

The VendorRate Report '2008

Year End report of customer satisfaction ratings from VendorRate

Inside:

Top rated IT and Telecom Vendors

Top rated Vendors by industry

Top rated Vendors by company size

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Know The Score.
VendorRate

VendorRate 2008 Year End Report Highlights

- Informix selected as the Vendor of the Year
- CDW selected as the Reseller of the Year
- ChemSW top rated vendor for 2008, making top benchmark list for all 10 criteria
- Sprint Nextel the lowest rated vendor
- Telecom providers continue to be lowest ranked industry
- Small and medium companies rated ChemSW as top company
- Enterprise companies rated Salesforce.com as top company

Overview

Welcome to the VendorRate Year End Report for 2008. The VendorRate Report summarizes customer satisfaction ratings entered by technology professionals at our website, trade shows, professional conferences and virtual events. VendorRate also collects rating information in cooperation with user groups, trade associations, and IT departments. VendorRate is vendor neutral and accepts neither vendor sponsorship nor vendor advertising.

As We See It

Most IT vendors are downright afraid of VendorRate.

Rating transparency scares most businesses because they cannot control the message. The voices of their customers are only important when muffled. As one customer satisfaction expert remarked, "Most vendors aren't interested in customer satisfaction, they really want customer apathy. Their attitude is 'Just buy our products and leave us alone.'" With attitudes such as this, it's no wonder companies struggle to identify reliable and trusted IT vendors.

More than 2,000 IT and telecom vendors have been invited to participate in creating a central source of customer satisfaction benchmarks for the IT and telecom industry. Despite the fact that there is no charge for a vendor's customers to enter a rating, 99% of the vendors have declined to participate.

However, more than 3,000 IT professionals have responded and entered 4,000 ratings on VendorRate since our launch in March of 2008, with more joining the i-Rate Team every day. These rating members work at organizations of all sizes including public companies, private small and medium businesses, government, and education. Although we protect their individual identities, their collective voice is summarized in these results.

The next time an IT vendor presents their product or service, ask them why their organization doesn't participate in VendorRate. If it's really true that "Our customers love us!" or "We have a 100% renewal rate," they have nothing to fear. And your company has everything to gain from rating transparency.

According to a 2007 ComputerWorld study, "three out of four IT projects are considered a failure." In these troubled economic times, can your job survive an IT project that is late, over budget, or doesn't deliver the expected results?

Before you buy, know the score — the next job you save could be your own.

Richard G. Schaefer, CEO

Vendor of the Year


VendorRate summarizes ratings scores entered by IT professionals. In naming our Vendor and Reseller of the Year, we have considered overall rating volume, comments entered into VendorRate.com, trade show conversations, and feedback from industry experts.










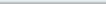
The team at VendorRate congratulates Informix and CDW as our 2008 award winners. We also are pleased to give honorable mention honors to ChemSW for receiving the highest customer satisfaction rating scores of any vendor during 2008.

Vendor of the Year

Informix

Overall Score:
91 - Exceptional

0  100

Criteria	Score	Satisfaction Level
Recommend	9.4 	Exceptional
Integrity	9.3 	Exceptional
Communication	8.7 	Exceptional
Timeliness	9.0 	Exceptional
Usability	9.4 	Exceptional
Reliability	9.7 	Exceptional
Customer Service	8.7 	Exceptional
Budget	8.4 	Exceptional
Expertise	9.2 	Exceptional
Effectiveness	9.5 	Exceptional

Informix


An enthusiastic and vocal customer base entered more than 140 ratings for Informix and entered some of the most complete and informative comments for any vendor.










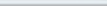
International Informix Users Group (iiug.org), an independent Informix community, played a key role by encouraging their members to speak their mind using VendorRate. Many user groups are less complimentary of their vendors, so Informix ratings are a testament to the high level of customer satisfaction that Informix users receive.

Reseller of the Year

CDW

Overall Score:
87 - Exceptional

0  100

Criteria	Score	Satisfaction Level
Recommend	8.8 	Exceptional
Integrity	8.7 	Exceptional
Communication	8.8 	Exceptional
Timeliness	8.7 	Exceptional
Usability	8.8 	Exceptional
Reliability	9.0 	Exceptional
Customer Service	9.1 	Exceptional
Budget	8.3 	Exceptional
Expertise	8.4 	Exceptional
Effectiveness	8.8 	Exceptional

CDW

Our first rating for CDW came at a trade show early in the year. We were initially caught off guard when an attendee asked us, "Can I rate a vendor I really love?" Another attendee looking over his shoulder then questioned, "I think CDW is wonderful. Can I rate them, too?" These were the first of many positive statements we heard about CDW throughout 2008.

CDW received honors in our reports for the 2nd and 3rd quarters, as well as trade show reports from the Microsoft TechEd and LinuxWorld shows. It's not often any company can please both those crowds!

Note — Look for Reseller and Consultant sections in future VendorRate Reports.

Top rated vendors for 2008






ChemSW was VendorRate's Top-Rated Vendor in 2008, posting a summary score of 95.






CDW closed out 2008 as the top rated reseller on VendorRate, with a customer satisfaction rating of 87.

Newcomers to our Top Rated Vendor listings are Salesforce.com and Research in Motion

Congratulations to the 2008 Top Rated Vendors for outstanding customer service and business practices.

Top Rated Vendor 2008

1 ChemSW	Overall Score: 95 - Exceptional	
2 Informix	Overall Score: 91 - Exceptional	
3 Salesforce.com	Overall Score: 89 - Exceptional	
4 Intel	Overall Score: 87 - Exceptional	
5 IBM Server & Systems	Overall Score: 86 - Exceptional	

6 Hewlett-Packard Printers	Overall Score: 86 - Exceptional	
7 Amazon Web Services	Overall Score: 86 - Exceptional	
8 VMware	Overall Score: 85 - Exceptional	
9 Apple Desktop-Notebook	Overall Score: 85 - Exceptional	
10 Research In Motion	Overall Score: 84 - Exceptional	

Top Rated Reseller 2008

CDW	Overall Score: 87 - Exceptional	
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Lowest rated vendors for 2008






Sprint Nextel was the lowest rated vendor in 2008 with a customer satisfaction score of 52.

Fry's Electronics was the lowest rated reseller with a customer satisfaction score of 48.






Accenture received the lowest score among consulting companies with a rating of 55.

The major surprise is Lenovo; the first time a PC manufacturer has slipped into the bottom-rated listings.

Lowest Rated Vendors 2008

1 Sprint Nextel	Overall Score: 52 - Average	
2 SunGard Data Systems	Overall Score: 53 - Average	
3 SAP Large Enterprise	Overall Score: 56 - Average	
4 Computer Associates	Overall Score: 57 - Average	
5 Datamaxx Group	Overall Score: 58 - Average	


Lowest Rated Vendors 2008

6 EMC	Overall Score: 61 - Average	
7 Symantec Enterprise Storage/Backup	Overall Score: 60 - Average	
8 Lenovo	Overall Score: 61 - Average	
9 Qwest Communications	Overall Score: 61 - Average	
10 Comcast Business	Overall Score: 62 - Average	

Lowest Rated Reseller 2008

Fry's Electronics	Overall Score: 46 - Poor	
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Lowest Rated Consultant 2008

Accenture	Overall Score: 55 - Average	
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[Click here to Rate a Vendor](#)

Top and bottom vendors rated by small, medium and Enterprise companies

VendorRate can present customer satisfaction ratings by people in Small (less than 250 employees), Medium (250 to 2500) and Enterprise (over 2500) companies.

Small company employees gave top honors to ChemSW with a score of 96. Sage Software received a score of 46, earning the lowest rating from customers in small companies.

Digital & Analog Design was the top rated Reseller among small companies with a score of 93, while Fry's Electronics was the lowest rated Reseller with a score of 45.

Top Vendors rated by Small companies

1	ChemSW	96
2	iXsystems	94
3	Informix	92
4	Intel Corporation	89
5	Super Micro Computer	87
6	Salesforce.com	87
7	Hewlett-Packard Printers	87
8	VMware	86
9	Quest Software	86
10	Apple Desktop-Notebook	86

Bottom Vendors rated by Small companies

1	Sage Software	46
2	Sprint Nextel Corporation	49
3	Level 3 Communications	50
4	Cbeyond	53
5	Oracle Applications	53
6	Lenovo	58
7	AT&T	60
8	McAfee	61
9	AT&T Wireless	62
10	Barracuda Networks	63

Top Reseller rated by Small companies

	Digital & Analog Design	93
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Bottom Reseller rated by Small companies

0	Fry's Electronics	45
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Top rated and bottom rated vendors by medium companies

Customers in medium (250- 2500 employees) size companies named ChemSW their top-rated vendor with a score of 95.

Comcast Business was rated lowest with a score of 50.

Mid sized companies gave some of technology's most recognizable brands the lowest of any scores.

Top Vendors rated by Medium companies

1	ChemSW	95
2	VMware	89
3	Informix	89
4	Logitech	88
5	IBM Server & Systems	88
6	Quest Software	87
7	Hewlett-Packard Server	86
8	Hewlett-Packard Printers	85
9	Seagate Small & Medium Business	84
10	Dell Server	81

Bottom Vendors rated by Medium companies

1	Comcast Business	50
2	Symantec Enterprise Storage/Backup	53
3	Sprint Nextel	59
4	SunGard Data Systems	59
5	AT&T Wireless	61
6	Electronic Data Systems	61
7	Microsoft Operating Systems	61
8	EMC	64
9	Barracuda Networks	67
10	SAP Large Enterprise	69

Top Reseller rated by Medium companies

CDW	90
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Top and bottom rated vendors by Enterprise companies

Customers in Enterprise companies (more than 2500 employees) listed Salesforce.com as their top rated vendor with a score of 93.

SAP Large Enterprise was rated lowest, scoring only 46 out of a possible 100.

InterRel Consulting scored 91 to earn Top Consultant honors by Enterprise customers.

Software House International was rated 88 to take the Top Reseller position among Enterprise users.

Top Vendors rated by Enterprise companies

1	Salesforce.com	93
2	ChemSW	92
3	Informix	91
4	Google	88
5	Cognos	88
6	Apple Desktop-Notebook	87
7	CDW	86
8	Hewlett-Packard Printers	85
9	McKesson	84
10	VMware	83

Bottom Vendors rated by Enterprise companies

1	SAP Large Enterprise	46
2	SunGard Data Systems	47
3	Datamaxx Group	50
4	Sprint Nextel	50
5	Computer Associates	52
6	Comcast Business	56
7	BMC Software	59
8	EMC	61
9	Microsoft Operating Systems	61
10	Symantec Enterprise Storage/Backup	61

Top Reseller rated by Enterprise companies

Software House International	88
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Top Consultant rated by Enterprise companies

InterRel Consulting	91
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Top rated vendors per VendorRate benchmarks

Visitors to VendorRate.com rate their experience with tech vendors on ten rating benchmarks listed below.

- Recommend
- Integrity
- Communication
- Timeliness
- Usability
- Reliability
- Customer Service
- Budget
- Expertise
- Effectiveness

ChemSW scored a perfect 10 for 10, receiving top scores for all ten benchmark criteria.

Informix received top scores in nine of ten areas, and Salesforce.com placed at the top in eight of the ten scoring categories.

Kudos to all the IT vendors who earned top scores in each VendorRate benchmark category.

Top rated vendors per VendorRate criteria

Recommend

- Amazon Web Services
- Apple Desktop-Notebook
- ChemSW
- Informix
- Salesforce.com
- Research In Motion

Integrity

- ChemSW
- Informix
- Salesforce.com

Communication

- ChemSW

Timeliness

- ChemSW
- Informix

Usability

- Apple Desktop-Notebook
- ChemSW Informix
- Salesforce.com

Reliability

- ChemSW
- Hewlett-Packard Printers
- IBM Server & Systems
- Informix
- Intel
- Salesforce.com

Customer Service

- Amazon Web Services
- Apple Desktop-Notebook
- ChemSW
- Hewlett-Packard Printers
- IBM Server & Systems
- Informix
- Intel
- Network Appliance
- Research In Motion
- Salesforce.com
- VMware

Budget

- Amazon Web Services
- Barracuda Networks
- ChemSW
- Dell Server
- Google
- Hewlett-Packard Printers
- IBM Server & Systems
- Intel
- Informix

Expertise

- Apple Operating Systems and Software
- ChemSW
- Salesforce.com
- IBM Server & Systems
- Informix
- Intel

Effectiveness

- ChemSW
- Hewlett-Packard Printers
- Informix
- Salesforce.com

Vendors rated Exceptional by Product Category

VendorRate Reports give subscribers the ability to compare vendor scores by product category.

Top-ranked vendors for 40 major technology industries are listed here and on the following page. Product categories are presented in alphabetical order.

VendorRate Reports also let subscribers drill down into rating scores by geographic region, size of rating company, the role of rater and other relevant parameters. VendorRate's Comment Report lets users search ratings for feedback on specific products and models.

Top rated Vendors by Product Category

Product Category	Vendor	Score
Business Intelligence Software	Informix	91.4
Chemical Industry Software	ChemSW	94.7
Cloud Computing	Amazon Web Services	86.5
Communications Chips	Intel	87.5
Computer & Software Retail	CDW	87.3
Computer Networking Equipment	Network Appliance	80.8
Computer Peripherals	Seagate Small & Medium Business	80.4
Consulting and Integration Services	Ranzal	86.4
CRM, Marketing & Sales Software	Salesforce.com	89
Database & File Management Software	Informix	91.4
Development Tools, Operating Systems & Utilities Software	VMware	85.9
Engineering, Scientific & CAD/CAM Software	ChemSW	94.7
Enterprise Application Integration Software	Quest Software,	82.8
Enterprise Resource Planning Software	Oracle Software	80.2
Financial Services, Legal & Government Software	ChemSW	94.7
Graphics & Video Chips & Boards	Intel	87.5
Handheld Computers & Accessories	Research In Motion	84
Internet & Online Services Providers	Amazon Web Services	86.5
Internet Content Providers	Google	81.1
Internet Retail	CDW	87.3
Magnetic Disk Storage	Seagate Small & Medium Business	80.4
Managed Network Services	Amazon Web Services	86.5

The top-rated vendors by industry for 2008 is continued from the previous page.

Top rated Vendors by Industry, continued

Industry	Vendor	Score
Manufacturing, Warehousing & Industrial Software	ChemSW	94.7
Mass Storage Systems	IBM Server & Systems	86.5
Messaging Services Providers	AT&T Wireless	63.4
Multimedia, Graphics & Publishing Software	Apple	85.7
Network Access & Communication Devices	Research In Motion	84
Networking Chips	Intel	87.5
Personal Computers	Apple Desktop-Notebook	85.7
Personal Storage Drives & Media	Seagate Small & Medium Business	80.4
Point-Of-Sale & Electronic Retail Systems	IBM Server & Systems	86.5
Printing & Imaging Equipment	Hewlett-Packard Printers	86.3
Security Network & Encryption Devices	Network Appliance	80.8
Servers & Mainframes	IBM Server & Systems	86.5
Storage & Systems Management Software	VMware	85.9
Virtualization	VMware	85.9
VoIP Services	Comcast Business	62.1
Wireless Software	Research In Motion	84
Wireless Telecommunications Equipment	Research In Motion	84
Workstations & Thin Clients	IBM Server & Systems	86.5

How VendorRate puts IT Customer Satisfaction scores online

VendorRate is a powerful web-based vendor comparison tool that lets IT professionals rate customer satisfaction using ten key performance indicators (KPIs). A rater's identity is fully confidential, rating totals are aggregated, and a vendor's total score and individual KPI scores are always available online. The 10 key areas that are rated are Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Budget, Expertise, overall Effectiveness, and the rater's likelihood of recommending the vendor.

Rating a vendor takes about two minutes and can include user comments to help other companies with real world advice.



Compare IT vendors any way you'd like

VendorRate users can compare vendors by industry classification or from a customizable Vendor Compare List. Each comparison grid is accompanied by parameters that give the user 1.4 million personalized views of a vendor's rating, including the size of the rater's company (small, medium, or large business), prior vendor experience (new vs. repeat customer), the business duties of the person providing the rating, project status (full production, partial use, cancelled); and the geographical region(s) where the product or service was delivered. The comparison feature is currently free, but will be soon be available for a nominal annual subscription fee of \$149.

Once comparison parameters have been selected, the dynamic grid lets users sort and display vendors by overall score or any of VendorRate's ten scoring categories.

Compare Vendors by Industry

Search by Industry: Search by No. Lists: Selected List: Red's Compare List

Rating Company Size: Prior Experience with Vendor: Member Rating Size:

Rating Time Period: Delivery Method: Project Status:

Search Scope: Keyword Search: Publication Date:

Name	# of Ratings	Overall Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Web Service	18	8.6	9.7	8.7	8.3	7.7	8.6	9.3	7.8	8.3	8.6	8.7
Managed Mail & Multitenant Environment	17	8.3	8.7	8.2	7.8	8.2	8.8	8.8	8.9	8.2	9.7	8.4
Cloud Hosting Platform	28	7.9	8.8	8.2	7.8	7.9	8.3	7.8	7.9	8.6	7.7	8.2
Managed	5	7.2	7.8	8.0	4.8	8.8	7.8	8.8	7.8	6.8	7.8	7.8
Vendor Managed Site	7	7.1	7.6	7.8	7.8	6.7	7.4	7.7	8.4	7.8	8.6	7.4
Managed Hosting Platform	6	8.5	8.8	7.8	7.3	7.3	8.6	8.7	8.7	4.8	8.8	8.5
Managed	2	8.5	8.8	7.8	8.8	7.8	8.8	8.8	7.8	8.3	7.8	7.8

The VendorRate Compare List gives users up to 1.4 million personalized side-by-side views of vendor ratings in any category or combination of categories they'd like.

Customer voices are heard on VendorRate

VendorRate provides the following services:

- Identifies exceptional vendors
- Helps reduce risk prior to making a purchase
- Provides valuable vendor comparison data
- Gives marketers quantifiable user satisfaction data
- Creates an important new due diligence tool to supplement industry analysts.



Step 1 Rate Vendor

Enter a score for the 10 criteria. (Click over the criteria label for further details)

Scoring Criteria (required)	Poor	Average	Exceptional
Recommend	1	5	9
Integrity	1	5	9
Communication	1	5	9
Timeliness	1	5	9
Usability	1	5	9
Reliability	1	5	9
Customer Service	1	5	9
Budget	1	5	9
Expertise	1	5	9
Effectiveness	1	5	9

Products, brands, or services used (required):

What worked best? (optional):

What did not work? (optional):

Words of wisdom? (optional):

Step 2 Rate Vendor

Step 3 Rate Vendor

Step 4 Rate Vendor

Step 5 Rate Vendor

Step 6 Rate Vendor

Step 7 Rate Vendor

Step 8 Rate Vendor

Step 9 Rate Vendor

Step 10 Rate Vendor

Important: When you finish rating, be sure to complete our simple registration page, so that your rating can be included on VendorRate.com.

I certify that I have done business with Microsoft Applications in the timeframe selected above.

VendorRate Scorecards identify Exceptional from Average vendors. Users can rate vendors themselves, see how vendors rate with their customers, or compare vendor ratings.

VendorRate users confidentially complete a simple rating form to rank vendors in 10 categories. Comment fields are available to record important suggestions and user experiences.

Your single rating — a \$5 coffee card. Thousands of ratings combined — priceless.

Your ratings are VendorRate

VendorRate reports on ratings from technology professionals like you, but we don't create the ratings. Your contributions comprise a powerful collective voice in the IT world.

We know your time is valuable, so each first time rater will receive a \$5 coffee card as our way of thanking you for your help.



Top 10 types of vendors being rated on VendorRate

What can you say about your suppliers of:

- Desktop/laptop computers
- Servers
- Operating systems
- Telecom hardware/software
- Cell phone and wireless
- Database hardware/software
- Storage and backup
- Security and anti-spam
- Networking products
- Business or specialty software

Invite your colleagues, user groups and trade associations to add their voices on vendorrates.com today.

