

Review by Wendy Debels while at Vives University College, Belgium

For a school assignment (distance learning of Business Information Management at Vives, a Belgian college) I had to review KPI software. The people at Intrafocus (thank you!) were so kind to set up an environment with a trial version for me, and in return asked a copy of my review. Since my original review is a PowerPoint in Dutch, I am glad to return the favour and write out a review in English. I must add that I'm a 35-year old student who also works fulltime, and who already had to make a lot of PowerPoint presentations and Excel graphs throughout her career, so I suppose that may increase the value of my opinion on Scoreboard.

Introduction

Scoreboard is KPI software to make visual overviews of KPI's, scoreboards, dashboards and presentations in a very simple way. Scoreboard is actually a cloud solution, but it is also possible to have Scoreboard installed at an own data center;

How does it work?

You can reach Scoreboard through a website. You receive a personal link for your company. With your login information, you are sent documentation with a start guide.

Scoreboard has a very clear menu structure and is very intuitive to use.

Features

- Scoreboard has an adaptable welcome-screen where you can upload your own logo for example.
- You can create different types of users: power users (admin), updaters in 'view-only'.
- You can create the structure of your company and divide your company in organizations.
- You can delimit the access of users to certain organization(s) within the company
- When creating a scorecard, you can, but don't have to, make divisions: perspectives, objectives, generic areas, measures.
- It is very easy to create dashboards with components of scorecards (like charts or speedometers), but you can also add 'bubbles' (links to documents, reports, ...), images, text, ...
- You can upload own documents
- It is possible to create briefings, which are best described as slides with different component of Scoreboard.
- Scorecards, Dashboards, Briefings, ... are very easily to be exported to pdf-files, PowerPoint, and some types of data also to Excel
- The user interface offers drag & drop, copying of items, ...
- Scoreboard offers you the possibility to import figures (which I value very high, since typing in figures manually takes time but also gives you the risk of wrong information)
- You can also use Scoreboard to plan and follow-up on projects (and their budget, timeline, milestones, tasks)

Evaluation

Pro's

- Visually attractive user interface
- Instinctive use
- The available documentation couldn't be any better! There is a sort of start-guide with the basics to get you started, but when you need more advanced options, there are also manuals available per topic on the website and loads of video material.
- You don't need any technical skills or long learning period to work with Scoreboard
- The software does everything you expect it to do
- Scoreboard definitely has an added value for your company

Con's

- Exception handling in the code must be reviewed. I had an error twice with a lot of code in it. Since I study informatics, I could interpret that I had a duplicate-key problem, but an adapted message would help an average user with no technical skills
- A few things of the user interface could be a little bit more intuitive, for example logging out always tricked me.

Conclusion

- Very pleasant software to work with
- You can learn to work with Scoreboard very fast, the provided documentation helps you getting started and the use is intuitive
- Scoreboard has all the features you expected it to have

Expectations	Weight	Score	Total
User interface	20	8,5	17
Adaptability	10	8	8
Easy to learn	20	9,5	19
Documentation	15	10	15
Possibility to import figures	20	8	16
Presentation options	15	8	12
TOTAL	100		87

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