the founder of Reltio Cloud, we were offered to try their solution. We are now very satisfied with Reltio Cloud and intend to continue using it..”

Amrita Guha

Human Resources Head at AN INFOSYSTEMS BV

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ROI

Real user quotes about their ROI:

“I can confirm that we have seen a return on investment from this tool, particularly concerning cost savings by reducing legacy systems, which led to savings of about a million. Faster processing and reconciliation have notably improved our overall operations, translating to another million in efficiency. We require fewer employees, as expenses related to data cleaning have reduced, underscoring the time saved; we experience a 70% to 80% reduction in time spent on data inquiries and a 30% to 50% faster case handling process, while approximately 90% of the time spent on manual duplication tasks has been eliminated, contributing to quicker decision-making and eradication of duplicate records..”

Verified user

Data Domain Lead at a government with 10,001+ employees

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Use Case

“I use Reltio Cloud to create entities and manage data. It allows for managing data hierarchies using tools like RDM, Data Modeler, and other Reltio features..”

Ahadh Shajahan

Custom Software Engineer Analyst at a consultancy with 10,001+ employees

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“I have been using Reltio Cloud for about one year and a half. My main use case for Reltio Cloud involves collaborating with a lot of people utilizing Reltio Cloud, and what I am doing is creating Python scripts for getting data from Reltio Cloud through the API. The kind of data I was working with was mostly MDM, Master Data Management, where the goal was to get data from clinics and doctors, all this customer data..”

Constantine Liadis

Senior Solution Architect at IQVIA

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“My main use case for Reltio Cloud is data management for the life science domain.

A quick specific example of how I use Reltio Cloud for data management in the life sciences domain is maintaining up-to-date information with respect to healthcare profiles.

The process in my day-to-day work involves data ingestion from different sources, bulk loading of data, and automated processes for cleaning and transformation..”

Verified user

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Systems Engineer at a tech vendor with 10,001+ employees

“Reltio is a master data management tool. While other competitors are in the market, Reltio stands out as one of the early cloud-native MDM solutions. Before Reltio, many MDM products were on-premises solutions, such as those from IBM and Informatica. Reltio is purely cloud-based.

With Reltio, there’s no need to maintain infrastructure or set up a separate database for customer data, as everything is managed in the cloud. This setup simplifies things for data stewards and the data governance team, allowing them to visually monitor and assess data quality through various charts and dashboards.

Reltio also offers features like match, merge, and survivorship tools, which are standard in MDM solutions. Its cloud-based approach has proven user-friendly and scalable compared to other MDM tools..”

Mohd Imran

Senior Consultant at Lumendata

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“Reltio Cloud is used to handle big data, such as customer data. It is very useful for managing data and is mainly known for the unification of data, where the main purpose is matching and merging data from different sources. When both data sets seem identical, we design rules to determine if two accounts or customers are identical. Those accounts will be automatically merged if the rule is satisfied. If the match is only partial, some criteria are met, and the case is flagged as a suspect, it is sent for manual review. This way, we unify the overall data for accounts, customers, or other entities.

For example, a customer with the same name and phone number can be automatically merged into a single entity, along with every other attribute related to that customer. Different approval options exist for merging, such as deciding which customer number or name should be visible to the client. The key feature of Reltio is matching and merging, allowing us to unify data. After that, we can edit, add new attributes, or create new ones by updating the configuration..”

SAGAR MARABAGI

Project Engineer at Wipro Limited

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“My main use case for Reltio Cloud is that we are a government organization focusing on data management.

Reltio Cloud is a platform where we can have a single trusted data view which unifies our fragmented data across various systems. We manage the Department of Environment, Energy, and Natural Resources, and within our department, different teams have scattered data without a single source of truth, hence the need to create a golden copy.

I use Reltio Cloud to create a golden copy. For example, if there is a finance record of J. Smith with the email j.smith@gmail.com, in a different system, the same person may be listed as John Smith with another email, john.smith@gmail.com. Since John Smith appears with different names across various systems, I need to merge them, creating a standard email for him to form a golden copy. I start by bringing all the data sources together through a data ingestion step, loading both my CRM and finance databases via APIs which includes raw data that could be duplicated. I then create a data model, defining terms such as person, customer, and organization along with their attributes and relationships. I establish rules to identify duplicates and create survivorship rules to determine the most trustworthy sources. If conflicts arise with the survivorship rules, the authoritative source helps to resolve this. For instance, if the same email appears in two places, we can choose that email as it is likely to be the correct one.

This process allows me to create a golden copy and merge the records into one unified source of data..”

Verified user[Read full review](#) 

Data Domain Lead at a government with 10,001+ employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The deployment of Reltio Cloud was quite straightforward and not difficult because they have their own plugins and processes for how to create the solution..”

RahulSoni

Senior Data Consultant at Simple MDG

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“Deployment is quite straightforward. We can easily purchase the subscription product. Reltio provides several subscription plans, each specifying the features included in a particular plan..”

SAGAR MARABAGI

Project Engineer at Wipro Limited

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“The solution's initial setup is pretty simple. We don't have to install anything because it's a cloud-based tool. The Reltio team handles all the installations. Reltio has a great support team that helps us in these situations, and they configure it on their end. It's a simple plug-and-play, where we can log in and start our business..”

Mayank Saini

App/Cloud Support Specialist at Accenture

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“The implementation of Reltio Cloud is straightforward and user-friendly. It is a low-code platform, meaning minimal coding is required. We can purchase the Reltio platform and model the data according to our needs using the graphical UI. The configuration can be done directly within the UI..”

Jithinraj P V

Analyst - Master Data Management at a tech services company with 51-200 employees

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“The initial setup is straightforward. When migrating components, such as data models, UI models, data loader mappings, or data exports, you can export them from the lower environment and import them into the higher environment without downtime. Although Reltio Cloud remains operational during migration, we recommend informing end users of a potential downtime window of a couple of hours. This precaution manages expectations and addresses any unforeseen issues that might arise, even though the platform is generally expected to function normally during this period..”

Mohd Imran

Senior Consultant at Lumendata

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“I have worked on testing the Reltio Cloud application. Reltio provides a baseline set of features and functionalities, with much of the core development already done. Organizations can customize the application based on their specific needs by utilizing the APIs provided by Reltio. These APIs are reportedly easy to understand and implement. For example, if an organization wants to change how an attribute is displayed, such as changing 'name' to 'customer name,' they can modify a simple API call to achieve this. After running the modified API, the attribute will be displayed as 'customer name' instead of 'name.'.”

Samudra Som

Quality Assurance Test Engineer at Concept Software & Services INC

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Customer Service and Support

“Technical support is quick, especially when they know the solution immediately. However, they may sometimes face difficulties and must consult with the internal development team before finding a solution. .”

SAGAR MARABAGI

Project Engineer at Wipro Limited

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“The support team is slow to respond when we need assistance with workflow deployments. We must rely on their availability and contact them to receive the required JAR files. This has been a recurring issue we have encountered several times. Apart from this concern, the service is acceptable..”

Amrita Guha

Human Resources Head at AN INFOSYSTEMS BV

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“I did not communicate with technical support. I learned from learn.reltio.com, and I found the training material to be superb because there are very few tools offering such detailed explanations within the same training. Unlike Stibo, which breaks concepts into short segments, Reltio provides comprehensive training in one go, allowing users to understand how to operate the tool effectively..”

RahulSoni

Senior Data Consultant at Simple MDG

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“Technical support is helpful and has a good response time.

Deployments can take a bit longer than expected. We expect assistance in ten to twelve hours but sometimes it takes two to three days. Raising deployments as high priority helps with the response time.

Technical support is rated an eight out of ten. .”

SumitKumar12

Data Engineer at a tech vendor with 10,001+ employees

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“The response time is quite fast. They typically acknowledge tickets within five to ten minutes. While their knowledge is generally good, issues sometimes arise due to product limitations rather than a lack of expertise. When such limitations are identified, they involve their internal engineering team to address the issue. This may result in a bug fix or a product enhancement that could take a few months to be included in a future release.

I haven't observed any significant knowledge gaps in their support. If junior resources handle a ticket, they involve more experienced developers as needed. .”

Mohd Imran

Senior Consultant at Lumendata

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“We had an integration with Salesforce, which required careful coordination between updates from both systems. During Salesforce updates, we needed to ensure that they did not interfere with Reltio updates. To manage this, we would temporarily disable the connector between Reltio and Salesforce. Once Salesforce has completed its update, we will restart the connector.

For this process, we relied on the support team from Reltio, who were typically very responsive. We would usually notify them a day or two in advance, requesting assistance disabling and re-enabling the connector. The support team was consistently available, and if any issues arose, we could raise a support ticket. Generally, we would receive a response within 24 hours..”

Samudra Som

Quality Assurance Test Engineer at Concept Software & Services INC

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Other Advice

“Our team consists of 35 plus members spread across India, Vietnam, and Portugal in Europe. The solution runs on [AWS](#) Cloud and is a well-known platform. [TIBCO EBX](#) has suffered some losses last year. This review rates Reltio Cloud as 7 out of 10..”

Amrita Guha

Human Resources Head at AN INFOSYSTEMS BV

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“I would rate Reltio Cloud an eight on a scale of one to ten. I chose this rating because of the potential improvements that Reltio Cloud can provide. The cloud provider used for our private cloud deployment was [Cassandra](#), as far as I know. I find the data quality management capabilities in Reltio Cloud to be acceptable. I feel that the security and compliance features in Reltio Cloud meet my organization's needs, as they are satisfactory. The learning curve for new users adopting Reltio Cloud was easy to get started. I find the performance of Reltio Cloud to be moderate. I would say that eighty percent of the support documentation and resources available for Reltio Cloud were helpful. My advice to others looking into using Reltio Cloud is that if they would like to utilize an [MDM](#), they should also check the benefits of the graphical user interface, which I think is more savvy and easier to depict the data on Reltio Cloud. My overall rating for this product is eight out of ten..”

Constantine Liadis

Senior Solution Architect at IQVIA

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“Reltio Cloud was not purchased through [AWS](#) Marketplace or directly from the vendor. It was already available in my company at that time, so I used the system to showcase its capabilities.

What could be improved about Reltio Cloud was minimal. It was simply a small project without complex data or any significant issues encountered since it was just a POC for the client.

Reltio Cloud easily integrates with third-party tools without many challenges. I had a file mechanism, and it went perfectly fine. Compared to Stibo, which limits data types for uploads, Reltio allows simpler formats such as Excel and CSV, making it easier and slightly faster than Stibo but slower than Informatica.

Given how much I have worked with Reltio Cloud, I would rate it at 8.5, as a score of eight feels fair since there are certain aspects I was not exposed to, considering my four months of experience..”

RahulSoni

Senior Data Consultant at Simple MDG

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“Reltio stands out because it offers extensive real-time integration capabilities. It can be easily configured with analytics tools like [Databricks](#) and [Snowflake](#), allowing seamless integration. While Reltio provides simple charts and dashboards for data visualization, it also offers an optional analytics tool. You can use or integrate Reltio's analytics tool with other tools like [Snowflake](#). With the Snowflake connector, any changes made in Reltio are reflected in Snowflake in real-time, ensuring quick updates.

For instance, if a team has a member with extensive knowledge of Intellitivo, this can be beneficial. In master data management projects, match and merge rules are crucial, and having experience in this area is essential. Whether someone has

experience with Reltio or another MDM product, familiarity with match rules is important. However, training and experience are also necessary to ensure accurate match rules. Without this expertise, the project could face significant issues. As master data management projects can be quite complex, prior experience is valuable before starting with Reltio.

I recommend Reltio to anybody who wants to implement their master data management project.

Overall, I rate the solution an eight-point five out of ten..”

Mohd Imran

Senior Consultant at Lumendata

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“We can have data from different sources as we want. Reltio is like a database where the data comes from one source and moves through another medium. In our case, we are using MuleSoft as a medium between our systems and Reltio. Sometimes, we send large amounts of data, like 10,000 or 50,000 records. Reltio can handle however much data we send, but there is always a limitation with MuleSoft. While MuleSoft has limitations, Reltio doesn't, and it can process large amounts of data.

Reltio provides three indicators for monitoring performance: green, yellow, and red. If the tenant is working as expected, it shows green. When a high volume of data is processed, it may show yellow, so we should temporarily restrict usage. Once the data load is processed, it turns green, ensuring performance isn't reduced. If the tenant turns red, it's a high alert state, and we need to contact Reltio.

I've worked with Reltio for the past two years and haven't seen the tenant turn red. It turns yellow when processing around 15,000 to 30,000 records from a source, but

it goes back to green after about 30 minutes to an hour. Overall, the data broker works smoothly, and we haven't faced any significant difficulties while handling most of the data.

They have provided something called Reltio Integration. It's a platform they introduced about four to five months ago. It's AI-based and helps users quickly solve their queries. Newcomers working with Reltio who might have questions or doubts about the UI can easily find answers through the AI or contact the support team. The AI is also configured to create manuals and has been successfully integrated. They are also continuing to work on improving the AI tool further.

It doesn't require maintenance at our end. During those times, we need to avoid using the system.

I highly recommend it. One major benefit is that they provide custom Java utilities. These utilities allow us to extract or load data in bulk, which would otherwise be difficult to manage individually. With these tools, we can load or extract data as needed.

Overall, I rate the solution an eight out of ten..”

SAGAR MARABAGI

Project Engineer at Wipro Limited

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“If I have to choose the most important feature among all these, it is the match and merge, which stands at the core of data management and reconciliation. The primary issues in my organization revolve around duplicate and inconsistent records, making it challenging to identify individuals with slight variations in names such as J. Smith and John Smith. Since data is spread everywhere and is a significant asset to the organization, it is critical to have correctly maintained data for effective use. Therefore, I find match and merge to be essential, as it helps

identify duplicates and merge records into a singular source of truth.

This capacity to create a golden record and trust in data is vital for building a comprehensive 360 view.

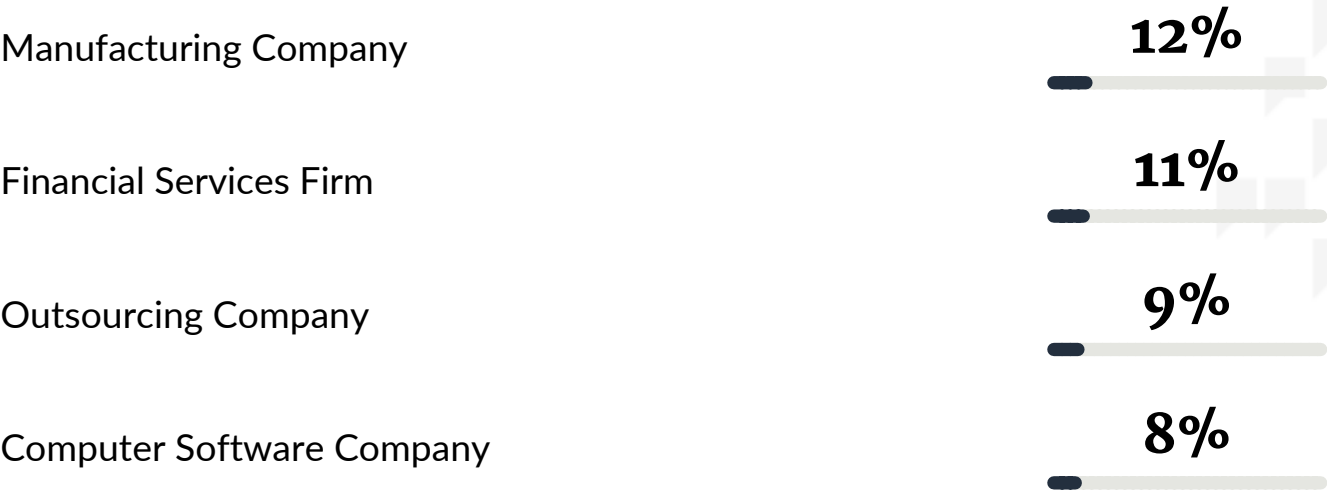
In terms of metrics, I can provide several specific outcomes from using Reltio Cloud. Previously, each record required users to verify information across three to five systems, taking around 30 minutes for manual reconciliations, but now, with a single golden record, that time has decreased to just five to ten minutes, saving up to 70% to 80% of time. Earlier, data stewards spent hours identifying duplicate records, but this time has decreased by 80%. Gathering information for a case used to be a two-day process, but now it is accomplished within a single day, reducing case processing time by 50%. Report preparation has also markedly improved, transitioning from taking several weeks to now merely hours due to clean, readily available data. Therefore, what used to require an hour in the past has been reduced to mere minutes per case, showcasing significant time and effort savings with this tool.

I believe having a solid balance between business and technical aspects is crucial since data management tools exist to help business stakeholders who may not be technically inclined. Reducing the coding requirements to enhance business-friendliness would be my main concern for improvement.

For others considering Reltio Cloud, I would advise starting with a clear objective regarding the data issues they aim to resolve, rather than adopting the tool without a strategically defined problem. Understanding what data is critical to success is vital. Heavy investment in data modeling, early identification of data relationships, and attribute ownership follows, with match and merge identified as foundational to achieving accurate results. It is crucial to define simple rules to facilitate understanding before progressing to complex setups. Workflows should emphasize business needs rather than being driven solely by IT, reflecting the importance of collaborative efforts. Lastly, clear success parameters for ongoing improvements enable tracking and enhancement efforts. I would give this product an overall rating of six out of ten..”

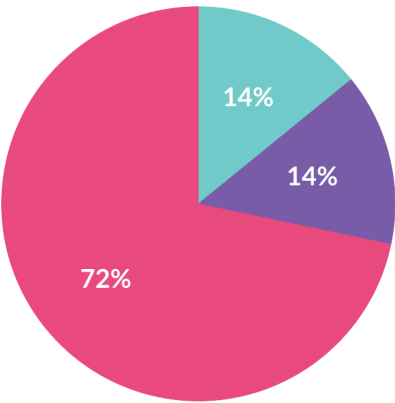
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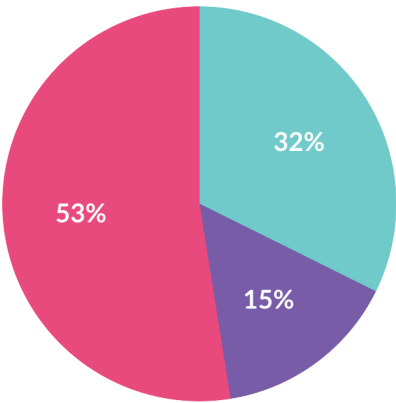


Company Size

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by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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