

# G2

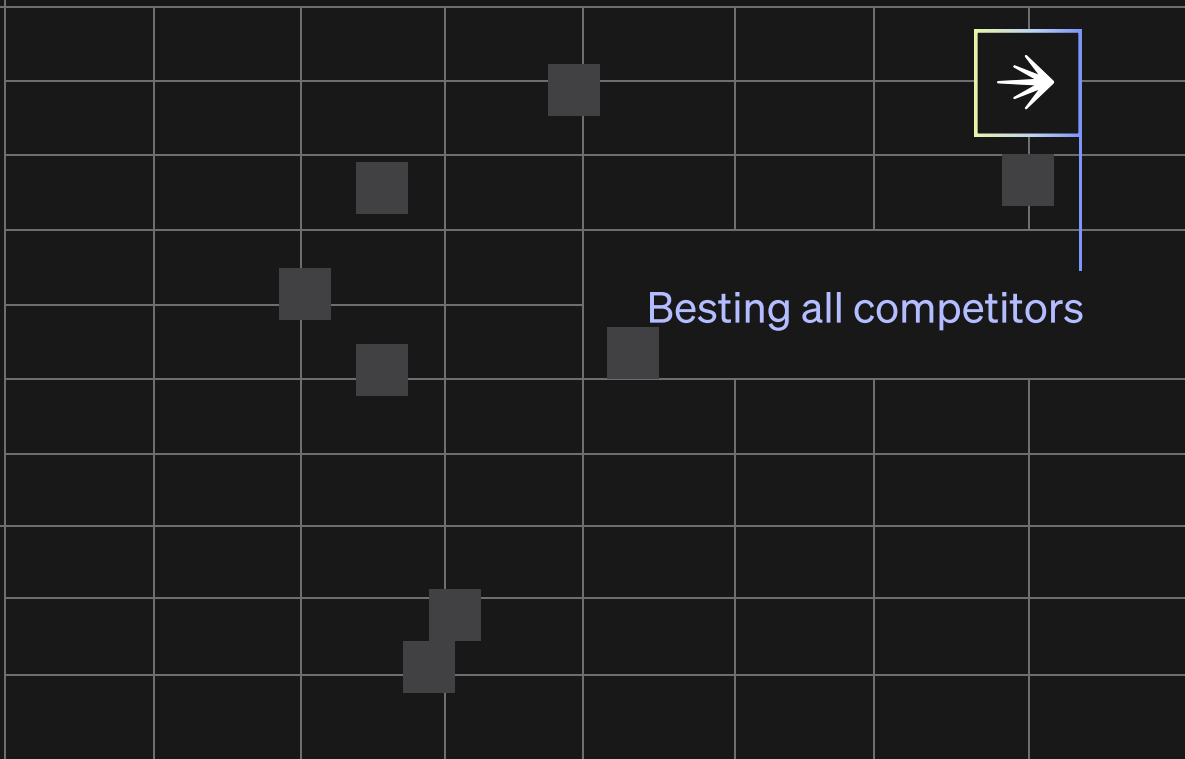
# 2022

## Fall Feature Management Report

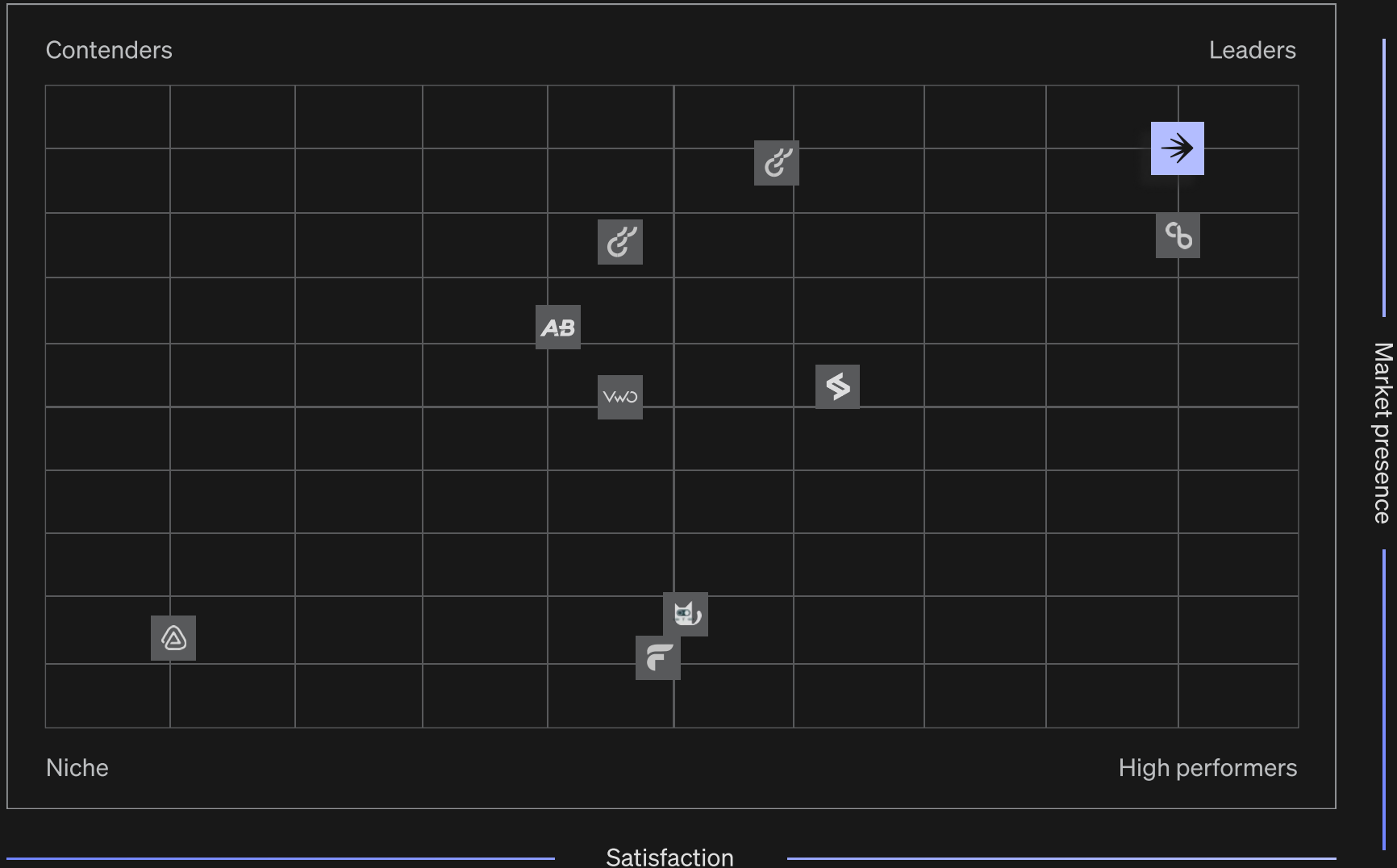
LaunchDarkly ranked

# #1 for the fourth time in a row

LaunchDarkly →



# G2 Grid<sup>®</sup> Scoring



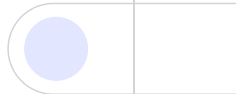
# Feature management software definition

Feature management software facilitates the orchestration of feature rollouts and rollbacks for deployed applications. Developers use this software to manage feature flags, or “toggles,” that control whether a given feature is live in an application. Feature management software relieves the logistical complexities of managing feature flags by providing a centralized hub for granular control and monitoring.

Development teams can also use feature management software to perform A/B testing by selectively rolling out features to specific target groups among their user base, and then tracking performance and other metrics.

To qualify for inclusion in the Feature Management category, a product must:

- ✓ Provide a centralized hub for feature flag management
- ✓ Allow users to perform selective feature rollouts and rollbacks
- ✓ Allow teams to monitor live features for issues



# Feature management

## Grid<sup>®</sup> scoring description

Products shown on the Grid<sup>®</sup> for Feature Management have received a minimum of 10 reviews/ratings in data gathered by August 30, 2022. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid<sup>®</sup>:

- 1 Products in the Leader quadrant are rated highly by G2 users and have substantial Market Presence scores. Leaders include: [LaunchDarkly](#), [CloudBees Feature Management](#), [Optimizely Web Experimentation](#), and [Split](#)
- 2 High Performing products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: [ConfigCat](#)

- 3 Contender products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Contenders include: [Optimizely Full Stack](#), [AB Tasty](#), and [VWO Testing](#)

- 4 Niche products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: [Flagsmith](#) and [Apptimize](#)



# Grid<sup>®</sup> scores for feature management software

The table below shows the Satisfaction and Market Presence scores that determine product placement on the Grid<sup>®</sup>. To learn more about each of the products, please see the profile section.

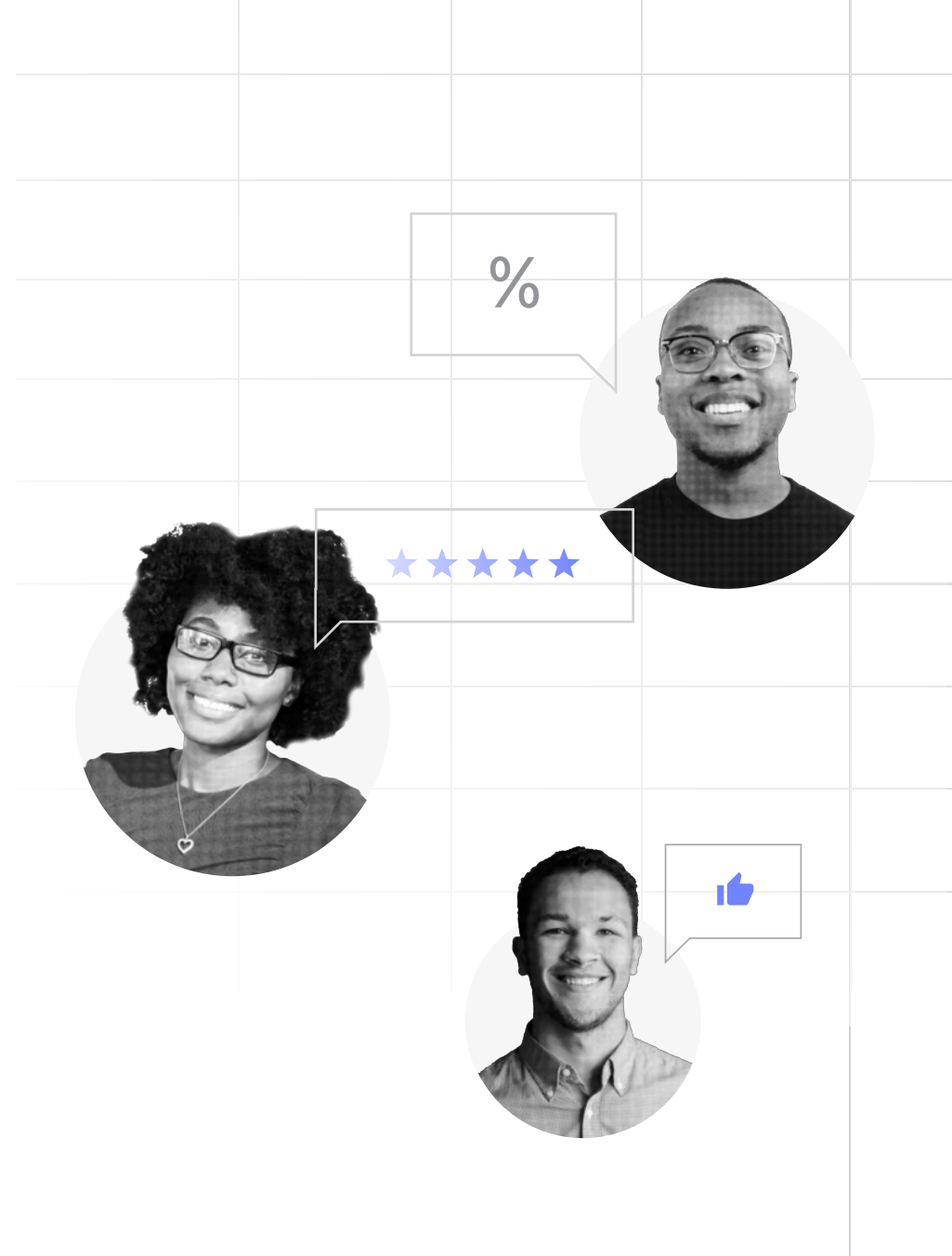
Leaders	# of reviews	Satisfaction	Market Presence	G2 Score
LaunchDarkly	80	93	94	94
Cloudbees Feature Management	121	93	79	86
Optimizely Web Experimentation	153	59	92	76
Split	27	64	53	59
High Performers				
ConfigCat	14	51	14	32
Contenders				
Optimizely Full Stack	44	46	78	62
AB Tasty	33	40	63	52
VWO Testing	15	46	51	49
Niche				
Flagsmith	16	49	6	28
Apptimize	18	8	10	9



# Grid<sup>®</sup> rating methodology

The Grid<sup>®</sup> represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Feature Management category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid<sup>®</sup> to help them quickly select the best products for their businesses and to find peers with similar experiences. For sellers, media, investors, and analysts, the Grid<sup>®</sup> provides benchmarks for product comparison and market trend analysis.



# Grid<sup>®</sup> scoring methodology

G2 rates products and sellers based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid<sup>®</sup> Report for Feature Management | Fall 2022 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through August 30, 2022. To view the Feature Management Grid<sup>®</sup> with the most recent data, please visit the [Feature Management](#) page.

Note: The customer satisfaction score is normalized for each Grid<sup>®</sup>, meaning the scores are relative.

## Satisfaction

The Satisfaction rating is affected by the following (in order of importance):

- Customer satisfaction with end user-focused product attributes based on user reviews
- Popularity and statistical significance based on the number of reviews received by G2
- Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)
- Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)
- Customers' satisfaction with administration-specific product attributes based on user reviews
- Overall customer satisfaction and Net Promoter Score<sup>®</sup> (NPS) based on ratings by G2 users



## Market Presence

The Market Presence score is affected by the following (in order of importance):

- Market presence is a combination of 15 metrics from G2’s reviews, publicly available information, and third-party sources
- Both the software sellers and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than seller metrics
- Each input is normalized by category and segment.
- This means that scores are relative to other products in the category/segment and may change from segment to segment
- The scores are then scaled from 0-100

Criteria	Metrics
Number of employees	Employee count (based on social networks and public sources)
Reviews	Review count (weighted by recency)
Web Presence	
Social Presence	
Growth	Employee growth, Web presence growth
Seller Age	
Employee Satisfaction and Engagement	





# Grid<sup>®</sup> categorization methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available [categorization methodology](#). All products appearing on the Grid<sup>®</sup> have passed through G2's categorization methodology and meet G2's category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid<sup>®</sup>.

A [list of standard definitions](#) is available to G2 users to eliminate confusion and ease the buying process.

## Rating Changes and Dynamics

The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through August 30, 2022. The ratings may change



as the products are further developed, the sellers grow, and as additional opinions are shared by users.

G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche sellers may become High Performers.

## Trust

Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user's identity and employer.

We also validate users by partnering with sellers and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers' products, or those of their employers' competitors.

Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don't meet our submission requirements. All reviews must pass our moderation process before they are published.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Sellers cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.





# Grid<sup>®</sup> inclusion criteria

All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid<sup>®</sup>. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to [suggest its addition](#) to our [Feature Management category](#).

## Product Profiles

Product profiles and detailed charts are included for products with 10 or more reviews.

\*\*Net Promoter, Net Promoter System, Net Promoter Score, NPS and the NPS-related emoticons are registered trademarks of Bain & Company, Inc., Fred Reichheld and Satmetrix Systems, Inc.





# Launchdarkly



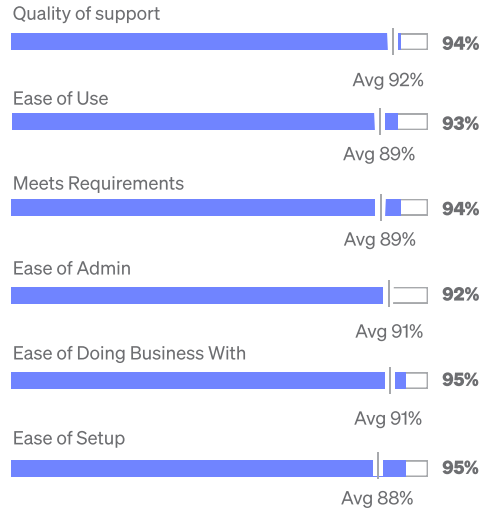
4.7 out of 5



LaunchDarkly has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. LaunchDarkly has the largest Market Presence and received the highest Satisfaction score among products in Feature Management. 99% of users rated it 4 or 5 stars, 94% of users believe it is headed in the right direction, and users said they would be likely to recommend LaunchDarkly at a rate of 94%. LaunchDarkly is also in the A/B Testing and Continuous Delivery categories.

[launchdarkly.com](https://launchdarkly.com)

## Satisfaction Ratings

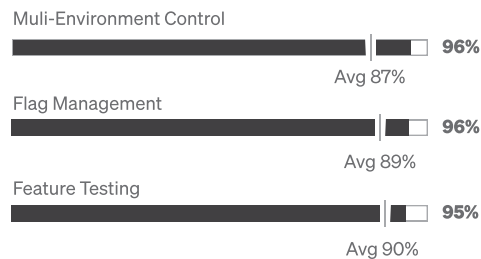


## Top Industries Represented

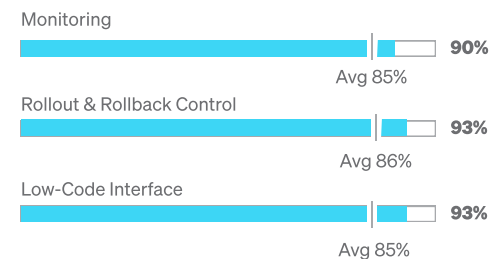


Computer software	22
Financial Services	6
Insurance	5
Internet	5
Construction	4

## Highest-Rated Feature



## Lowest-Rated Feature



Ownership  
LaunchDarkly

HQ Location  
Oakland, CA

Year Founded  
2014

Employees  
547





# CloudBees Feature Management



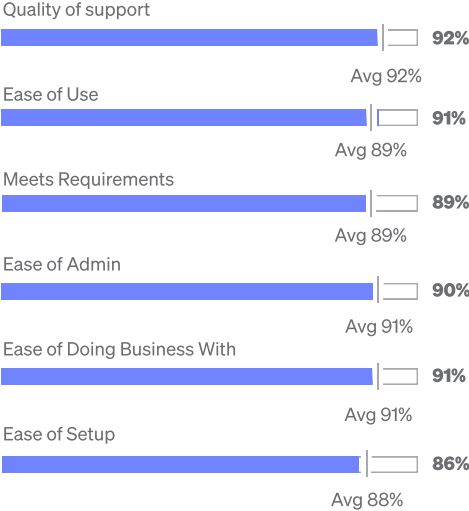
4.3 out of 5



CloudBees Feature Management has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 94% of users rated it 4 or 5 stars, 76% of users believe it is headed in the right direction, and users said they would be likely to recommend CloudBees Feature Management at a rate of 86%. CloudBees Feature Management is also in the Value Stream Management category.

[cloudbees.com](https://cloudbees.com)

## Satisfaction Ratings

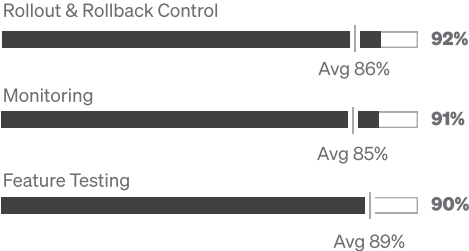


## Top Industries Represented

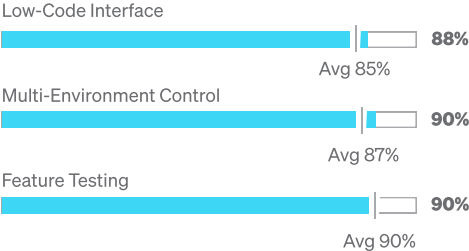


Information technology & services	23
Computer software	21
Financial services	12
Hospital & Health Care	7
Telecommunications	7

## Highest-Rated Feature



## Lowest-Rated Feature



Ownership  
Cloudbees

HQ Location  
San Jose, CA

Year Founded  
2010

Employees  
569





# Optimizely



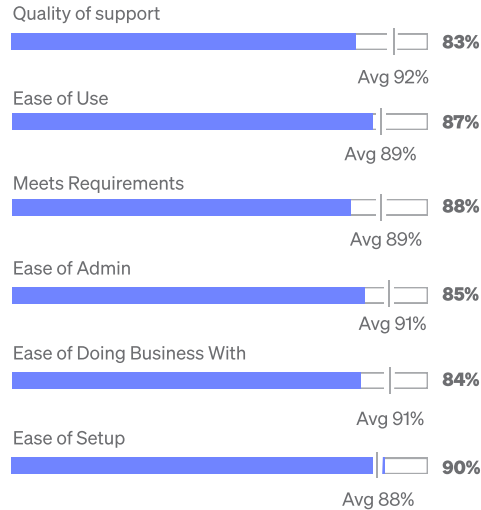
4.2 out of 5



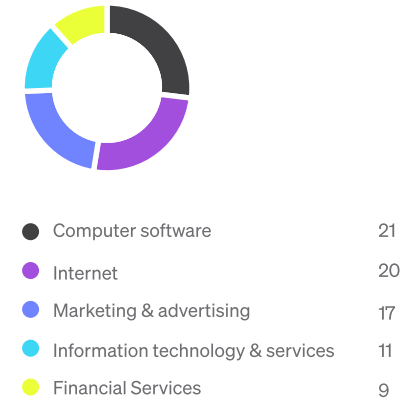
Optimizely Web Experimentation has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 96% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend Optimizely Web Experimentation at a rate of 86%. Optimizely Web Experimentation is also in the Personalization Engines, E-Commerce Personalization, A/B Testing, ALM Software Suites, and Configuration Management categories.

[www.optimizely.com](http://www.optimizely.com)

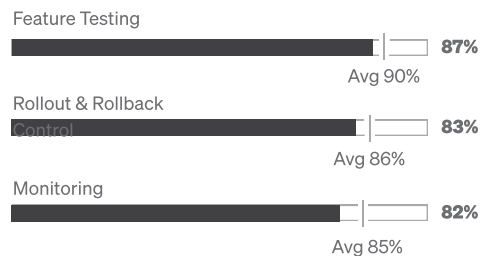
## Satisfaction Ratings



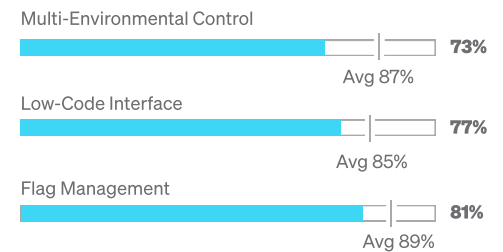
## Top Industries Represented



## Highest-Rated Feature



## Lowest-Rated Feature



Ownership  
Optimizely

HQ Location  
New York, NY

Employees  
1282





# Split



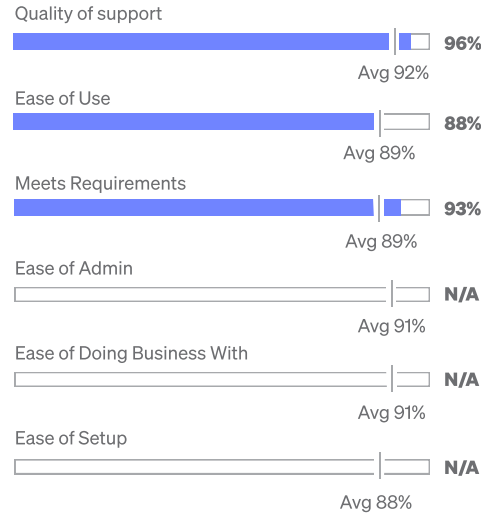
4.7 out of 5



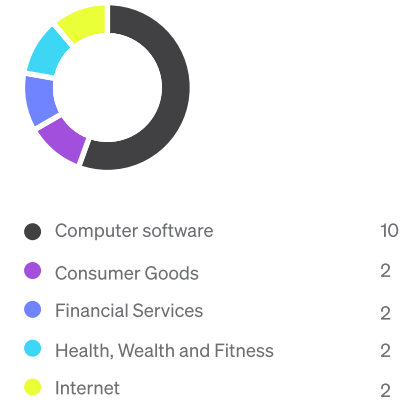
Split has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 100% of users rated it 4 or 5 stars, 92% of users believe it is headed in the right direction, and users said they would be likely to recommend Split at a rate of 94%. Split is also in the A/B Testing, ALM Software Suites, Continuous Delivery, Configuration Management, and Mobile App Optimization categories.

[split.io](https://split.io)

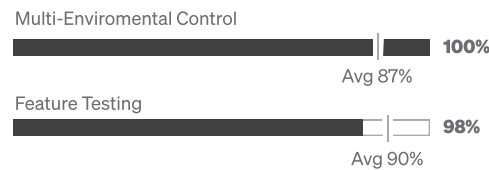
## Satisfaction Ratings



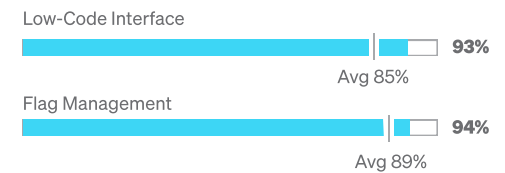
## Top Industries Represented



## Highest-Rated Feature



## Lowest-Rated Feature



Ownership  
Split Software, Inc

HQ Location  
Redwood City, CA

Year Founded  
2015

Employees  
231





# ConfigCat



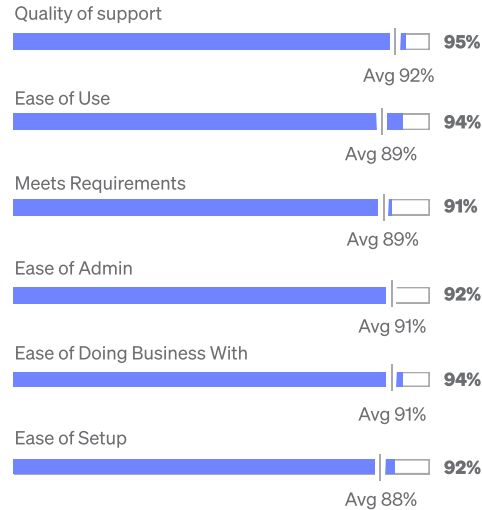
4.6 out of 5



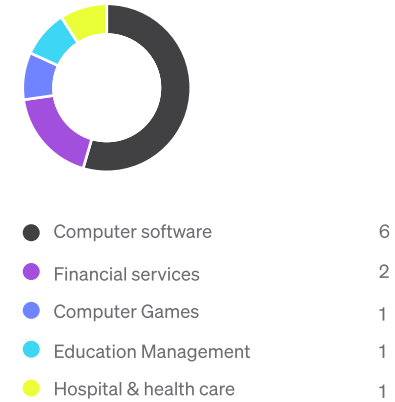
ConfigCat has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend ConfigCat at a rate of 93%. ConfigCat is also in the Configuration Management category.

[configcat.com](https://configcat.com)

## Satisfaction Ratings



## Top Industries Represented



Ownership  
ConfigCat

HQ Location  
Budapest, Hungary

Year Founded  
2018

Employees  
11







# Optimizely Full Stack

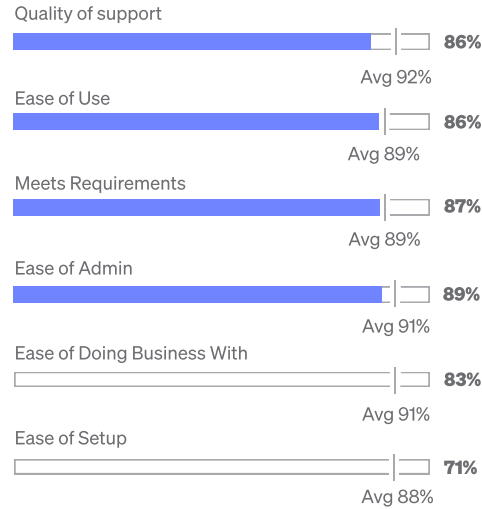


4.3 out of 5

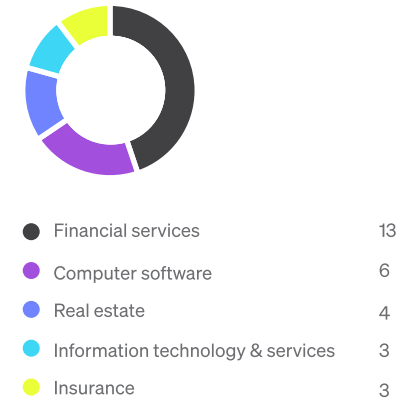
Optimizely Full Stack has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Optimizely Full Stack at a rate of 85%. Optimizely Full Stack is also in the A/B Testing and Mobile App Optimization categories.

[optimizely.com](https://optimizely.com)

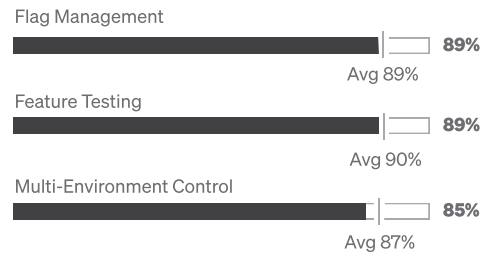
## Satisfaction Ratings



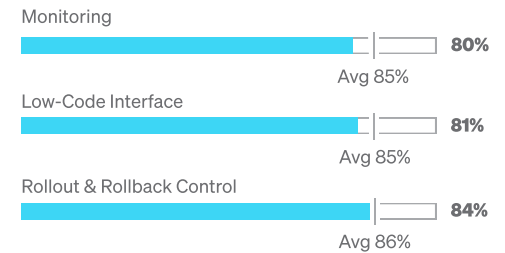
## Top Industries Represented



## Highest-Rated Feature



## Lowest-Rated Feature



Ownership  
Optimizely

HQ Location  
New York, NY

Employees  
1282





# AB Tasty

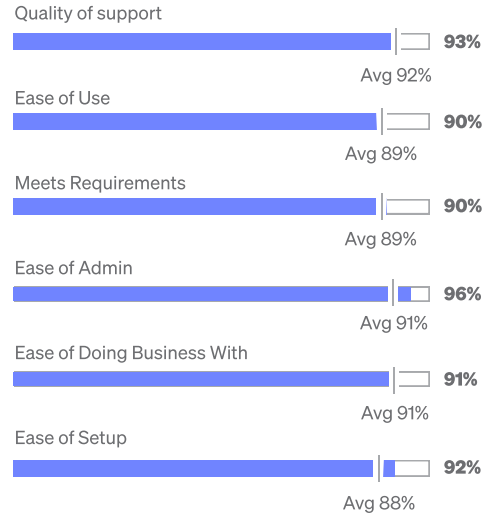


4.5 out of 5

AB Tasty has been named a Contender product based on receiving a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 97% of users believe it is headed in the right direction, and users said they would be likely to recommend AB Tasty at a rate of 87%. AB Tasty is also in the Personalization, Personalization Engines, E-Commerce Personalization, A/B Testing, and Mobile App Optimization categories.

[abtasty.com](http://abtasty.com)

## Satisfaction Ratings



## Top Industries Represented



Ownership  
AB Tasty

HQ Location  
Paris, France

Year Founded  
2009

Employees  
282





# VWO Testing

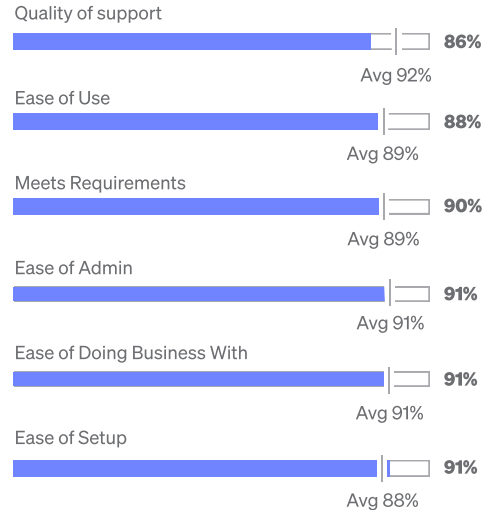


4.5 out of 5

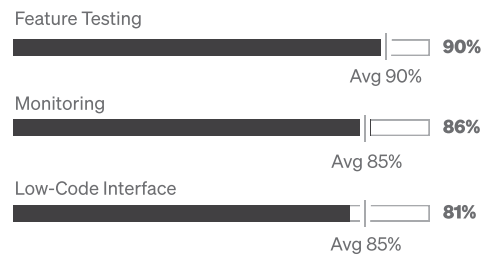
VWO Testing has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend VWO Testing at a rate of 91%. VWO Testing is also in the Personalization, Personalization Engines, A/B Testing, and Mobile App Optimization categories.

[vwo.com](http://vwo.com)

## Satisfaction Ratings



## Highest-Rated Feature



Ownership  
VWO by Wingify

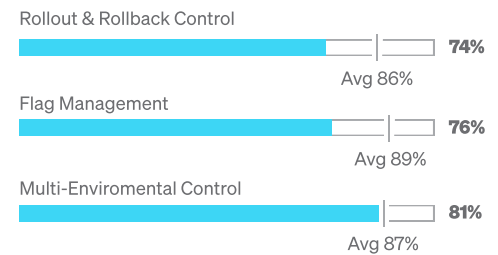
HQ Location  
New Delhi, India

## Top Industries Represented



- Marketing and Advertising 3
- Food & Beverages 2
- Computer & Network Security 1
- Computer Software 1
- Consumer Services 1

## Lowest-Rated Feature



Year Founded  
2010

Employees  
288





# Flagsmith

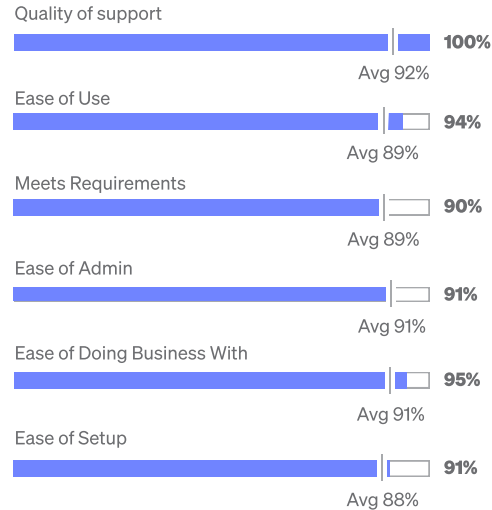


4.7 out of 5

Flagsmith has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 50% of users believe it is headed in the right direction, and users said they would be likely to recommend Flagsmith at a rate of 94%. Flagsmith is also in the A/B Testing and Continuous Delivery categories.

[flagsmith.com](https://flagsmith.com)

## Satisfaction Ratings

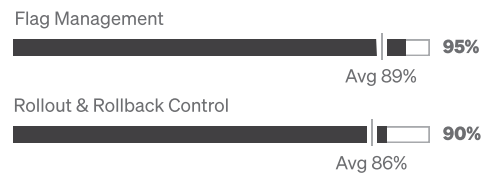


## Top Industries Represented

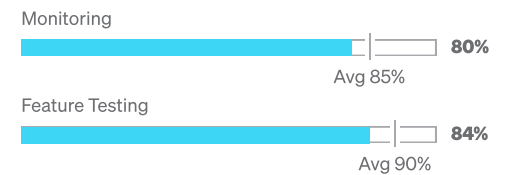


Information technology & services	4
Computer software	3
Health, wellness & fitness	2
Airlines/Aviation	1
Civil engineering	1

## Highest-Rated Feature



## Lowest-Rated Feature



Ownership  
Flagsmith

HQ Location  
London, England

Year Founded  
2018

Employees  
7





# Apptimize

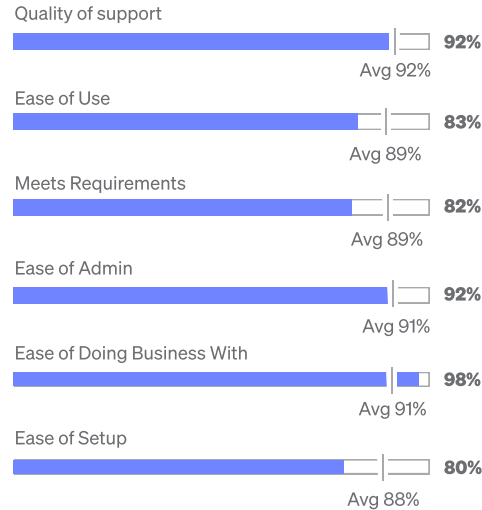


4.2 out of 5

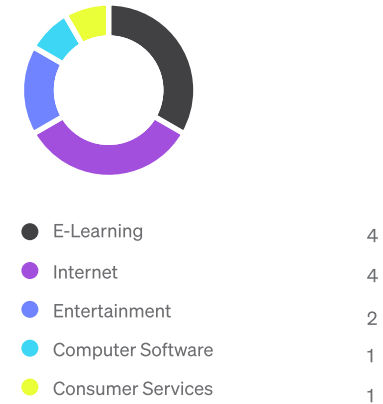
Apptimize has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 94% of users rated it 4 or 5 stars, 88% of users believe it is headed in the right direction, and users said they would be likely to recommend Apptimize at a rate of 83%. Apptimize is also in the Mobile App Optimization and A/B Testing categories.

[apptimize.com](https://apptimize.com)

## Satisfaction Ratings



## Top Industries Represented



Ownership  
Apptimize

HQ Location  
San Francisco, CA

Year Founded  
2013

Employees  
11



# Satisfaction ratings for feature management











G2 reviewers rated software sellers' ability to satisfy their needs as shown in the next table.

# 94%

of G2 respondents recommend LaunchDarkly

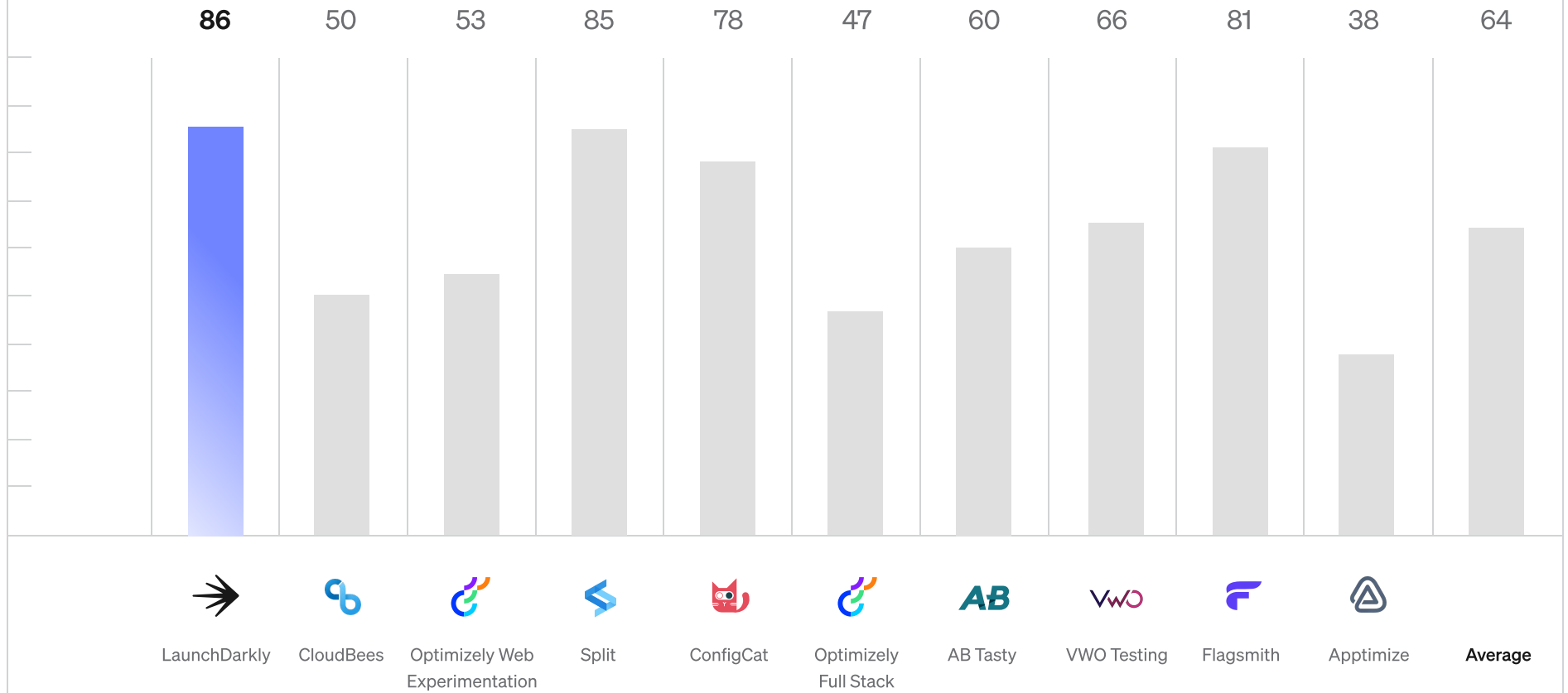


## Satisfaction by category

Likelihood to recommend	<b>94%</b>	86%	86%	94%	93%	85%	87%	91%	94%	83%	89%
Product going in right direction?	<b>94%</b>	76%	78%	92%	86%	86%	97%	100%	50%	88%	84%
Meets requirements	<b>94%</b>	89%	88%	93%	91%	87%	90%	90%	90%	82%	89%
Ease of admin	<b>92%</b>	90%	85%	N/A	92%	89%	96%	91%	91%	92%	91%
Ease of doing business with	<b>95%</b>	91%	84%	N/A	94%	83%	91%	91%	95%	98%	91%
Quality of support	<b>94%</b>	92%	83%	96%	95%	86%	93%	86%	100%	92%	92%
Ease of setup	<b>95%</b>	86%	90%	N/A	92%	71%	92%	91%	91%	80%	88%
Ease of use	<b>93%</b>	91%	87%	88%	94%	86%	90%	88%	94%	83%	89%
											<b>Average</b>
	LaunchDarkly	CloudBees	Optimizely Web Experimentation	Split	ConfigCat	Optimizely Full Stack	AB Tasty	VWO Testing	Flagsmith	Apptimize	



## Net Promoter Score (NPS)



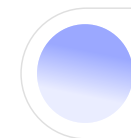
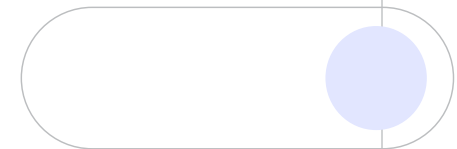


# Feature comparison for feature management

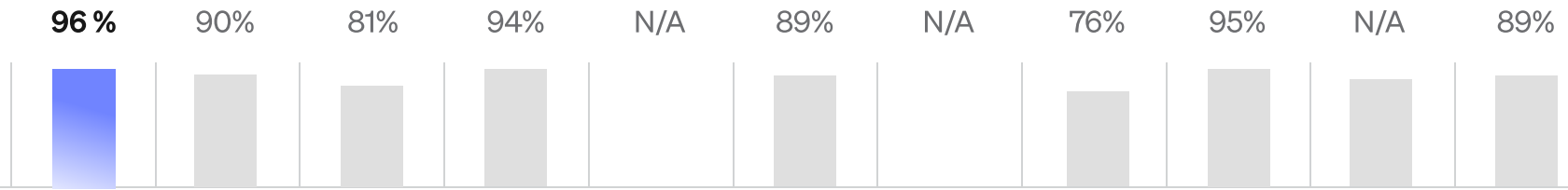
G2 users have evaluated the following products by feature. Feature ratings are representative of reviewers' overall satisfaction with each feature and do not necessarily take into account the breadth of individual product features. The results are shown on the next page.

# 96%

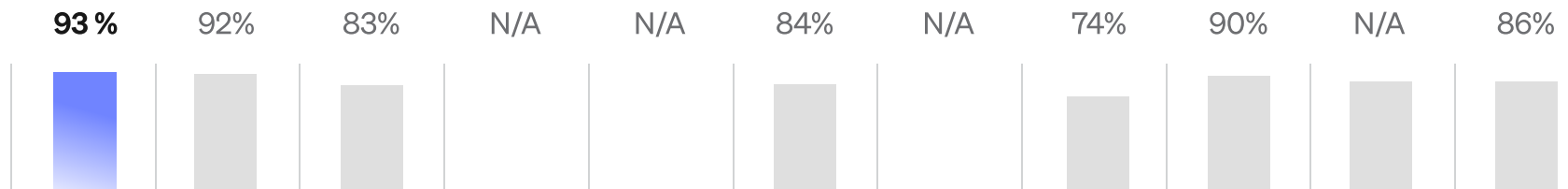
of G2 respondents  
trust LaunchDarkly  
with flag management



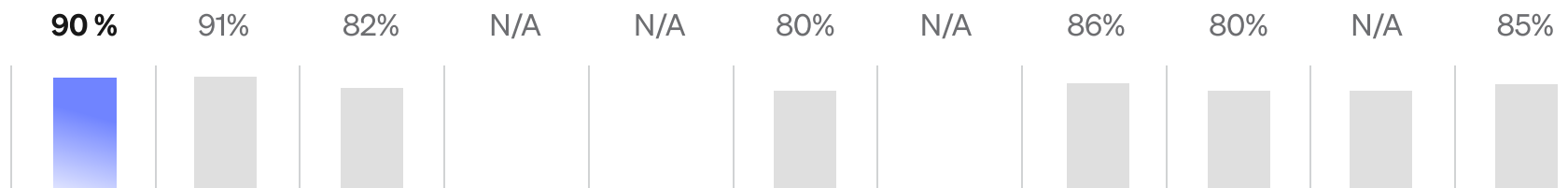
## Flag Management



## Rollout & rollback control



## Monitoring



LaunchDarkly



CloudBees



Optimizely Web Experimentation



Split



ConfigCat



Optimizely Full Stack



AB Tasty



VWO Testing



Flagsmith

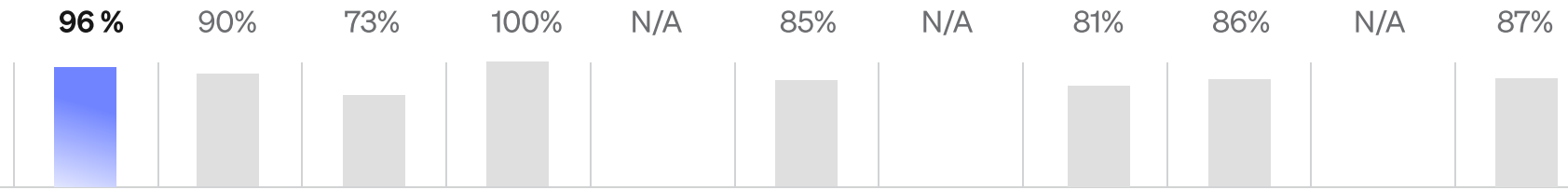


Apptimize

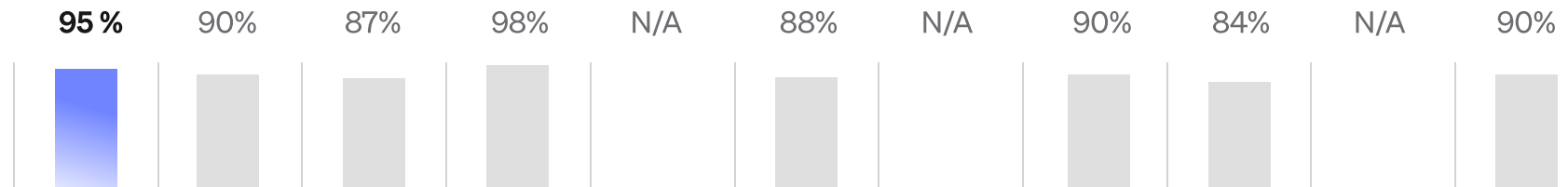
**Average**



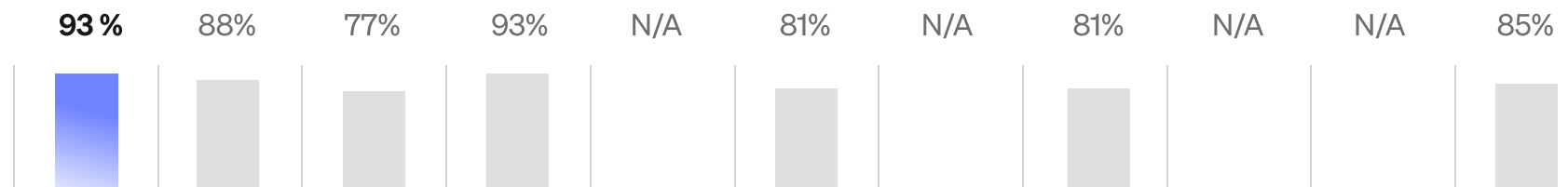
## Multi-Environment Control



## Feature Testing



## Low-Code Interface



LaunchDarkly



CloudBees



Optimizely Web Experimentation



Split



ConfigCat



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AB Tasty



VWO Testing



Flagsmith



Apptimize

**Average**



# Additional data for feature management

The following graphs includes a breakdown of the customer segments for each product, as represented by G2 reviewers.



## Customers by size

- Small business (<50 employees)
- Mid-market business (51-1000 employees)
- Enterprise (>1000 employees)



LaunchDarkly



CloudBees



Optimizely Web Experimentation



Split



ConfigCat



Optimizely Full Stack



AB Tasty



VWO Testing



Flagsmith



Apptimize

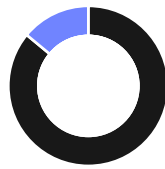


Average



## Deployment

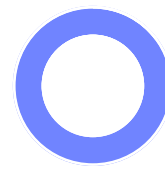
- Cloud
- On-premises



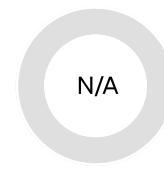
LaunchDarkly



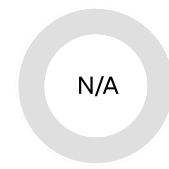
CloudBees



Optimizely Web Experimentation



Split



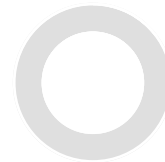
ConfigCat



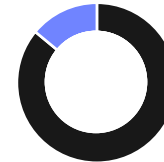
Optimizely Full Stack



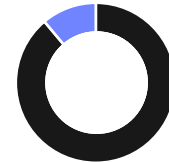
AB Tasty



VWO Testing



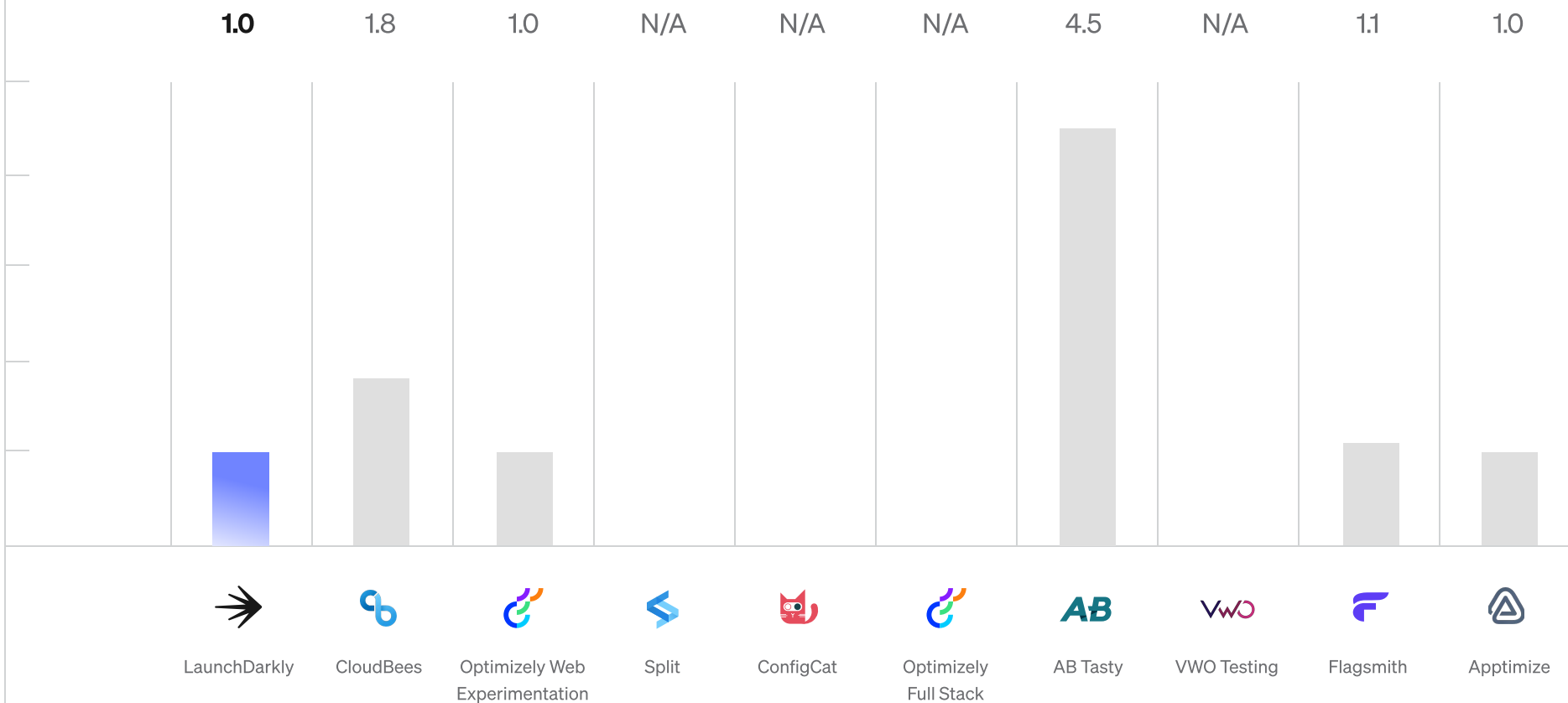
Flagsmith



Apptimize

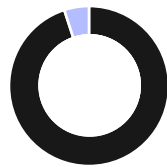


## Implementation time (Avg. months to go live)

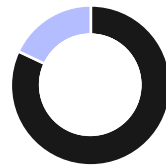


## Implementation method

- In-house team
- Seller services team
- Third-party consultant
- Don't know



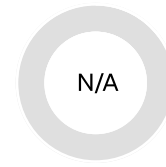
LaunchDarkly



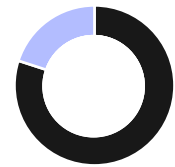
CloudBees



Optimizely Web Experimentation



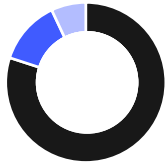
Split



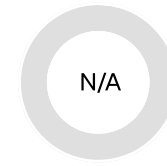
ConfigCat



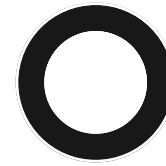
Optimizely Full Stack



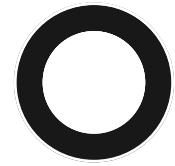
AB Tasty



VWO Testing



Flagsmith

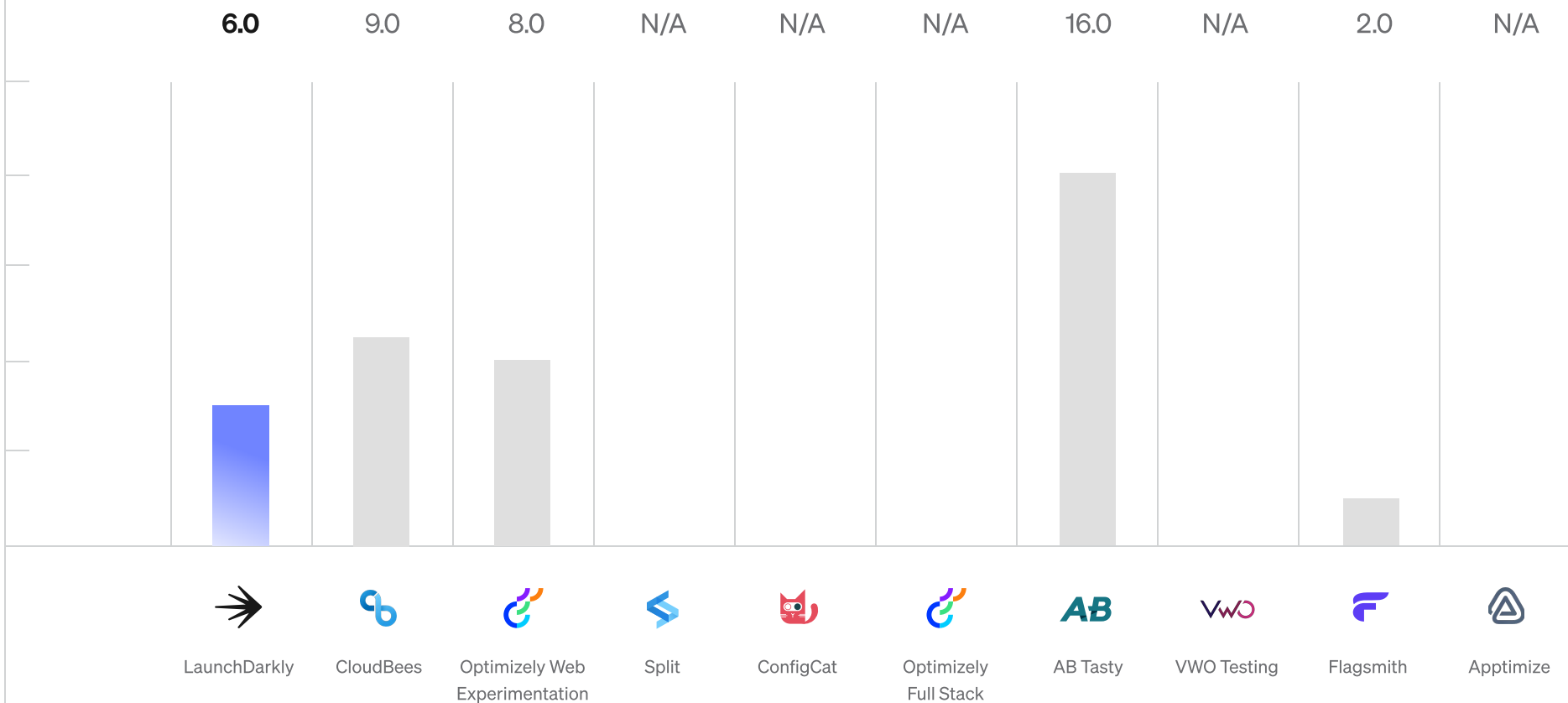


Apptimize

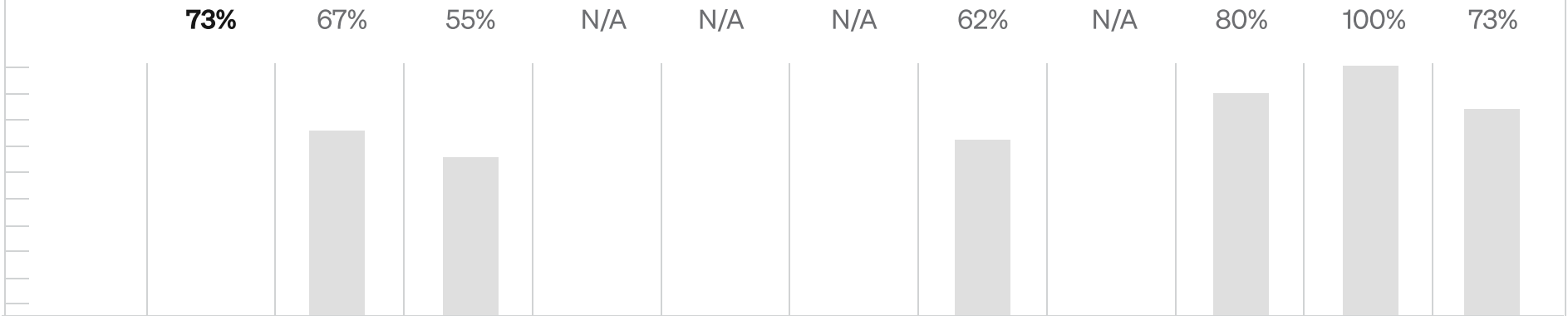




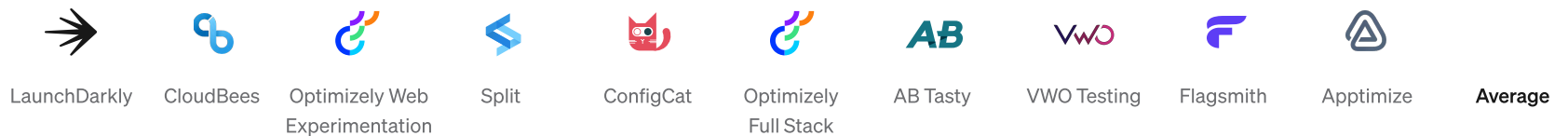
## Contract term (Avg. contract term months)



## Average user adoption



## Estimated ROI (payback period in months)



## Market presence

Year founded	<b>2014</b>	2010		2015	2018		2009	2010	2018	2013
Employees on LinkedIn (Seller)	<b>547</b>	569	1,282	231	11	1,282	282	288	7	11
LinkedIn Followers	<b>14,606</b>	43,060	70,344	5,682	201	70,344	16,394	17,895	314	3,201
Twitter Followers (Seller)	<b>4,476</b>	42,012	30,529	1,434	130	30,529	13,046	7,728	0	1,107
Glassdoor rating	<b>4.1</b>	4.3	4.2	4.7	N/A	4.2	4.7	3.8	N/A	3.5
										
	LaunchDarkly	CloudBees	Optimizely Web Experimentation	Split	ConfigCat	Optimizely Full Stack	AB Tasty	VWO Testing	Flagsmith	Apptimize





# About LaunchDarkly

LaunchDarkly isn't just a leader in feature management — it's the first scalable feature management platform. Feature management allows development teams to innovate faster by fundamentally transforming how software is delivered to customers. With the ability to gradually release new software features to any segment of users on any platform, DevOps teams can standardize safe releases at scale, accelerate their journey to the cloud and collaborate more effectively with business teams.

Today, LaunchDarkly deploys peaks of 20 trillion feature flags each day, and that number continues to grow. Founded in 2014 in Oakland, California by Edith Harbaugh and John Kodumal, LaunchDarkly has been named on the [Forbes Cloud 100](#) list, [InfoWorld's 2021 Technology of the Year](#) list, and the [Enterprise Tech 30](#) list. Learn more at [launchdarkly.com](https://launchdarkly.com).

See how you can transform your business by transforming how you deliver software with a [personalized demo](#) or exploring more at our [resource center](#).





**We empower all  
teams to deliver  
and control their  
software.**