

HEAD-TO-HEAD

Product Information Management

Akeneo Product Cloud vs. inriver PIM



vs.



Report Generated June 2026

This report has been produced by SoftwareReviews on behalf of Akeneo based on select data from the January 2026 Emotional Footprint Award. For a full report please visit **[SoftwareReviews.com](https://www.softwarereviews.com)**

akeneo INRIVER

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Overview

This page provides a high level summary of product performance within the Product Information Management category, comparing some of our top value metrics. Products are ranked by a composite satisfaction score (Composite Score) that averages four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair). Use this data to get a sense of the field, and to see how the products you're considering stack up.

8.4

AVERAGE SCORE



Akeneo Product Cloud

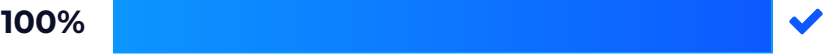
VS.



inriver PIM

6.3

AVERAGE SCORE



Plan to Renew



79%



Love/Hate



+50



Likeliness to Recommend



76%



Net Emotional Footprint



+60



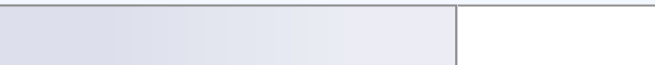
CX Score



6.3



Satisfaction of Cost Relative to Value



70%

Data from the January 2026 Emotional Footprint Award

Capability Summary

SoftwareReviews examines 11 core vendor capabilities common across all Software Vendors. These capabilities represent table-stakes expectations for any software vendor, and are critical to driving a strong, long-term relationship between a vendor and a customer. This page provides definitions of the 11 core vendor capabilities that have been measured.

Business Value Created

The ability to bring value to the organization. Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction - or lack thereof - with the product's business value.

Breadth of Features

The ability of the software to perform a wide variety of tasks. Users prefer feature-rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the diversity of the product's feature set.

Quality of Features

The ability of the software to perform at or above industry standards. Feature quality is just as important as quantity. Use this data to determine if this product will do what you are purchasing it to do, easily, intuitively, reliably, and effectively.

Product Strategy and Rate of Improvement

Purchasing software can be a significant commitment, so it is important to know if your vendor is serious about the need for constant improvement and deliberate strategic direction. Vendors who do not stay on top of emerging needs and trends will not enable you to meet your business goals. Use the data in this section to separate innovators from imposters.

Usability And Intuitiveness

End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase. This data captures how quickly your users will be able to adopt and leverage the platform.

Vendor Support

The ability to receive timely and sufficient support. The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve. Use this data to identify which vendors will be there when you need them.

Ease of Data Integration

The ability to seamlessly integrate the solution with your other applications. Use this data to determine whether the product will cause headaches or make data integration easy.

Ease of Administration

Administrative interfaces shouldn't be clunky or unintuitive. Use the data in this section to determine which vendors make administration easy so that your IT personnel can resolve issues and perform configurations efficiently and effectively.

Availability and Quality of Training

Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

Ease of Implementation

Choosing the right software is only the first step. Successfully implementing the new solution is necessary in order to realize its full value and promote end user adoption. Use the data in this section to determine which software is easy to implement, and which may jeopardize your goals by causing trouble in this stage.

VENDOR

Capability Summary

This page summarizes user satisfaction with a variety of vendor capabilities regarding their product offering(s). Look for strong and consistent performance across the board when assembling your shortlist, and follow up on areas of concern during the evaluation and negotiation processes.

81%

AVERAGE SCORE

 **akeneo** VS.  **INRIVER**

Akeneo Product Cloud inriver PIM

72%

AVERAGE SCORE

88%		✓	Usability And Intuitiveness		72%
83%		✓	Product Strategy and Rate of Improvement		74%
83%		✓	Business Value Created		79%
82%		✓	Quality of Features		64%
82%		✓	Ease of Data Integration		62%
82%		✓	Ease of Administration		74%
81%		✓	Ease of Implementation		74%
81%		✓	Breadth of Features		69%
81%		✓	Availability and Quality of Training		80%
80%		✓	Vendor Support		79%

Data from the January 2026 Emotional Footprint Award

Feature Summary

SoftwareReviews examines product features specific to the Product Information Management software category. Features have been chosen based on market relevancy and typical use within the category. Use this data to compare against your primary use case and identify relative strengths and weaknesses across your shortlisted vendors.

Advanced Search and Filtering

Quickly find information based on filtering multiple attributes and conditions and save filters for future use.

Data Export

Allows for multiple export options into CSV, XLSX, XML, Jason, or PDF.

Data Syndication

Ability to import data from various internal and external sources and syndicate it to industry-standard data pools and exchanges (e.g.: GDSN, 1WorldSync, GXS).

Digital Asset Management

Controls non-text assets such as images and video clips; includes advanced DAM functionality for product marketing.

Integration

Integration with augmentation solutions like DRM, Active Directory or LDAP, SIEM, and NAC.

Master Record Management

Ability to onboard a new product, define its attributes, update them and manage product record lifecycle.

Omni-Channel Information Delivery

Ability to deliver product information in a differentiated manner i.e. specific for a channel requirements.

Product Categorization & Relationships

Allows users to manage data and products based on specific traits or segments.

Product Data Analytics

Built-in functionality to analyze and aggregate product data including page views, purchases, basket information etc.

Role-Based Access Management

Ability to assign permissions around editing, commenting, downloading based on user roles / Active Directory groups.

Workflow and Approval Management

Ability to model, build, and execute automatic workflows for the purpose of managing content-centric processes.

PRODUCT

Feature Summary

This page summarizes user satisfaction with a variety of product features. While strong and consistent performance across the feature set is preferable, you may be willing to tolerate low scores on features that don't impact your primary use case or core objectives. Use this high-level data to help plan and structure your product evaluation.

82%

AVERAGE SCORE

 **akeneo** VS. 

Akeneo Product Cloud inriver PIM

68%

AVERAGE SCORE

90%		✓	Data Export		75%
88%		✓	Role-Based Access Management		77%
86%		✓	Omni-Channel Information Delivery		75%
85%		✓	Product Categorization & Relationships		72%
85%		✓	Master Record Management		78%
83%		✓	Data Syndication		66%
83%		✓	Advanced Search and Filtering		71%
79%		✓	Workflow and Approval Management		67%
79%		✓	Integration		73%
77%		✓	Product Data Analytics		60%
76%		✓	Digital Asset Management		55%

Data from the January 2026 Emotional Footprint Award

The Emotional Footprint Assesses **Five Key Areas to Better Evaluate the Vendor Relationship**

01

Strategy and
Innovation

02

Service
Experience

03

Product
Experience

04

Negotiation
and Contract

05

Conflict
Resolution

Emotional Footprint Summary

Satisfaction with your software vendor is more than strong features at a good price. Your relationship with your vendor will have a significant impact on both your short and long-term satisfaction with the platform. We quantify this relationship in our Emotional Footprint.

The information collected represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight point scale and converted to percentages.

Strategy & Innovation

Your vendor's attitude toward innovation is important; if they aren't at least keeping pace with market directions and trends, they certainly won't be enabling you to get ahead. Use the data in this section to gauge whether your vendor appreciates the need to innovate and the extent to which they'll support you to do the same.

+90

AVERAGE SCORE



VS.



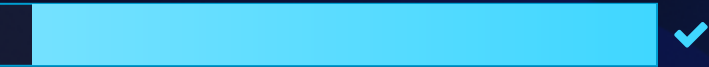
Akeneo Product Cloud

inriver PIM

+47

AVERAGE SCORE

+95



Continually Improving



+48

+92



Helps Innovate



+53

+91



Inspiring



+42

+87



Appreciates Incumbent Status



+42

+85



Includes Product Enhancements



+45

Data from the January 2026 Emotional Footprint Award

Service Experience

Good service matters. The last thing you need is to be disrespected by your software vendor or to get bogged down by their ineptitude or neglect. This section displays data related to quality and effectiveness of service, so you can know whether you'll be treated well before and after you've made the purchase.

+87

AVERAGE SCORE



Akeneo Product Cloud

VS.



inriver PIM

+66

AVERAGE SCORE



Saves Time



Respectful



Effective



Efficient



Caring



Data from the January 2026 Emotional Footprint Award

Product Experience

Software needs to reliably enable your performance and productivity. Use the data in this section to see which vendors will propel you forward and which will be deadweight you'll need to carry.

+89

AVERAGE SCORE



VS.



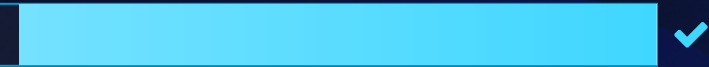
Akeneo Product Cloud

inriver PIM

+59

AVERAGE SCORE

+97



Reliable

+73

+94



Performance Enhancing

+55

+94



Enables Productivity

+59

+87



Security Protects

+67

+74



Unique Features

+42

Data from the January 2026 Emotional Footprint Award

Negotiation & Contract

Negotiation doesn't have to be adversarial. Both parties are always looking to get the best deal, but finding a vendor who will work with you rather than against makes it more likely you'll both be happy with the results. Use the data in this section to determine which vendors will negotiate pleasantly and in good faith.

+65 AVERAGE SCORE		akeneo VS. INRIVER Akeneo Product Cloud inriver PIM		+41 AVERAGE SCORE	
+81	✓	Transparent		+40	
+64	✓	Client's Interest First		+40	
+63	✓	Friendly Negotiation		+60	
+62	✓	Generosity		+41	
+59	✓	Over Delivered		+23	

Data from the January 2026 Emotional Footprint Award

Conflict Resolution

Disagreements are inevitable, but knowing your vendor will handle them reasonably, fairly, and amiably can give you peace of mind. Use the data in this section to understand which vendors will behave professionally when conflict arises.

+86

AVERAGE SCORE



Akeneo Product Cloud

VS.



inriver PIM

+83

AVERAGE SCORE

+92



Integrity



+83

+91



Fair



+79

+80



Client Friendly Policies



+79

+91



Trustworthy



+92

+75



Altruistic



+83

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About SoftwareReviews

With practical advisory services and a data-driven approach, SoftwareReviews' mission is to improve the B2B software experience for all software buyers and providers.

Our pragmatic tools and detailed customer insights help software buyers maximize success with their technology decisions. We collect the most in-depth customer review data from both business and IT professionals to shorten the time to decision and action for software purchasers and improve overall buyer satisfaction.

Combining deep buyer knowledge and experience, SoftwareReviews' go-to-market practice helps technology providers better understand customer needs and accelerates planning and execution of go-to-market and product strategy. SoftwareReviews is a division of Info-Tech Research Group with over two decades of research-based IT advice and technology implementation.

SoftwareReviews Methodology

SoftwareReviews collects in-depth, first-party feedback from verified end users about their customer experience with their top enterprise software providers. Quantitative and qualitative feedback data is collected via SoftwareReviews' proprietary online survey platform. The survey gathers over 130 data points on each product, allowing the end user to thoroughly evaluate their experiences over their full lifecycle using the software - from their selection experience through their purchase and service experience.

Every review is meticulously checked through a robust quality assurance process to ensure it is submitted by a real person with valid credentials for using the software. End user experience and sentiment measures revealing product feature fit, perceived vendor capabilities, business value drivers, and the quality of the vendor relationship are accessible at both a high level roll up and a more detailed drill down.

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