

The 2025 Supplier Management Technology Advisor

Research designed to help business leaders navigate the enterprise technology landscape.

Ardent Partners

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Executive Summary

The 2025 Supplier Management Technology Advisor is designed to help sourcing and procurement leaders navigate the Supplier Management solution provider market.

Ardent Partners' 2025 Supplier Management Rankings

Ardent Partners evaluated the market's top Supplier Management solution providers' **Solution Strength** (the ability to support the full scope of Supplier Management activities, as defined by Ardent Partners' Supplier Management Framework discussed below) measured along the X-axis, and **Provider Strength** (which includes factors such as execution ability, client success, ownership, references, and product vision) measured along the Y-axis.



The Ardent Partners Advantage

Ardent Partners is a next-generation analyst firm that leverages its data-driven research to help business executives make smarter decisions and achieve better results. Ardent Partners uses a rigorous, multimodal research process that leverages qualitative, quantitative, and deep market knowledge to produce its *Technology Advisor* series. It contains inputs on usability, solution functionality, completeness of offering, future solution strategy, technology adoption, company presence, and ability to execute, as well as company focus and vision. Ardent Partners' mission in delivering the *Technology Advisor* is to provide straightforward, useful information that can help organizations make more educated technology decisions. As a result, this *Advisor* is a valuable tool that practitioners can utilize during their solution evaluations.

Ardent Partners closely covers the Source-to-Settle solution provider marketplace and produces research to help business decision-makers understand the technology landscape and identify the best-fit solution(s) based upon their specific requirements and budgets. Since 2010, Ardent Partners has been the preeminent source of Supplier Management automation expertise and thought leadership for sourcing, procurement, and supply chain professionals alike. Today, Ardent Partners directly influences thousands of global organizations each month with its vast and wide-ranging research and consulting efforts.

Ardent Partners analysts have decades of first-hand experience evaluating, packaging, deploying, and using Supplier Management solutions, making them eminently qualified to publish research that informs and guides readers on a) how to plan and execute a strategic sourcing transformation, and b) which solution provider(s) can deliver the best value based upon standard or unique requirements. No other analyst firm has the depth of experience in Supplier Management possessed by Ardent. The Ardent Partners advantage includes:

- ▶ **A team of senior analysts with decades of direct experience working in, researching, and consulting with the procurement industry.**
- ▶ **A repository of market research on more than 9,000 unique procurement organizations, built over the last decade+, including technology adoption and usage statistics, performance and operational metrics, and forward-looking plans and intentions.**
- ▶ **Frequent and regular involvement as an advisor to RFP projects for sourcing/procurement and accounts payable automation projects.**
- ▶ **A network of websites (including [CPO Rising](#) and [Payables Place](#)) that publish research, analysis, insights, and coverage of the solution providers in the supply management marketplace.**
- ▶ **An engaged, global community of 40,000+ procurement and finance professionals.**
- ▶ **A unique understanding of the underlying Supplier Management processes and technologies, enabling Ardent's analysts to provide valuable, insightful, and actionable guidance.**

Research Methodology

Ardent Partners utilizes a rigorous, multi-modal research process that leverages qualitative, quantitative, and deep market knowledge to produce this Technology Advisor Report. The Ardent team identified solution and market leaders in the Supplier Management space for inclusion in this research study. The eight providers and their distinct solutions included in this report are:

- ▶ apexanalytix
- ▶ Corcentric
- ▶ GEP
- ▶ Graphite Connect
- ▶ Ivalua
- ▶ Kodiak Hub
- ▶ SAP
- ▶ Synertrade

Participating companies were asked to complete a robust RFI questionnaire covering all aspects of their solution. Areas of focus included the four core components of a supplier management solution (see the Supplier Management Framework below), general technical and platform capabilities, reporting & analytics, and solution roadmap. Ardent Partners conducted in-depth customer interviews with each of the participating solution providers. Ardent's analyst team also participated in detailed briefings and solution demonstrations to gain a complete company overview as well as an in-depth understanding of specific solution capabilities.

This report contains inputs on usability, solution functionality, completeness of offering, innovation, customer reviews, company presence, and ability to execute, as well as company focus and future solution strategy. Ardent Partners' mission in delivering this Technology Advisor is to provide straightforward and useful information that can help organizations make smarter buying decisions. Questions about our methodology, analysis, and conclusions are welcomed and may be directed to Ardent's chief research officer, Andrew Bartolini, abartolini@ardentpartners.com (please put the report title in the subject line).

Ardent Partners' Supplier Management Framework

In a market driven by innovation, specialization, and globalization, a business' suppliers today have a more direct and immediate impact on its own operations, financial performance, and customer satisfaction than ever before. While businesses generally understand and acknowledge the fact that their supply base generates value for the enterprise (also, that strategic suppliers actually exist), the reality, as seen in Ardent Partners' market research, is that few organizations do a very good job managing their strategic suppliers while a larger number do a poor job of managing them. The premise behind this report is, in fact, to help procurement organizations find the right tools to change that.

At the same time there has been an increase in regulatory requirements and a spike in fraud (since the pandemic) as well as heightened geopolitical uncertainty and conflict. This means that it's more important than ever to manage suppliers and have correct and up-to-date supplier information to ensure regulatory compliance, minimize fraud and risk, and ensure that systems and automation works as efficiently as possible.

Ardent Partners defines supplier management as the series of processes related to the holistic management of supplier relationships. It includes managing supplier information, performance, and risk as well as supporting and nurturing supplier innovation and development.

To effectively and efficiently manage these processes across the entire supply base, supplier management technology is needed. Given the wide scope and complexity of supplier management Ardent Partners has defined four components of a supplier management solution: supplier information management (SIM), supplier performance management (SPM), supplier risk management and supplier innovation and development, supported by a common set of platform capabilities (see Figure 1). The components also build on each other, e.g. both supplier performance and risk management leverages supplier information management capabilities to gather the necessary information.

Figure 1 The Supplier Management Technology Framework



Supplier Information Management ("SIM") is critical from different perspectives. Firstly, a certain set of information is necessary to do business with a supplier, this includes obvious things like supplier name and contact information for purchase orders and invoices but can also include more specific information depending on what is being ordered and what systems are being used (e.g. different information is needed for direct material suppliers vs. non-critical service providers). Secondly, there

is the information that is needed to ensure and maintain for better compliance, risk and performance management purposes. The supplier information is typically captured in a supplier “profile,” the scope of these profiles will vary depending on enterprise requirements, supplier criticality, and the different roles of suppliers in the supply chain.

Supplier Performance Management (“SPM”) is focused on measuring and managing supplier performance. As with any type of supplier management component, supplier performance management requirements vary between organizations and industries. For example, manufacturing organizations typically go deeper and into more granular detail in measuring supplier performance, have more data-driven KPIs, and integrate supplier performance as a larger part of quality programs such as APQP. Likewise, SPM is very important for non-manufacturing organizations (and indirect spend categories), but quality and performance can be harder to quantify and more subjective.

Supplier Risk Management (“SRM”) is one of the most complex areas in the entire procurement technology space because risk management spans multiple areas, such as financial, regulatory, geopolitical or supply risk, and can be defined, tracked, and managed in many different ways. And there are many different types of risks (i.e., intellectual property, cyber security, and ESG) that extend beyond procurement’s remit and need to be managed holistically across the enterprise operation.

Encouraging and supporting **Supplier Innovation and Development** is becoming more and more important as the marketplace demands persistent innovation from each competing supply chain. Aligning the suppliers’ expertise and know-how in a structured and organized way to gain the best advantage in the delivery of its own products and services is a competitive advantage today, but may soon be table stakes. Fostering innovation challenges across a larger set of suppliers or more targeted supplier or product development projects is an important tool to have in the category management tool box.

To support these four components a number of common platform capabilities are needed. These core capabilities include features like flexible workflows and data models, integrations, communication functionality, project and campaign management as well as analytics and reporting.

The Supplier Management Technology Advisor Rankings

Ardent Partners evaluated and ranked the solution providers (see *Figure 2*) in this report based upon two essential areas of consideration: (1) **Solution Strength**, which includes the quality, depth, and breadth of the provider's current Supplier Management solution across the full Supplier Management process as defined in Ardent's Supplier Management Framework. The solution strength evaluation also considers factors including usability, functionality, and the solution's ability to support key tasks, activities, and processes that drive the sourcing function. The other area of consideration is (2) **Provider Strength**, which considers quantitative and qualitative factors, including support and delivery capabilities, analytics and reporting, specialization, product roadmap, and customer references. See the Appendix for a more complete definition of Ardent Partners' evaluation criteria.

Figure 2: The 2025 Supplier Management Technology Advisor Rankings



Provider Profiles

Ivalua

Ardent Partners' evaluation and analysis have ranked Ivalua and its solutions as a "Market Leader" in the 2025 Supplier Management Technology Advisor. Ivalua is notable for its market-leading supplier management that is part of a powerful, yet flexible, suite that leverages a single unified platform and data model.

Ivalua is a privately-held provider of cloud-based spend management software. Founded in 2000, the company has grown to over 1000 employees working at its Redwood City, CA, headquarters and 17 additional offices located across North America, EMEA, and Asia Pacific. Ivalua has developed nearly its entire suite natively, with only its sole 2017 acquisition of DirectWorks rearchitected into the Ivalua S2P platform. Ivalua reports revenue of approximately \$200 million for 2024 and approximately 500 customers worldwide across all its offerings. Its customers are primarily large enterprises.

Ivalua has invested heavily in AI and offers comprehensive AI capabilities to support supplier management (and S2P more broadly). It has also been a pioneer in leveraging GenAI in a wide variety of use cases including the creation of supplier assessment summaries and the evaluation and summarization of supplier documents.

Ivalua's supplier management offering is part of the single codebase and data model Ivalua S2P solution. For this report, Ardent Partners evaluated the following: *Supplier Risk & Performance* module.

Strengths

- ▶ Ivalua has very strong SIM capabilities that includes the capability to serve as the supplier master data management ("MDM") solution for any type of organization.
- ▶ Ivalua's direct materials focus brings strong quality management and product development capabilities that can also be useful in other types of industries.
- ▶ The company offers one of the most complete supplier management solutions, especially when used as part of Ivalua's full S2P suite, in the market with a high degree of configurability, supported by the innovative use of AI.
- ▶ A pioneer in GenAI adoption, Ivalua has applied the technology to a range of use cases, including supplier assessment summaries and the evaluation of supplier documents.

Considerations

- ▶ Ivalua's multi-instance architecture delivery model has the potential to make upgrades more complex to manage. However, Ivalua has implemented a "Fast track" upgrade program to push customers to its latest product versions.
- ▶ Ivalua does not maintain a public supplier network but offers customers a private and curated connection to its supply chains with intuitive onboarding and automated tools to support seamless supplier management.
- ▶ While the company offers many prepackaged configurations for different customer industries, sizes, and supply chains, the number of options can create complexity, making the support of third-party SI (systems implementation) partners more important.

Solution Fit

Based on its solution and provider strength rankings, Ivalua deserves strong consideration from any large and mid-sized enterprise exploring a supplier management, including those with a global focus, and/or a moderate-to-high level of complexity. Additionally, the company deserves special consideration in the following customer scenarios:

- ▶ Organizations with complex or significant direct materials spend and/or broad requirements around a multi ERPs and geographical footprint that are looking for supplier management capabilities as part of a broader S2P suite.
- ▶ Organizations with specific industry, regional, or business requirements that demand a high level of extensibility, overall flexibility, and supplier master data capabilities.
- ▶ Organizations that require more advanced supplier quality management capabilities.

Performance Against Key Strategic Sourcing Evaluation Criteria

The below grid highlights Ivalua's performance against the key evaluation criteria utilized in Ardent's analysis of each provider in this report, with "1" meaning limited support, "2" meaning good support but one or more key features/functionalities are missing, "3" meaning good support with all expected features/functionalities, and "4" meaning market-leading differentiated features/functionalities.

Ivalua Supplier Management					
Functional Area	Capability	1	2	3	4
Supplier Information Management	Supplier Profiles			✓	
Supplier Information Management	Supplier Onboarding			✓	
Supplier Information Management	Governance and Control				✓
Supplier Information Management	Data Improvement and Enrichment				✓
Supplier Performance Management	KPI's & Benchmarks				✓
Supplier Performance Management	Scorecards and Supplier Dashboards			✓	
Supplier Performance Management	Improvement Plans				✓
Supplier Performance Management	Quality Management				✓
Supplier Risk Management	Risk Management Scope				✓
Supplier Risk Management	Risk Visualization and Monitoring			✓	
Supplier Risk Management	Risk Data and Input			✓	
Supplier Risk Management	Risk Mitigation				✓
Supplier Innovation and Development	Supplier Innovation			✓	
Supplier Innovation and Development	Product and Service Development			✓	
Platform Capabilities	General Technology & Integrations				✓
Platform Capabilities	Communication and collaboration			✓	
Platform Capabilities	Data schema & Workflows				✓
Platform Capabilities	Reporting & Analytics			✓	
Platform Capabilities	Usability			✓	
Platform Capabilities	Support & Delivery			✓	

Appendix I

Research Process

Ardent Partners used a rigorous, multi-modal research process that leveraged qualitative, quantitative, and deep market knowledge to produce the Supplier Management Technology Advisor. Ardent analysts leveraged seven different sources of data to produce their rankings and evaluations:

1. **RFI Survey:** Each provider in this report completed a comprehensive survey (a “Request for Information”) that addressed the company, including its size, customers, partners, and financial strength. The survey also captured details regarding the Supplier Management solution, including breadth of offering, current capabilities, roadmap, strategy, and adoption by customers.
2. **Briefing:** Each provider presented an interactive briefing presentation to the Ardent Partners analyst team.
3. **Product Demonstration:** Ardent Partners’ analysts viewed an in-depth solution demo covering the different components of the Supplier Management framework, including information management, performance management, risk management, innovation and development, and the overall platform.
4. **Reference Calls:** Ardent Partners conducted between three and five phone reference calls for every provider (unless otherwise stated) in the report and graded how the solutions were being used today and the overall satisfaction with both the provider and the solution.
5. **Analyst Experience:** The analyst team responsible for authoring this report has collectively spent more than four decades working in the Supplier Management technology space.
6. **Market Research:** Over the past decade, Ardent Partners has conducted an extensive series of market research studies that have enabled it to survey, benchmark, interview, and engage leaders from thousands of distinct sourcing, procurement, and supply chain operations. This working body of knowledge helps frame this report and others focused on the Supplier Management market.
7. **Market Inquiries:** Each year, Ardent Partners takes countless inquiries from sourcing and procurement professionals to discuss their overall technology strategies, technical and business requirements for automation, Supplier Management automation RFPs, and their opinions and views of the providers in the marketplace.

The reference calls and product demonstrations were used to validate Ardent’s overall findings, including usability, solution functionality, breadth of offering, future solution strategy, technology adoption, company presence, and ability to execute.

Ranking Criteria and Definitions

The *Performance Against Key Supplier Management Evaluation Criteria* scores shown for each solution provider summarize a much deeper analysis as explained here. Ardent Partners evaluated and ranked the solution providers in this report based upon two essential areas of consideration: **(1) Solution strength**, which includes the quality, depth, and breadth of the provider's current Supplier Management solution across the full sourcing processes as defined in Ardent's Supplier Management Framework. The solution strength evaluation also considers factors like usability, functionality, and the solution's ability to support key tasks, activities, and processes that drive the sourcing function. The other area of consideration is **(2) Provider strength**, which considers distinct quantitative and qualitative factors including support and delivery capabilities, analytics and reporting, specialization, product roadmap, and customer references. See below for a more complete definition of Ardent Partners' evaluation criteria.

Ranking Definitions

Each provider receives an overall ranking based upon its performance in the **solution strength** and **provider strength** areas. The individual rankings are defined in the figure below.

Figure 3: Ardent Partners' Technology Advisor Ranking Definitions

Specialist Leader Providers with particular strength and suitability to service unique markets and/or needs.	Market Leader Providers with universal strength across their offering matched with an ability to execute at the highest level.
Challenger Providers with competitive and/or emerging offerings.	Vanguard Leader Providers with uniquely progressive and innovative solution strength. © Ardent Partners

Solution Strength:

Supplier Information Management

Ardent Partners' ranking criteria focused on how the different solutions manage supplier information, support supplier onboarding, as well as the overall collection and maintenance of supplier data. Other key factors used in the evaluation include:

- ▶ The ability to create, extend, and/or configure supplier profiles.
- ▶ Basic and advanced functionality (and services) to support and accelerate supplier onboarding.
- ▶ Supplier data governance and control, including the ability to function as a supplier master data management (MDM) system.
- ▶ The ability to validate and improve supplier data quality as well as enriching it with data from internal or third-party sources.

Other considerations include: breadth of automation and embedded guidance, search capabilities, general usability for both buyers and suppliers, and customer views and satisfaction.

Supplier Performance Management

Ardent Partners' ranking criteria focused on how the different solutions measure, track, manage, and visualize supplier performance. Other key factors used in the evaluation include:

- ▶ The level and depth of support for KPI management and the availability of benchmarks delivered out-of-the box.
- ▶ The flexibility and capability to create new KPI's based on survey information and/or other data sources.
- ▶ How well the solution visualizes and communicates supplier performance through the use of alerts, scorecards and dashboards.
- ▶ Workflows and project management capabilities used to support supplier improvement plans and the ability to detect and trigger them.
- ▶ Support for quality management, including the external audit of supplier sites.

Other considerations include: breadth of automation and embedded guidance, buyer and supplier usability, and customer views and satisfaction.

Supplier Risk Management

Ardent Partners' ranking criteria focused on how the different solutions identify, manage and mitigate supplier risk. Other key factors used in the evaluation include:

- ▶ The range and scope of different risk types (i.e. financial, regulatory, etc.) that the solution is able to manage.
- ▶ How the solution visualizes and communicates supplier risk through the use of alerts, scorecards and dashboards.
- ▶ The ability to collect and manage risk data from both internal and external data sources.

- ▶ The ability to proactively detect risks, trigger workflows, and project management capabilities to mitigate or address risks.

Other considerations include: breadth of automation and embedded guidance, search capabilities, general usability for both buyers and suppliers, and customer satisfaction.

Supplier Innovation and Development

Ardent Partners' ranking criteria focused on how the solutions support supplier innovation and development. Other key factors used in the evaluation include:

- ▶ Support for issuing supplier innovation challenges and associated communication and collaboration capabilities.
- ▶ Innovation project or program management, monitoring, and reporting.
- ▶ The ability to support product and service development through integration with PLM systems
- ▶ Open innovation and supplier submission capabilities including the ability to convert ideas into initiatives.

Other considerations include: breadth of automation and embedded guidance, search capabilities, general usability for both buyers and suppliers, general customer satisfaction.

Platform Capabilities

Platform considerations that are applied across all four modules include:

- ▶ Core technical capabilities, such as single sign-on, mobile, security, cloud, etc. as well as general integration support.
- ▶ Communication and notification capabilities including the various formats like email, chat and alerts
- ▶ Collaboration capabilities
- ▶ Project and campaign management support.
- ▶ Flexibility, extensibility and self-service capabilities from a user admin perspective and from a data and workflow management perspective.
- ▶ General reporting and analytics capabilities.
- ▶ Overall usability for both buyers and suppliers.
- ▶ Scope and quality of core support services.
- ▶ Scope and quality of value-added services.

Provider Strength

The providers included in this report have a longstanding track record of performance in the market and a proven ability to deliver Supplier Management solutions to global enterprises.

Execution

1. **References:** Analysts engaged in conversations with the references of each provider (sourcing practitioners) to discuss how the solution has been deployed and used. The calls also captured general comments and feedback around feature functionality, usability, and performance, as well as their overall satisfaction with both the provider and their solution.
2. **Platform Capabilities:** Each solution provider was ranked on their proficiency across a wide range of areas, including solution security, deployment methodology, solution support, platform expertise, integration with ERPs and other back-end systems, and network capabilities.
3. **Reporting & Analytics:** Each solution provider was ranked on how well their solutions extracted and presented data, enabled users to perform analysis and present insights, and their ease of use.
4. **Support/Delivery Method:** Each solution provider's delivery models were examined to understand what support resources were provided to users, along with how solutions were implemented, how upgrades performed, and the frequency of new solution releases.
5. **Other:** This included a wide range of areas not covered in other categories, including a provider's ability to sell, support, and develop its solution globally. It also included its presence and staffing levels in regions other than North America. Also examined were the features provided for mobile use of the solution, along with any functional limitations.

Vision

1. **Demo Grade:** Ardent Partners' analysts ranked the in-depth solution demonstration from each provider. The ranking combined the overall solution grade and the provider's understanding of the market's needs and ability to deliver a clear and cogent message.
2. **Solution Strategy and Roadmap:** The vision and strategic direction of the solution provider and its Supplier Management solutions were examined, including recent solution innovations and the specific and general direction of the product roadmap.
3. **Breadth/Depth of Solution:** Examined the completeness of solutions and services offered across the entire Supplier Management process and the aggregate functional capabilities of the solution suite.
4. **Market Specialization:** Examined the strategy and solution fit for capitalizing on a specific segment of the market, whether it be by industry, geographic region, customer size, or individual market/vertical segments.
5. **Other:** Examined the market applicability of a provider's solution, including both buyer and supplier perspectives. Overall sense and feel for how well a provider understands the market, listens to its customers, and anticipates their needs.

Appendix II

About the Author



Andrew Bartolini is the Founder and Chief Research Officer at Ardent Partners. With 26 years in the industry and 16 years leading the charge at Ardent Partners, Andrew Bartolini is a globally recognized expert in sourcing, procurement, supply management, and accounts payable. As the Chief Research Officer at Ardent Partners, Andrew oversees all research and client programs including the annual State of the Market and Metrics that Matter eBook Series', Technology Advisor Reports, Ardent's monthly webinar series, as well as its in-person and virtual CPO Rising Summits. Andrew is also the publisher of CPO Rising, the news and research site for Chief Procurement Officers and other procurement leaders (www.cporising.com).

Advisor to corporate executives and leading solution providers alike, Andrew is a sought-after presenter, having lectured and presented more than 650 times in ten different countries. Over the past decade, Andrew has benchmarked thousands of enterprises across all facets of their sourcing, procurement, supply management, and accounts payable operations, and his research is currently part of the Supply Chain/Management curriculum at several U.S. universities. He actively covers the technology marketplace as well as trends in sourcing, procurement, supply management, and accounts payable, and has been published or quoted in leading business publications including *The Wall Street Journal*, *Business Week*, *Investor's Business Daily*, *Forbes*, and *Fortune*, as well as the major trade publications focused on accounts payable and supply management.

Prior to becoming an industry analyst, Andrew developed, packaged, deployed, and used supply management solutions on behalf of enterprises in the Global 2000 while working for several prominent spend management solution providers. Additionally, his experience in Supplier Management (where he managed sourcing projects totaling more than \$500 million in aggregate client spend), business process transformation, and software implementation provides a "real-world" context for his research and writing.

Andrew's post-MBA work started in management consulting and investment banking where he structured, managed, and advised on large capital market transactions. Andrew began his professional career running a homeless family shelter in Los Angeles. [Follow him on LinkedIn](#). He welcomes your comments at abartolini@ardentpartners.com or 617.752.1620.

Ardent Partners: Research with Results

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You may also contact our Chief Research Officer, Andrew Bartolini, at abartolini@ardentpartners.com if you have any questions about this report or our research in general.

Disclosures

Ardent Partners utilizes a rigorous research methodology developed over the past decade and works tirelessly to deliver high-quality, independent research. Your comments and feedback are welcomed at research@ardentpartners.com.

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