

Voice of the Customer for Transportation Management Systems

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Initiatives: Technologies and Markets

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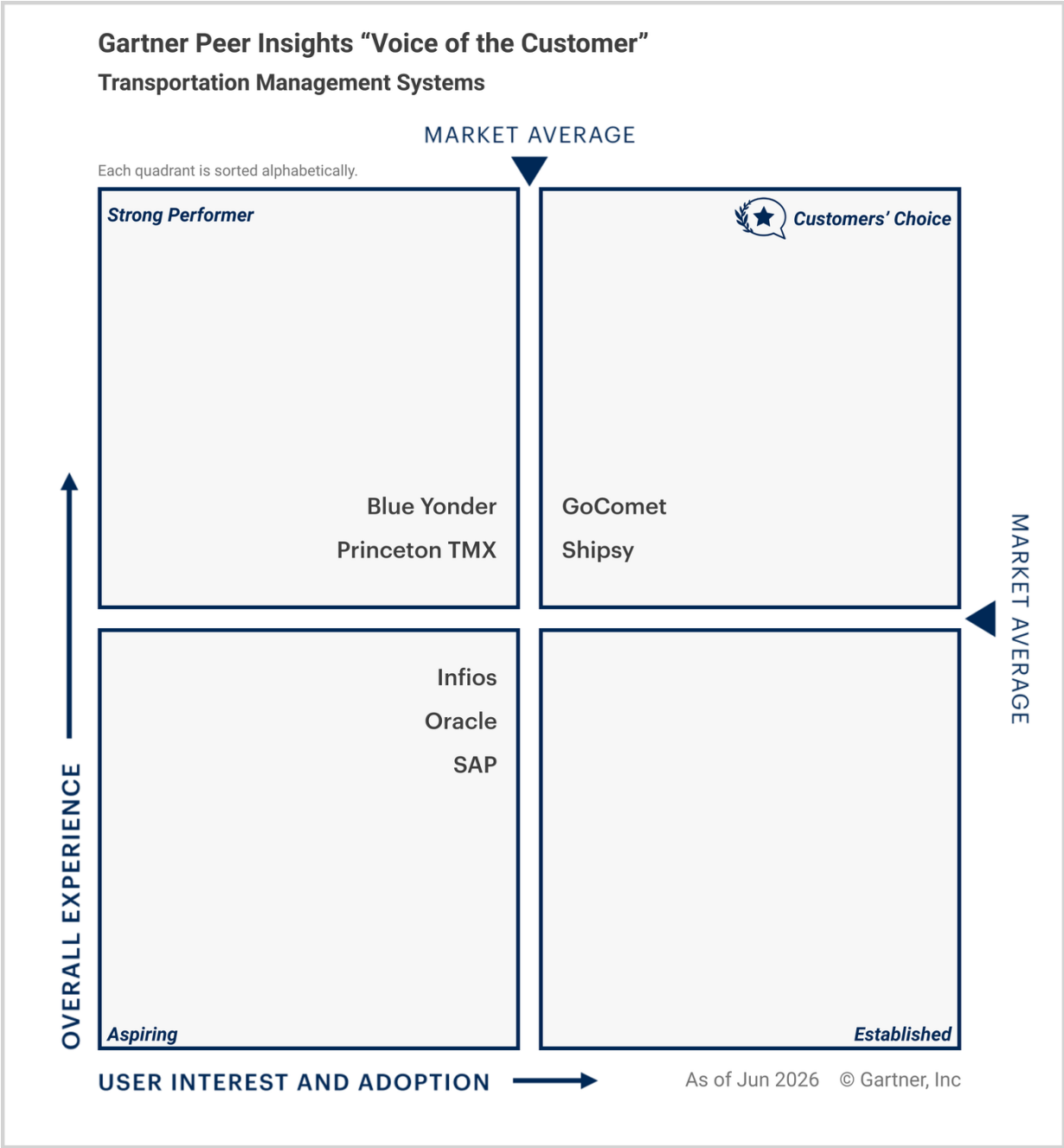
Adopting a transportation management system is urgent to meet rising shipper demands, leverage AI innovation and ensure seamless, end-to-end supply chain execution. This note guides supply chain technology leaders to learn from ratings and reviews shared by their peers on Gartner Peer Insights.

Voice of the Customer

Gartner Peer Insights Voice of the Customer evaluates vendors in a given technology market by applying a specific methodology to aggregated end-user reviews. Vendors are then positioned into four quadrants based on two criteria: User Interest and Adoption (x-axis), and Overall Experience (y-axis) (see Figure 1). See the Methodology section for details.

Along with the historical peer-based perspective represented in this document, Gartner has a related expert-led [Magic Quadrant for Transportation Management Systems](#).

Figure 1. Voice of the Customer for Transportation Management Systems



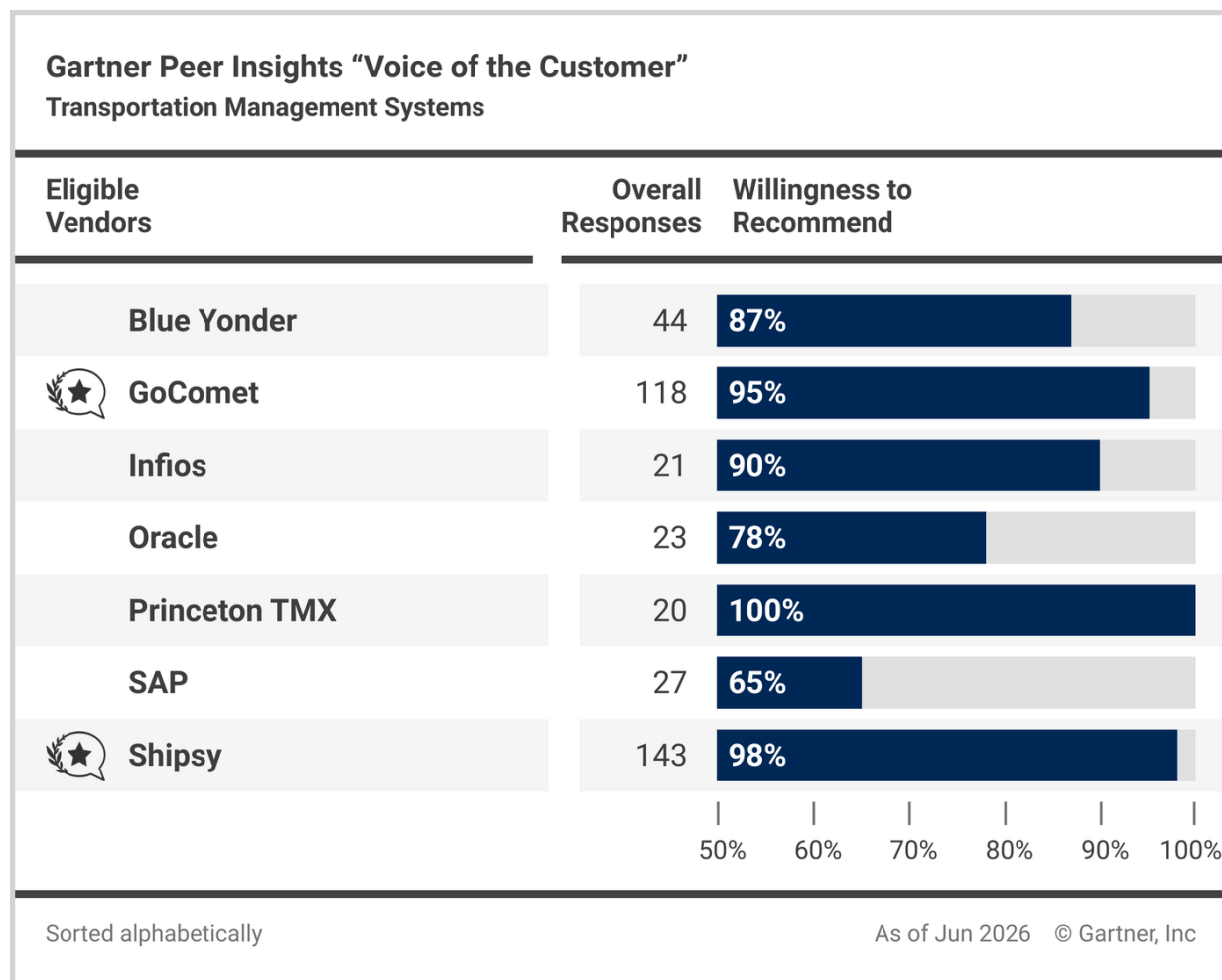
Gartner.

Source: Gartner (August 2026)

Peers’ Willingness to Recommend

Gartner Peer Insights reviewers rate their willingness to recommend each vendor. Figure 2 compares vendors according to the reviewers’ willingness to recommend them.

Figure 2. Voice of the Customer for Transportation Management Systems, Willingness to Recommend



Gartner

Source: Gartner (August 2026)

Vendors’ End-User Rating Summaries

Figures 3 through 9 summarize key information for each vendor included in the “Voice of the Customer”:

- Overall Rating and rating distribution
- Other ratings covering specific aspects of the experience with the vendor

Figure 3. Voice of the Customer for Transportation Management Systems, Blue Yonder Vendor Summary

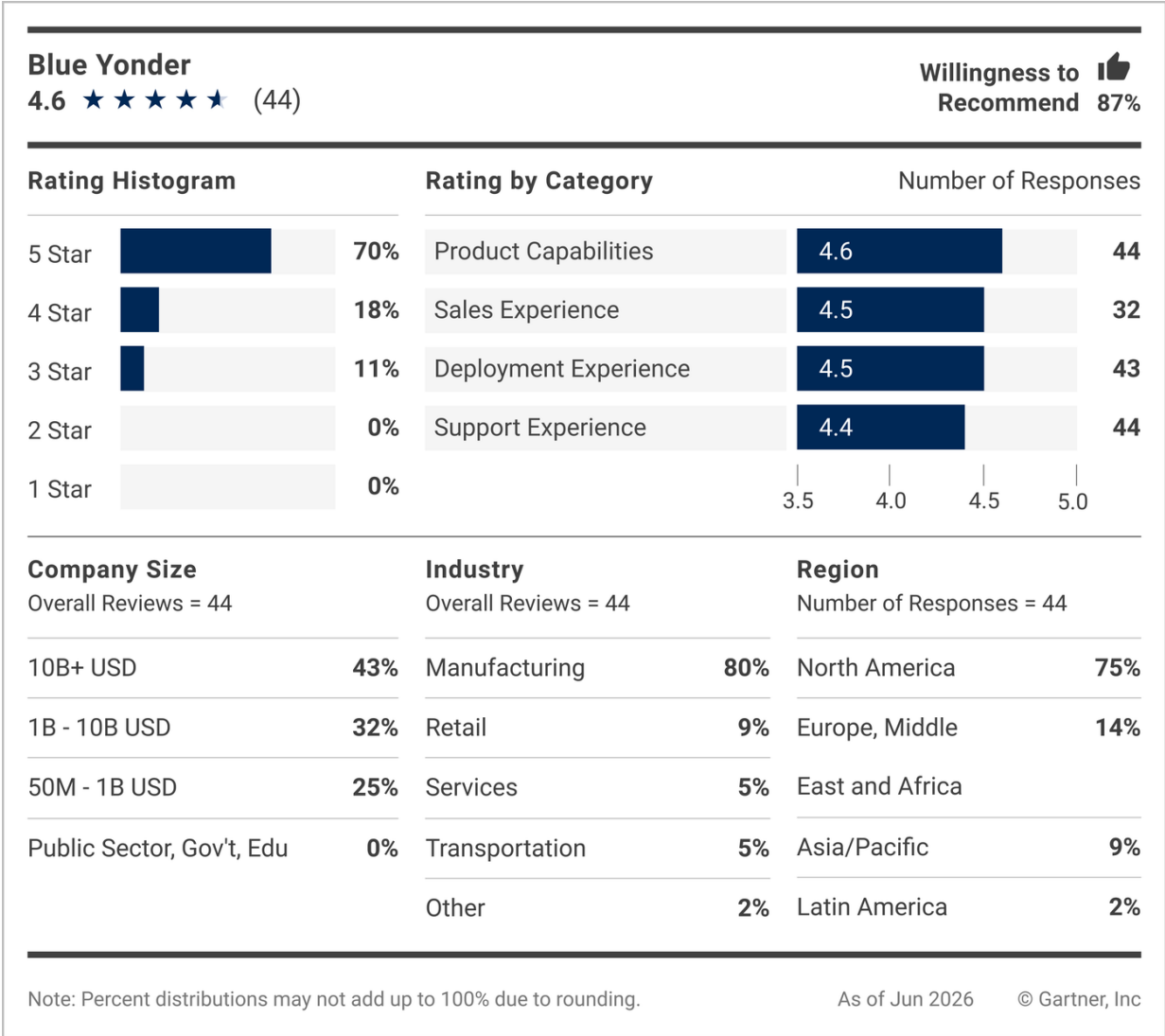


Figure 4. Voice of the Customer for Transportation Management Systems, GoComet Vendor Summary

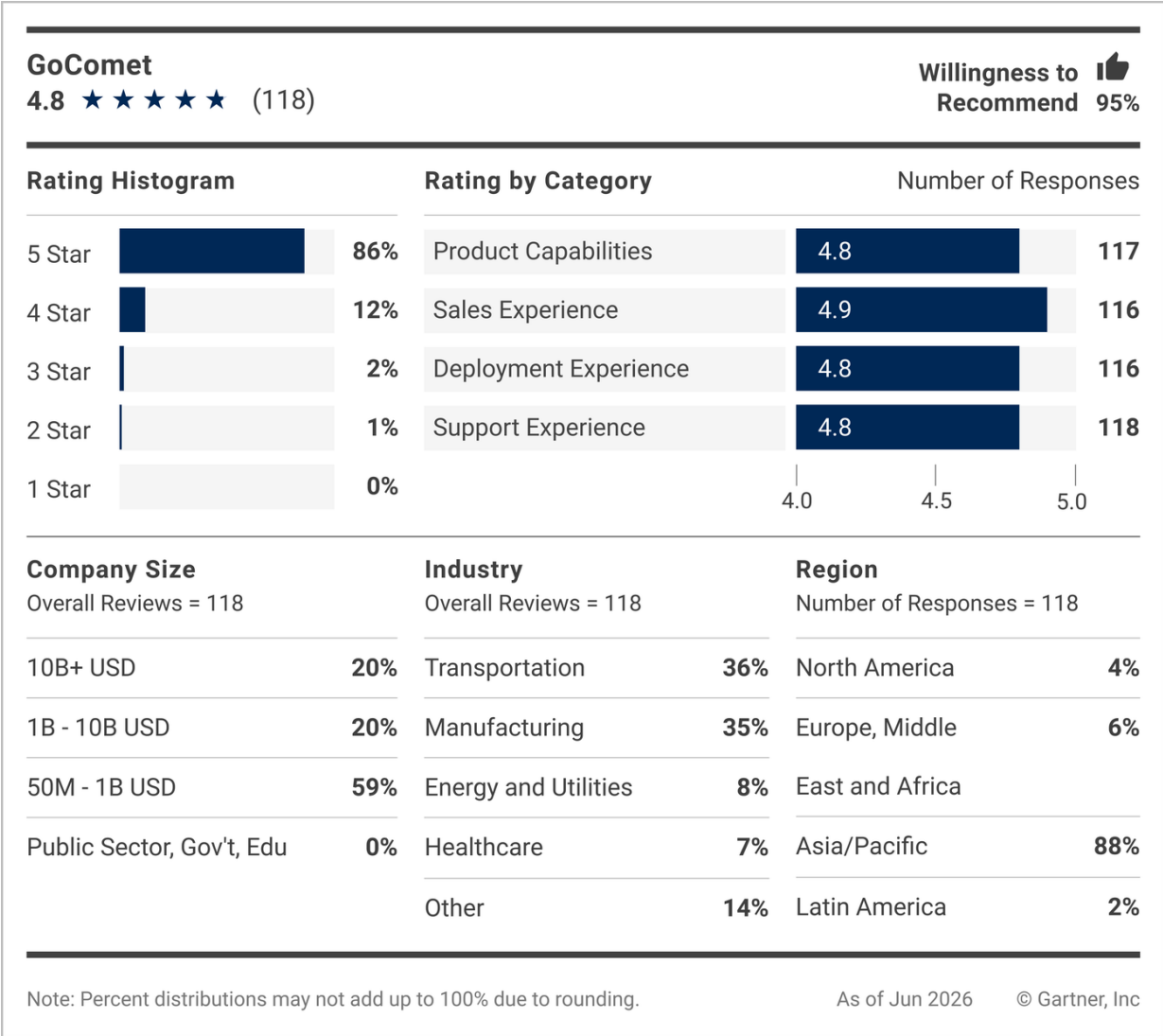
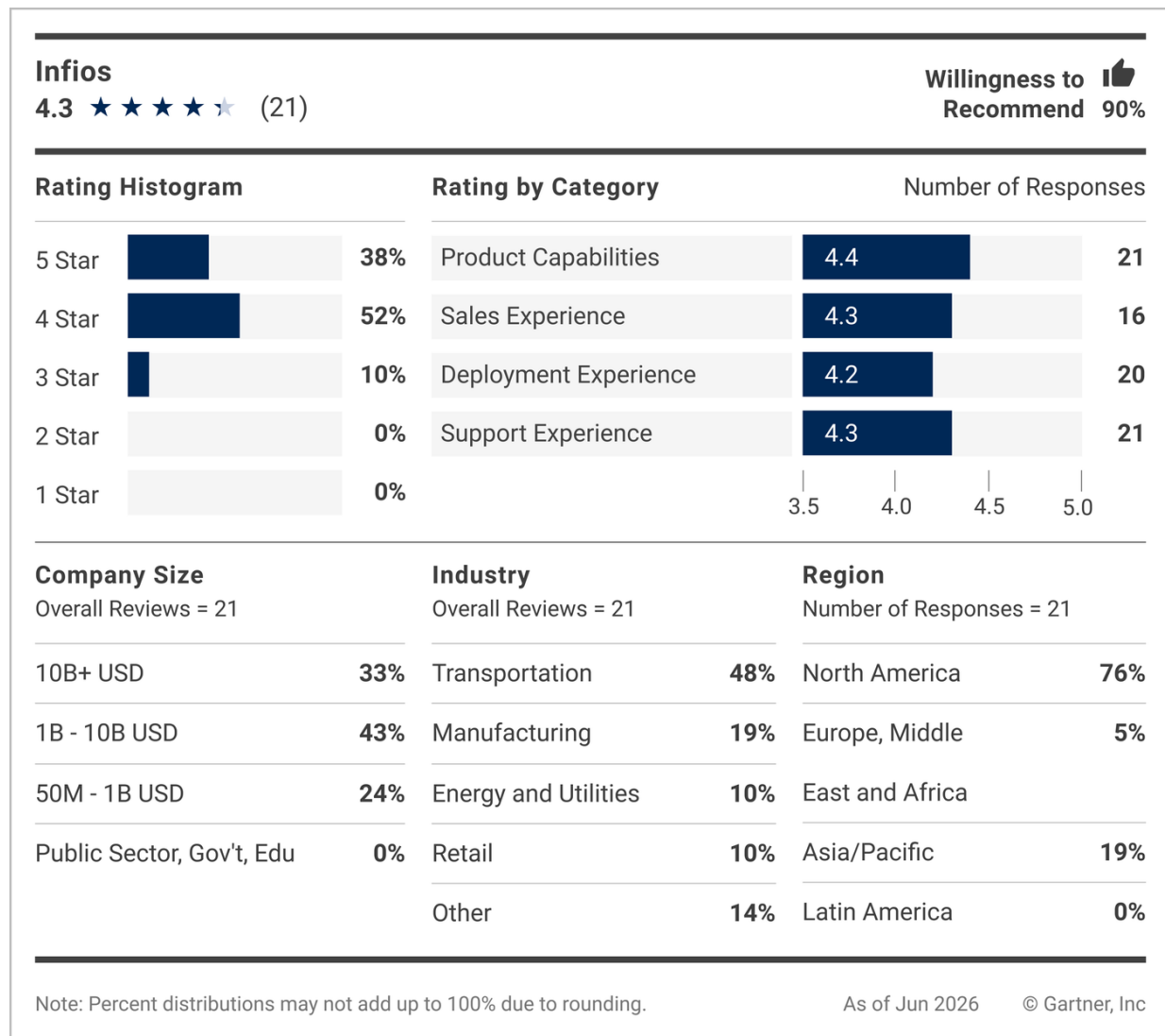


Figure 5. Voice of the Customer for Transportation Management Systems, Infios Vendor Summary

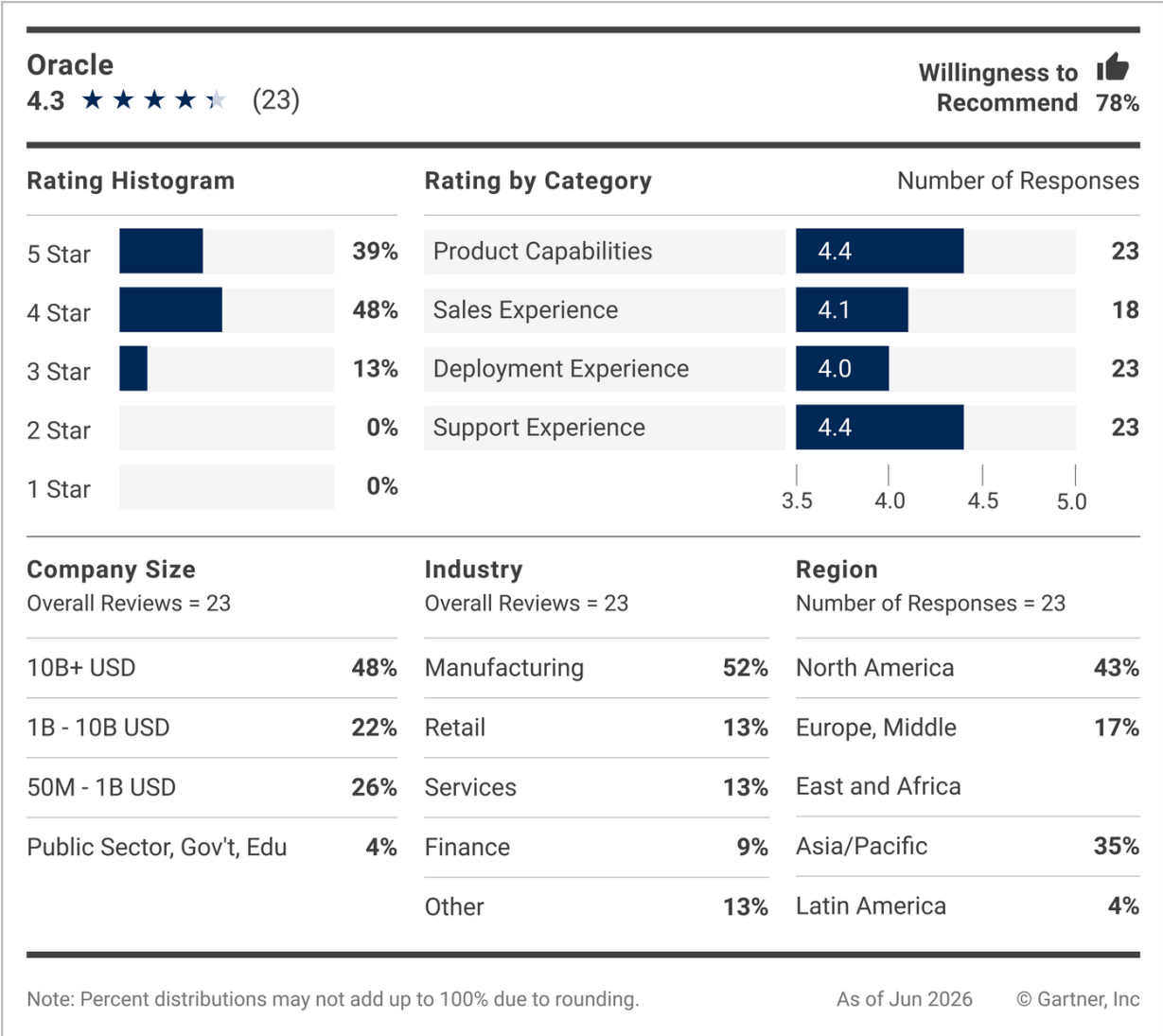


Gartner

Source: Gartner (August 2026)

Read all Peer Insights user reviews for [Infios](#).

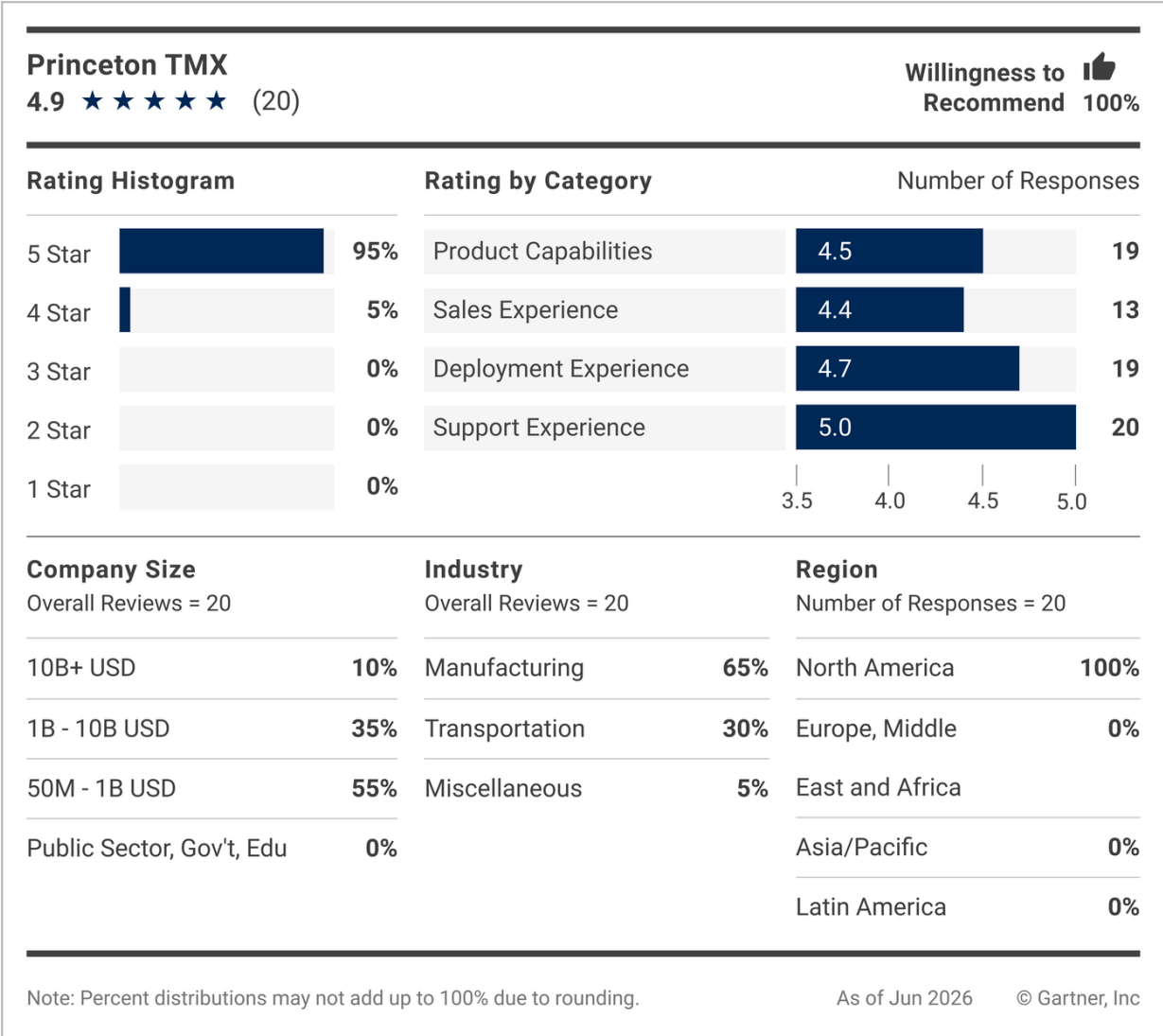
Figure 6. Voice of the Customer for Transportation Management Systems, Oracle Vendor Summary



Source: Gartner (August 2026)

Read all Peer Insights user reviews for [Oracle](#).

Figure 7. Voice of the Customer for Transportation Management Systems, Princeton TMX Vendor Summary



Source: Gartner (August 2026)

Read all Peer Insights user reviews for [Princeton TMX](#).

Figure 8. Voice of the Customer for Transportation Management Systems, SAP Vendor Summary

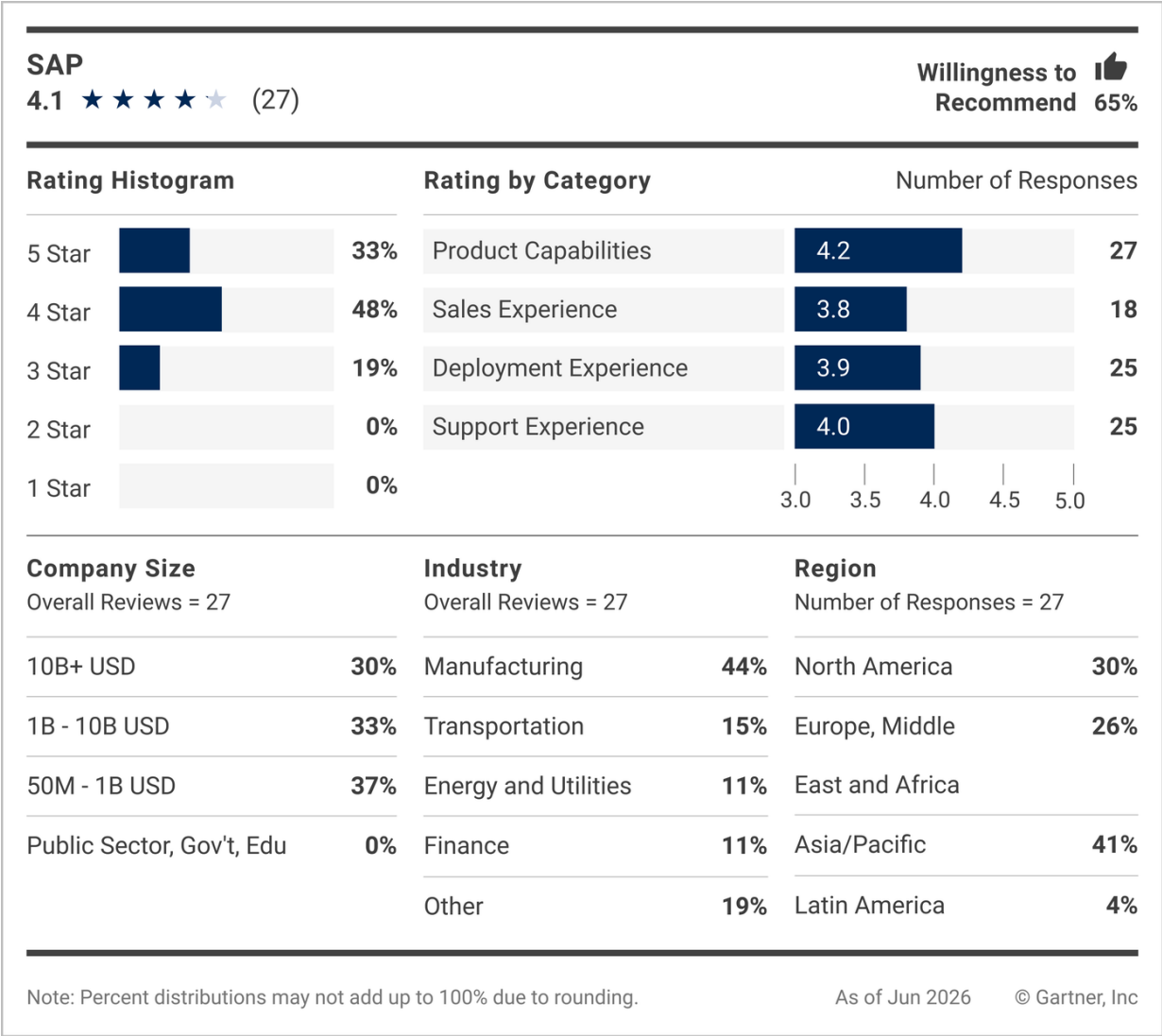
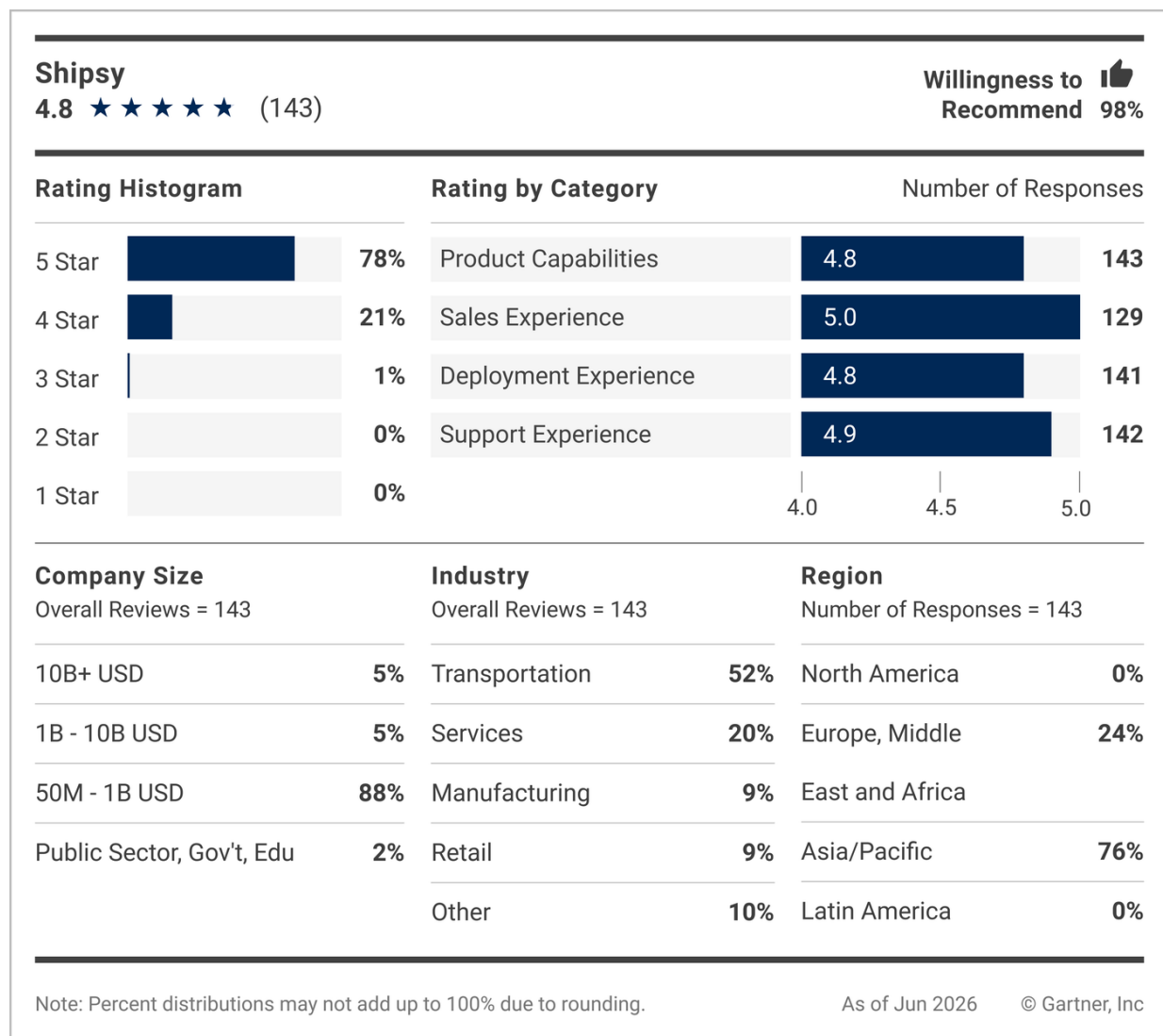


Figure 9. Voice of the Customer for Transportation Management Systems, Shipy Vendor Summary



Gartner

Source: Gartner (August 2026)

Read all Peer Insights user reviews for [Shipy](#).

Market Definition

Gartner defines transportation management systems (TMSs) as software that support multimodal sourcing, planning and execution of the physical transport of goods across the supply chain. They allow a shipper to manage varying levels of transportation complexity across multiple transport modes and geographic regions. TMS solutions are utilized by shippers of differing sizes, operational complexities, industries and geographic locations.

Methodology

A full description of the methodology can be found on the [Gartner Peer Insights Voice of the Customer Methodology page](#).

Voice of the Customer includes vendors with products aligned to the market that have 20 or more eligible published reviews (and 15 or more ratings for “Capabilities” and “Support/Delivery”) during the 18-month consideration period ending 30 June 2026. Reviews from vendor partners or companies with less than \$50 million in revenue are excluded.

In the transportation management systems market, Gartner Peer Insights published 644 reviews and ratings during the consideration period.

The data used in this report is drawn from reviews on Peer Insights, a free peer review and ratings platform that regularly publishes new reviews. The Voice of the Customer methodology uses a snapshot of reviews data from a defined time frame and does not automatically update as new reviews are published. The external Peer Insights site will always have the most updated peer view of the vendors and products in this report.

The numerical ratings scores in each vendor summary graphic (shown as “Rating by Category”) are best interpreted as sample statistics with a reasonable margin for error and not as exact values.

Document Revision History

[Voice of the Customer for Transportation Management Systems - 29 August 2025](#)

[Voice of the Customer for Transportation Management Systems - 30 August 2024](#)

[Voice of the Customer for Transportation Management Systems - 29 August 2023](#)

[Gartner Peer Insights 'Voice of the Customer': Transportation Management Systems - 6 September 2022](#)

Recommended by the Author

Some documents may not be available as part of your current Gartner subscription.

[Magic Quadrant for Transportation Management Systems](#)

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