



## Comparison Matrix

# Tealium iQ™ vs. Free Tag Management Solutions

Comparing solutions based on capability, experience and total cost of ownership

**'Why should my business pay for a tag management system (TMS) when there are free services available?'**

That certainly is a valid question. There are various free tag management options available in the market today with the prevailing free solution being Google Tag Manager. While a free TMS can be a viable option, it is important to understand that "free" does not always mean "without cost."

**'Free' solutions cost your business money when:**

- Valuable IT resources are deferred from strategic projects to manually code and update unsupported tags
- Marketing campaigns are delayed and revenue is lost because the best turnkey integrations aren't available
- Inaccurate analytics data resulting from implementation oversights leads to bad business decisions
- Code on your website begins to slow page performance and affect conversions
- Adequate security and privacy protections are not in place

To evaluate what system is right for your business, it's important to evaluate the following critical criteria for adopting a tag management solution. Tag management systems should enable your business to move quicker, reduce costs, enable employees and ultimately empower the organization to leverage data more easily.

ORGANIZATIONAL AGILITY	Free	Tealium iQ	Notes
Time Savings - Marketing	⊖	✓	When marketers can implement their own tags, they get implemented faster. Many free tools are not marketer-friendly.
Time Savings - IT	⊖	✓	Spending less time on data integrations, means more time for IT to build cool stuff. Free TMSs have smaller tag marketplaces, increasing custom coding needs and defeating TMS efficiencies.
Coding Requirements	✗	⊖	Free TMS solutions have a high technical bar, whereas Tealium iQ was built to be marketer- friendly, while staying developer-flexible.
Integrations Breadth	✗	✓	Free solutions try to tie you to an existing suite of products, whereas Tealium is vendor neutral with over 1000 integrations.
Build Your Own Stack	✗	✓	Over 1000 integrations in Tealium iQ means you build your stack how you want.
Time-to-Market Improvement	⊖	✓	When tagging is quick and easy, products and promotions get to market quicker. The smaller tag marketplaces of free solutions limit efficiency benefits.
Tag Split Testing	✗	✓	Test new vendors and technologies easily by splitting traffic to better optimize tech and media spend.

What capabilities does each system add and how well do they break down internal silos enabling wider adoption and more powerful use of data.

DATA MANAGEMENT & VISIBILITY	Free	Tealium iQ	Notes
Vendor Neutrality	✗	✓	When a TMS is truly vendor neutral, data is managed for the benefit of the business instead of to empower a particular vendor's tools. This also creates a data foundation more portable to new tools.
Data Integration Capabilities	⊖	✓	Tealium iQ goes beyond mere tagging to give data management capabilities.
Data Layer Bundles	✗	✓	TiQ provides pre-built data layer configurations for common use cases.
Workflow Management	✗	✓	Workflow management tools allow organizations to break down silos and use data easier.
User Permissions	⊖	✓	User permissions ensure control over data collection and delivery.
Environments	⊖	✓	Flexible environments ensure smooth rollouts from staging to production.
QA Tools	⊖	✓	Free TMS don't give tools to make sure your setup is working. Tealium iQ won't leave you crossing your fingers.
Tag Quality Control	⊖	✓	Some free tools have open tag marketplaces with low quality control and a lack of accountability for available tags. This creates data governance risks not acceptable for many enterprises.
Performance / Tag Loading Speed	✗	✓	Tealium has been named the fastest loading tag by Ghostery, whereas free solutions have ranked among the slowest tags. Tealium also can provide complementary server-side options to further optimize performance.
Channel Attribution	✗	✓	Advanced attribution capabilities to better view your customer's journey across multiple channels.
Integrated CDP	⊖	✓	TMSs are major hubs of customer data where data can be unified and insights generated. An integrated CDP takes advantage of this customer data collection infrastructure and extends value.

Ability to use customer data infrastructure provided by tag management to drive additional value.

EXTENDED USE CASES	Free	Tealium iQ	Notes
Viewthrough Impression Tracking	✘	✔	TiQ provides additional functionality to track impressions from display advertising campaigns for better analysis and attribution.
Hosted Data Layer	✘	✔	In scenarios where the data layer cannot be modified for some reason, Tealium can provide alternative solutions.
Data Layer Enrichment	✘	✔	Tealium's integrated CDP can inject customer intelligence into the data layer for more advanced personalization capabilities across your entire tech stack.

Availability of features and services to address privacy and security regulatory concerns such as GDPR, HIPAA, PCI, and others.

SECURITY AND PRIVACY COMPLIANCE	Free	Tealium iQ	Notes
Data Security	✔	✔	Critical at a time of increasing data regulations.
User Privacy Controls	✘	✔	Free tools don't have functionality to help you manage user data preferences.
Consent Management	✘	✔	Free tag management solutions do not provide over-arching consent management features critically to meeting privacy regulations
Data Governance Capability	—	✔	Free TMS may give you a central view of your tags, but you don't get robust visibility into data flow.
Geo-based Data Management	—	✔	TiQ comes with pre-built features and a user interface to route and store data per geographic requirements, whereas free systems require custom solutions.
Vendor-Level Data Control	—	✔	Free systems have limited integrations and lack consent management, handicapping efforts to control data practices across the tech stack

How easy is it for customers of each system to get the timely support needed to make the most out of the product.

SUPPORT	Free	Tealium iQ	Notes
Customer Support	✘	✔	Tealium offers customer support access 24/7 versus free tools that might only offer email support with slow response times.
User Community	—	✔	Free tools have large communities, but content quality is suspect. Tealium's community is made up of active users and is moderated for quality.
SLA Protection	✘	✔	All Tealium clients are protected by a service level agreement that free tools don't offer.

What is the cost of ownership for each system as it relates to resource investment and subscription costs.

COST	Free	Tealium iQ	Notes
Product Cost	✔	—	Free tools do provide some benefit at a price that can't be beat, but "free" does not mean "without cost."
Cost of Ownership	✘	✔	When considering employee enablement advantages allowing marketers to launch tags and quicker IT deployment, Tealium iQ offers strong ROI even when compared to free options.

## Don't Forget Downstream Impact: Full Stack Integration Capability

Furthermore, as Tag Management Systems are front-line collectors of customer data, it's essential to consider the potential downstream impact of unifying and using the insights from that cross-channel data across the organization's tech stack. As part of the Tealium Universal Data Hub, the Tealium iQ Tag Management System is ideally positioned to extend the value of collected data with a fully integrated and vendor-neutral approach to managing customer data and insights.

### About Tealium

Tealium revolutionizes today's digital businesses with a universal approach to customer data orchestration – spanning web, mobile, offline, and IoT devices. With the power to unify customer data into a single source of truth, Tealium offers a turnkey integration ecosystem supporting over 1,200 client-side and server-side vendors and technologies. The Tealium Universal Data Hub encompasses tag management, API hub, customer data platform, and data management solutions that enable organizations to leverage real-time data to create richer, more personalized digital experiences across every team, technology, and customer touchpoint. More than 850 businesses worldwide trust Tealium to power their customer data strategies. For more information, visit [www.tealium.com](http://www.tealium.com).



US Headquarters  
11095 Torreyana Road  
San Diego, CA 92121  
(858) 779-1344  
[tealium.com](http://tealium.com)

Tealium has offices worldwide. Phone numbers and addresses are listed on the Tealium web site at [tealium.com/contact](http://tealium.com/contact).

©2019 Tealium Inc. All rights reserved. Tealium, Tealium iQ, AudienceStream, and all other Tealium marks contained herein are trademarks or service marks of Tealium. All other marks are the property of their respective owners. Rev. 110419