Financial Close Buyers Guide

Software Provider and Product Assessment

EXECUTIVE SUMMARY

ISG Research

Key Takeaways

Financial close has evolved from a repetitive, administratively intensive accounting process into a technology-enabled cycle that uses automation to improve productivity, accuracy and control. Enterprises increasingly expect dedicated software to accelerate the close, automate reconciliations and coordinate work across distributed finance teams. Workflow automation, collaboration, AI, GenAI and agent technologies are helping organizations reduce administrative effort while adapting to increasingly complex accounting and regulatory requirements.

Software Provider Summary

The ISG Buyers Guide™ for Financial Close evaluates 14 software providers offering products that support close process management, reconciliation, journal management and financial analysis and reporting. The research ranked the top three overall as OneStream, BlackLine and Oracle. BlackLine, OneStream, Oracle and Prophix were rated Exemplary, with FloQast, Trintech (Cadency) and Workday rated Innovative. Anaplan, Board and Vena were rated as providers of Assurance, and HighRadius, Oracle NetSuite, Trintech (Adra) and Wolters Kluwer were rated as providers of Merit.

Product Experience Insights

Product Experience, representing 80% of the evaluation, focuses on Capability (50%) and Platform (30%), including adaptability, manageability, reliability and usability. OneStream, BlackLine and Oracle were the Product Experience Leaders. Performance reflects capabilities including workflow and process management, reconciliation management, journal creation, analysis and reporting, audit facilitation and AI/GenAI, alongside enterprise platform requirements for governance, scalability and usability.

Customer Experience Value

Customer Experience, representing 20% of the evaluation, focuses on validation and TCO/ROI. OneStream, Anaplan and BlackLine were the Customer Experience Leaders and best communicate commitment and dedication to customer needs. Providers with lower performance may lack sufficient information demonstrating customer success, customer commitment or the TCO/ROI value of products.

Strategic Recommendations

Enterprises should evaluate financial close software based on its ability to accelerate and control recurring close processes while maintaining accuracy and auditability. Assessment should prioritize workflow and process management, automated reconciliations, journal management, analysis and reporting, collaboration, audit facilitation and platform scalability. Organizations should also evaluate AI, GenAI and agent capabilities that can improve automation, accuracy and decision-making while reducing administrative workloads across distributed finance teams.

The Findings

The software providers and products evaluated in this research offer product and customer experiences, but not every feature is equally valuable to every enterprise or is needed to support the relevant business processes and use cases. Moreover, having too many product capabilities may be a negative factor for an enterprise if it introduces unnecessary complexity. Nonetheless, you may decide that a more comprehensive set of capabilities is important and meets your enterprise's requirements.

An effective customer relationship with a software provider is vital to the success of any investment. The overall customer experience and the full lifecycle of engagement play a key role in ensuring satisfaction and long-term success. Providers with dedicated customer leadership, such as chief customer officers, tend to invest more deeply in these relationships and prioritize customer outcomes in line with TCO and ROI expectations. It is equally important that this commitment to customer success is evident throughout the provider's website, the buying process and the customer journey.

Overall Scoring of Software Providers Across Categories

The research finds OneStream atop the list, followed by BlackLine and Oracle. Providers that place in the top three of a category earn the designation of Leader. OneStream has done so in five categories, BlackLine in four, Oracle in three, Anaplan in two and Board in one category.

Financial Close

Overall

Providers	Grade	Performance
OneStream	A	Leader 88.0%
BlackLine	A-	Leader 85.6%
Oracle	A-	Leader 84.5%
Prophix	B++	80.7%
FloQast	B++	79.4%
Workday	B++	76.9%
Vena	B++	76.7%
Board	B++	76.6%
Trintech (Cadency)	B++	75.5%
Oracle NetSuite	B+	73.8%
Wolters Kluwer	B+	73.7%
Anaplan	B+	73.2%
Trintech (Adra)	B+	72.4%
HighRadius	B	67.7%

Source: ISG Research
Financial Close Buyers Guide
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ISG (Nasdaq: III) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data and research, in-depth knowledge and governance of provider ecosystems, and the expertise of its 1,500 professionals worldwide working together to help clients maximize the value of their technology investments.

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