Zudy VINYL

Review From A Customer

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From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station

Head of Global Digital/Marketing Technology at a Consumer Goods with 1,001-5,000 employees

Sahal Laher

WHAT IS OUR PRIMARY USE CASE?

This solution has touched many parts of the organization, everything from a dashboard for some of the store analytics, to custom applications for alterations, made-to-measure, clienteling, inventory management. It really covers the whole gamut.

HOW HAS IT HELPED MY ORGANIZATION?

It has removed many manual processes and allowed us to automate. It has reduced paper connected with things we do in our stores, such as alterations and made-to-measure customers. Not only does it help with efficiency for the employees, but it's also a better experience for the customer. It has really been an evolution for the organization. We didn't see it as just a project where you do the project and stop. We're always looking at how do we continuously improve parts of our processes and operations. That's really the way we continue to approach it: How can the tool keep helping us to innovate and drive new solutions in other areas?

WHAT IS MOST VALUABLE?

The fact that it's no-code is one of the most important features because it allows us to deliver very quickly. We can get the value to the business delivered much more quickly than with other solutions.

WHAT NEEDS IMPROVEMENT?

This is just a pie in the sky wish list, but if they could add a machine-learning type of platform to go with it, or some artificial intelligence capabilities, so that as it's collecting data it would also be turning some of that into insights, that would be something. That's a pretty ambitious request because I realize you will need different tools, but that would be a nice to have.

FOR HOW LONG HAVE I USED THE SOLUTION?

Three to five years.

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WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

There have been no stability issues. It's all in the cloud. We've never had any outage. It's very stable.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

For us, it has scaled for over 6,000 users globally, and there have been no issues.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

The tech support is very good. We haven't had to use tech support very much, but when we do, things are resolved on the first call. That is the result you always want to have. You don't want to keep having to call over and over and deal with the same issue. We're very satisfied.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

We used to have five to seven different custom applications that we got rid of because they were becoming very difficult to support. We wanted to get rid of the multiple siloed applications because they were not meeting the business needs. We moved to get everything under one umbrella and have a single experience and user interface for the employees, and to get all of the data in one place.

HOW WAS THE INITIAL SETUP?

The setup was very quick. We actually delivered our first pilot within two weeks. In that time, we had the first application use case running in a few stores. Regarding the setup itself, it took only a couple of hours to install it. It's very easy to learn the platform. We have business users who have taken on roles now where they maintain and make changes to the platform. You really don't need to be a programmer.

WHAT WAS OUR ROI?

Our return on investment is orders of magnitude more than what we paid for the software. I don't know an exact number, but what I will tell you is that if you look at the cost of the platform, before we had it we would probably spend that much in just one month in inefficiencies in our processes. Being able to clean that up, if you take that over the four years we've been using it, that's a huge return. Even if you extrapolate it out on an annual basis, return on investment is more than 10x. I would say that we have probably easily had a return of 12 to 15 times more than what we have spent. It's a very solid ROI.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

I feel the product's pricing is a good value. The licensing model is very straightforward. You license the platform and you can build however many solutions you want with it. I like that model.

WHICH OTHER SOLUTIONS DID I EVALUATE?

We looked at numerous other applications from some of the larger software providers. Because we have 6,000 users, all of the other applications and tools got very expensive from a licensing standpoint. An additional issue was that the other applications, from a data standpoint, needed to create another data store and co-locate all of the data. That was another drawback. We did do several other proofs of concept with larger players, but our needs were not going to be met by them in a cost-effective way. I have not seen a tool that is really on this level. There may be a lot of other tools that do parts of what this tool does, or there might be tools that do all of it, but the time to value and the time to implement is much longer, and it's a more complex implementation. To me, speed and simplicity are really the two biggest things that VINYL has in terms of a leg up on the competition.

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WHAT OTHER ADVICE DO I HAVE?

The product itself is very solid. The places where we've had issues are internal, with regards to a cultural mindset shift, because the business was not used to getting solutions this quickly. They have to think differently about how they engage with these projects. They have to move into more of an agile mindset and move away from the old waterfall mindset of saying, "Hey, if we're going to do this design for three months, build for three months, test three months, then in nine months we'll get a tool." Instead, these are rapid sprints where, every few weeks, we're delivering new capability. That, to me, has been the biggest adjustment for us. The technology piece is relatively straightforward. It's really the change management and people management that you have to work on. Make sure your business is ready for it. People have to be willing to move quickly and change their way of thinking so that you can deliver value incrementally, as opposed to trying to boil the ocean and do everything in one go over nine to 12 months. We've been very happy with it. I would give it a nine out of 10. I never give anyone a 10. I think for every product there are things they can continue to build that will help the customer. I'm sure there are other things Zudy could do which would give us even more things we could do with it.