

Adobe

Market Report

As a Top Rated eCommerce platform on TrustRadius, Adobe Commerce delivers a comprehensive and flexible commerce experience. Real users report substantial return on investment (ROI) with Adobe Commerce, and report high levels of satisfaction with its expansive capabilities, including scalability, integrations, AI features, ease of use, and more.



Comprehensive & Flexible System

Users report high satisfaction with the robust and comprehensive platform Adobe Commerce offers, citing functions such as...

- Personalization/customization
- Availability
- Scalability
- Ease of use
- Integration capabilities
- AI features

Adobe Commerce offers scalability, AI-powered personalization, and extensive integration capabilities.

“[Adobe Commerce] is ideal for businesses with complex eCommerce needs, offering scalability, advanced B2B and B2C features, deep customization, and strong omnichannel capabilities. It's perfect for high-traffic stores, AI-driven personalization, and companies requiring extensive integrations.”

Verified User | Account Manager in Sales | Management Consulting, 201-500 employees Incentivized



Adobe Commerce is flexible, customizable, and eases global store management.

“Adobe Commerce is highly extensible [with] advanced customization and flexibility built in, meaning that we can shape the product into exactly what we require. We have teams all over the world administering Adobe Commerce stores, and while some learning is required, we don't have huge training overheads, challenges onboarding and ramping new store admin and merchandising team members.”

Verified User | Director in Product Management | Computer Hardware, 10,001+ employees Incentivized



Adobe Commerce helps this user achieve goals more quickly and is easy to use.

“Many of the extensions Adobe Commerce has helped us to do what we need to do more quickly without a great deal of development efforts and cost. The catalog is straightforward and easy to use, and having the ability to update pricing and other key pieces based on customer group is very helpful.”

Angela Maynard | Director eCommerce | Restaurant Equipppers | Retail, 51-200 employees Incentivized



This user, who listed scalability as a major pro of Adobe Commerce, finds the platform highly customizable.

“[Adobe Commerce’s] customization capabilities are virtually limitless, allowing you to adapt the platform to almost any use case imaginable.”

Verified User | Analyst in Information Technology | Telecommunications, 501-1000 employees Incentivized



Adobe Commerce Usability



Adobe Commerce has been given a usability rating of 7.2/10 by reviewers on TrustRadius. This rating indicates that users find the platform easy to use and are satisfied with their user experience.

Return on Investment

This user's organization experienced increases in sales and conversion rates using Adobe Commerce.

- "Higher Conversion Rate"
- "50% Increase in Sales"

Verified User | C-Level Executive in Corporate | Information Technology & Services, 201-500 employees Incentivized



Adobe Commerce improved deployment processes and accessibility for this user.

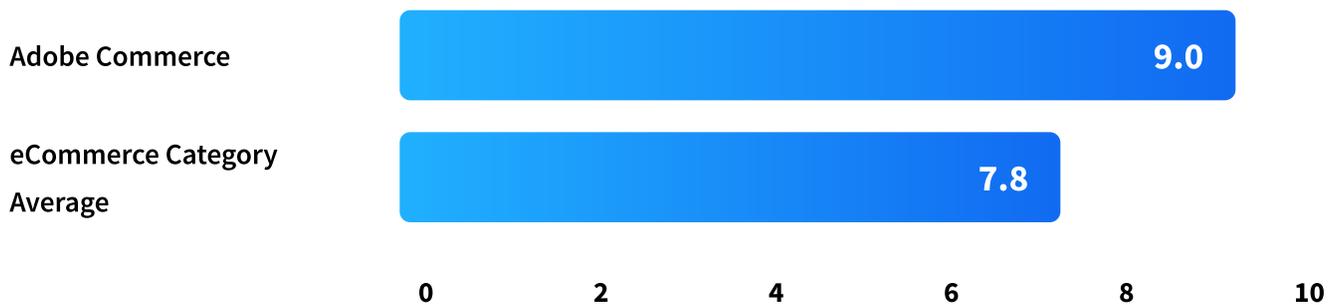
- "Easier deployment processes using Adobe Cloud"
- "Better interaction with system monitoring using New Relic"
- "Better and easier access to API management"

Mogens Engmark | Integration and Application Lead Digital Commerce | Royal Unibrew A/S | Consumer Goods, 1001-5000 employees Incentivized



Adobe Commerce is rated a 9.0/10 for likelihood to renew in the eCommerce category. This indicates that a majority of Adobe Commerce customers are satisfied with the product and the ROI they experienced while using it.

Likelihood to Renew Comparison



Overall Satisfaction



Every review on TrustRadius asks key insights questions to give buyers a good look at how that product performs. Adobe Commerce had high ratings all around:

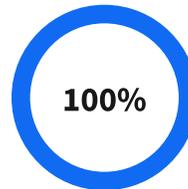
Adobe Commerce Key Insights



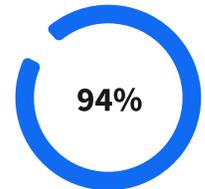
Would Buy Again



Happy with the Feature Set



Delivers Good Value for the Price



Lived up to Sales and Marketing Promises

This user finds Adobe Commerce to be a more flexible and limitless platform compared to similar solutions.

“[Adobe Commerce] is well-suited for any e-commerce enterprises that need total flexibility. [It is a] great balance of flexibility and power features.”

Frank Mair | Technical Specialist | Les Mills International | Health, Wellness and Fitness, 501-1000 employees Incentivized



Adobe Commerce makes it easy for this organization to run their site and provide good customer experiences.

“We use Adobe Commerce as our primary platform to run and manage our website. We needed a cloud-based platform for a small business team, making it easy to make updates and provide a good experience for our customers. I am a business team director and have very easily been able to do almost anything we need to do in Adobe Commerce.”

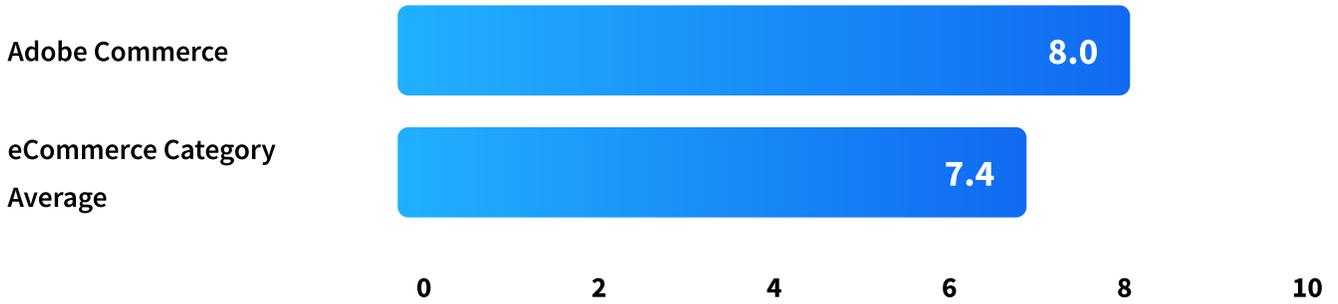
Angela Maynard | Director eCommerce | Restaurant Equipppers | Retail, 51-200 employees Incentivized





Using aggregated data from TrustRadius, trScore measures the overall satisfaction users have with a product. Adobe Commerce's trScore, which is higher than the category average, indicates that the majority of reviewers are highly satisfied with their experience using this product.

trScore Comparison



[Learn More](#)

This report was created using TrustRadius reviews and data by the TrustRadius Research Team in August 2025

