

VendorRate Show Report LinuxWorld Expo 2008

VendorRate customer satisfaction ratings



August 4-7, 2008

Contents

Click on the topic to view

Highest rated vendors	2
Best in category	2
All vendors receiving Exceptional scores	3
Lowest rated vendors	4
All vendors receiving Poor scores	4
Positive rating gap analysis	5
Negative rating gap analysis	6
Ratings table, LinuxWorld vs. VendorRate by company	7, 8
Ratings table, LinuxWorld vs. VendorRate by difference	9, 10

Know The Score. 
VendorRate



Playing to a tough crowd

San Francisco, August 4-7, 2008, was the scene of the annual LinuxWorld Conference and Exposition.



VendorRate collected hundreds of ratings from show attendees willing to rate tech vendors they've used.

The knowledgeable crowd of IT professionals showed the kind of independence we've come to expect from Linux users as they gave lower scores to vendors than previous ratings gathered from the IT community at large.

LinuxWorld attendees averaged lower ratings for each of the ten VendorRate scoring measurements. Only 35% of vendors received higher ratings than the overall scores recorded prior to the show.

Highest rated vendors at LinuxWorld '08

Company	LinuxWorld Score
Amazon Web Services	89
VMware	88
Shoretel	88
Apple Desktop-Notebook	87
Google	87
Intel Corporation	85
CDW	84
Network Appliance	82
Emerson Network Power	81
Cisco Systems	80
IBM Server & Systems	80

The green, blue and red color key used on vendorrates.com scorecards is reflected in all VendorRate Reports.



Best in Category

Vendors with the highest rating in each VendorRate measurement category

Recommend	Amazon Web Services	9.5
Integrity	Amazon Web Services	9.5
Timeliness	Amazon Web Services	8.9
Communication (tie)	Apple Desktop-Notebook	9.0
	VMware	9.0
Usability	Apple Desktop-Notebook	9.5
Reliability (tie)	Apple Desktop-Notebook	9.5
	CDW	9.5
Customer Service	CDW	9.0
Budget	Amazon Web Services	8.5
Expertise	VMware	9.3
Recommend	VMware	9.3



Tough, but fair

LinuxWorld attendees may be a tough crowd, but they're willing to compliment a vendor they feel is doing a good job.

Show attendees provided 59 vendors with Exceptional ratings in the VendorRate scoring system. Not every vendor received enough ratings to qualify for VendorRate's "Highest Rated Vendors" and "Best in Category" awards, but we wish to recognize all vendors who received Exceptional overall scores at the event. Visit VendorRate.com to see complete scorecards for any vendor.

Get vendor rating updates with our "Notify Me" program

Create your own "short list" of IT vendors and receive daily, weekly, or monthly email updates when your selected vendors receive new ratings. It's easy, it's fun and, most importantly, *Notify Me* can help reduce risk for your next IT or telecom purchasing decision.

All vendors receiving Exceptional scores at LinuxWorld '08

Advantage Design Group	Fusion-io	Orange Telecomms
Amazon Web Services	FusionStorm	Panasonic Notebook
Apex IT	GolinHarris	Pervasive Software
Apple Desktop-Notebook	Google	Quantum
Avnet	Grayczyk Innovations	Robert Half International
Avvo	High Rely	ServePath
BIXOLON America	Hurricane Electric	Server Beach
CDW	IBM Server & Systems	Server Technology
Channel Performance	Incentra Solutions	Shoretel
Chase Paymentech Solutions	Intel	Sonic.Net
Cisco Systems	IntelliCorp	Super Micro Computer
CommScope	Jupiter Hosting	SYNNEX
Compellent Technologies	Konica Minolta	Talend
Computer Brains	Mesa Networks	The Siemon Company
Connect the Dots	Microway	TWIKI.NET
Corning Cable Systems	Minicom Advanced Systems	Ubunutu
Data Domain	Network Appliance	Verizon Communications
Emerson Network Power	Newegg	VMware
Federal Communications Group	Openbravo	Western Blue
Foundry Networks	Openwave Systems	



They are tough, and they are willing to speak their mind.

LinuxWorld attendees provided 30 vendors with Poor ratings under the VendorRate scoring system. It comes as little surprise that Microsoft received two of the lowest sets of rating scores from the Linux community. The bigger surprise was the names of some of the companies who joined Microsoft on the list of "Lowest Rated Vendors."

See Rating Comments using the "Drill Down Reports" tab from Vendor scorecards

Some of the real "buried treasure" on VendorRate can be found by reading the comments users leave about a vendor. You can browse all rater comments for a given vendor, or use our easy pull-down menus to view ratings from companies most like you in terms of size, geography, job function and 6 other parameters.

Lowest rated vendors at LinuxWorld '08

Microsoft Operating Systems	38
AT&T Wireless	39
Oracle Applications	39
Sprint Nextel	44
Rogers Wireless	51
Microsoft Applications	52
HP Desktop-Notebook	55
AT&T	56
Rackspace	59

All vendors receiving Poor scores at LinuxWorld '08

Active Power	EYP	Oracle Applications
ALLTEL	Fujitsu Computer Systems	Perceptive Software
AT&T	HP Desktop-Notebook	Pomeroy IT Solutions
AT&T Wireless	IBM Global Services	Rackspace
Avocent	Invisible IT	Rogers Wireless
BMC Software	Johnson Controls	Rose Electronics
Charter Communications	MICROS Systems	Sprint Nextel
CommercialWare	Microsoft Applications	SugarCRM
DHL	Microsoft Operating Systems	The Planet Internet Services
Elitecom	Motorola	VeriFone



Rating gap analysis — LinuxWorld loved these vendors more!

When LinuxWorld attendees found a vendor they liked, they often gave them much higher customer satisfaction ratings than the general IT community.

This page lists the vendors who received significantly higher scores, and details each of the individual measurements that scored at least a 10% higher rating than those gathered from the general IT community.

Compare Vendors by Industry

VendorRate makes it easy to compare vendors in the same industry. Just click on an industry under the “Compare to similar vendors” link on every scorecard. You can then make the data more relevant by sorting any column, repositioning the columns for easy viewing, or using our pull-down menus to see ratings from companies most like yours.

Rating gap analysis, greater than 10% positive deviation

EMC Corporation

Criteria receiving significantly higher scores:
Communication, Usability, Budget

Shoretel

Criteria receiving significantly higher scores:
Recommend, Timeliness,

Rogers Wireless

Criteria receiving significantly higher scores:
Recommend, Usability, Budget

Google

Criteria receiving significantly higher scores:
Recommend, Timeliness, Usability, Reliability, Customer Service

Oracle Database/Middleware

Criteria receiving significantly higher scores:
Timeliness, Communication, Usability, Customer Service , Budget

Foundry Networks

Criteria receiving significantly higher scores:
Recommend, Integrity, Communication, Timeliness, Usability,
Reliability, Customer Service, Expertise, Effectiveness



Gap Analysis — LinuxWorld raters weren't as impressed with these vendors!

Some LinuxWorld attendees had more negative experiences with vendors, often providing much lower customer satisfaction ratings than the general IT community. Here are the vendors receiving significantly lower summary scores, and each of the individual measurements that scored at least 10% lower than scores gathered from the general IT community.

Refer 5 colleagues and receive a \$25 American Express gift card

VendorRate's success comes from business professional who have taken a few moments to share vendor experiences with the entire technology community.

To thank you for your continued participation, we'll send you a \$25 American Express gift card when you refer five colleagues who register and rate on VendorRate.com.

Please click [here](#) for offer details.

Rating gap analysis, greater than 10% negative deviation

AT&T Wireless

Criteria receiving significantly lower scores:

Recommend, Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Expertise, Effectiveness

Microsoft Operating Systems

Criteria receiving significantly lower scores:

Recommend, Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Effectiveness

Hewlett-Packard Desktop-Notebook

Criteria receiving significantly lower scores:

Recommend, Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Budget, Expertise

Microsoft Applications

Criteria receiving significantly lower scores:

Recommend, Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Expertise, Effectiveness

Rackspace

Criteria receiving significantly lower scores:

Recommend, Communication, Usability, Reliability, Budget, Effectiveness

Oracle Applications

Criteria receiving significantly lower scores:

Integrity, reliability, expertise

XO Communications

Criteria receiving significantly lower scores:

Integrity, Communication, Reliability, Expertise, Effectiveness

Sprint Nextel

Criteria receiving significantly lower scores:

Timeliness, Budget, Expertise



**LinuxWorld vs VendorRate
Overall scoring tables**

Two tables are included on the following pages:

- Alphabetical listing of LinuxWorld vs. VendorRate scores, pages 7 and 8
- Descending sort showing the difference between LinuxWorld and VendorRate scores, pages 9 and 10

***Be creative!*
Compare your own custom list
of vendors using “My List”**

VendorRate makes it easy to compare any group of vendors you want to watch. Just click the My List button to add a vendor to make a custom comparison list, or create multiple comparison lists to track projects, major suppliers or even to help watch companies in your investment portfolio. Click the “Compare Vendor” tab to see how your vendors rank on the comparison grid.

Ratings table, LinuxWorld vs. VendorRate — by company

Company	LinuxWorld Score	VendorRate Total Score	Difference
Advanced Micro Devices	68	79	-11
Akamai Technologies	68	63	+5
Amazon Web Services	89	84	+5
Apple Desktop-Notebook	87	84	+3
AT&T	56	60	-4
AT&T Wireless	39	60	-21
CDW	84	85	-1
Cisco Routing & Switching	71	73	-2
Cisco Systems	80	74	+6
Comcast Cable Communications	60	60	+0
Computer Associates International	20	22	-2
Data Domain	85	87	-2
Dell Desktop- Notebook	79	76	+3
Dell Server	78	79	-1
EMC	60	54	+6
Emerson Network Power	81	78	+3
F5 Networks	63	60	+3
Foundry Networks	90	73	+17
FusionStorm	93	86	+7
Google	87	75	+12
HP Desktop-Notebook	55	74	-19
HP Printers	76	81	-5
HP Server	74	78	-4
IBM Global Services	59	53	+6
IBM Server & Systems	80	82	-2
IBM Software	75	73	+2
Intel	85	86	-1



The VendorRate Report

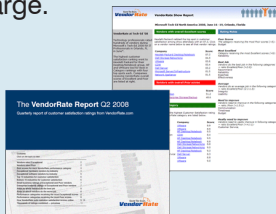
VendorRate publishes rating information in a comprehensive report each quarter. The VendorRate Reports are available via an annual subscription or on an individual basis.

Contributing members who have rated during the current quarter receive The VendorRate Report at no charge.

Trade Show and Event Reports

VendorRate releases ratings received at trade shows and industry events. VendorRate Show Reports, such as this LinuxWorld Expo Report, are available on an individual or archive basis.

Contributing members who have rated a vendor during the event receive individual show reports free of charge.



Ratings table, LinuxWorld vs. VendorRate — by company, continued

Company	LinuxWorld Score	VendorRate Total Score	Difference
Microsoft Applications	52	70	-18
Microsoft Operating Systems	38	58	-20
Mimosa Systems	74	87	-13
Motorola	33	56	-23
Network Appliance	82	81	+1
Newegg	88	88	0
Oracle Applications	39	47	-8
Oracle Database/Middleware	77	68	+9
Panasonic – North America	100	79	+21
Perceptive Software	50	68	-18
Quantum Corporation	80	72	+8
Rackspace	59	70	-11
Red Hat	75	75	0
Rogers Wireless	51	43	+8
Shoretel	88	81	+7
Sprint Nextel	44	51	-7
Sun Microsystems Server	67	67	0
Super Micro Computer	87	87	0
Synapsis Technology	63	63	0
SYNNEX	82	87	-5
T-Mobile USA	61	67	-6
Verizon Communications	89	66	+23
Verizon Wireless	70	67	+3
VMware	88	85	+3
VoIP Supply	76	79	-3
XO Communications	63	71	-8



The VendorRate Charter

Transparency protects identity

VendorRate balances the need for truthful and open information with the risks associated with disclosing a rater's identity. Raters are validated by their business email address, but the rater's identity and organization are never disclosed.

Sources must be trustworthy

VendorRate is vendor neutral. We accept no advertising, and we partner only with independent trade associations and user groups. All rating scores are posted regardless of the potential for a positive or negative impact on a vendor.

continued, next page

Rate a vendor today!

- Desktop and Laptop vendors*
- Server and infrastructure suppliers*
- Operating system vendors*
- Telecom and wireless suppliers*
- Database developers*
- Storage and backup vendors*
- Security and anti-spam suppliers*
- Networking equipment*
- ... any other IT vendors you use.*

Ratings table, LinuxWorld vs. VendorRate — descending by difference

Company	LinuxWorld Score	VendorRate Total Score	Difference
Motorola	33	56	-23
AT&T Wireless	39	60	-21
Microsoft Operating Systems	38	58	-20
Hewlett-Packard Desktop-Notebook	55	74	-19
Microsoft Applications	52	70	-18
Perceptive Software	50	68	-18
Mimosa Systems	74	87	-13
Advanced Micro Devices	68	79	-11
Rackspace	59	70	-11
Oracle Applications	39	47	-8
XO Communications	63	71	-8
Sprint Nextel	44	51	-7
T-Mobile USA	61	67	-6
Hewlett-Packard Printers	76	81	-5
SYNNEX	82	87	-5
AT&T	56	60	-4
Hewlett-Packard Server	74	78	-4
VoIP Supply	76	79	-3
Cisco Routing & Switching	71	73	-2
Computer Associates	20	22	-2
Data Domain	85	87	-2
IBM Server & Systems	80	82	-2
CDW	84	85	-1
Dell Server	78	79	-1
Intel	85	86	-1
Comcast Cable Communications	60	60	0



The VendorRate Charter

continued

Ratings must be standard and quantifiable

Business is run by the numbers. VendorRate’s numerical scores provide vendor comparison and “best of industry” rankings. Rating measurements help IT customers leverage contract negotiations using reliable data about vendor strengths and weaknesses.

Make summary information free, charge for advanced use

VendorRate wants businesses of all sizes to rate vendors and view scores. The annual subscription service must be affordable for small business, while providing comprehensive data for larger organizations. Advanced reports are also available for companies that require more detail for due diligence and SOX compliance

VendorRate, Inc.

Rate a vendor today!

Ratings table, LinuxWorld vs. VendorRate — descending by difference, continued

Company	LinuxWorld Score	VendorRate Total Score	Difference
Newegg	88	88	0
Red Hat	75	75	0
Sun Microsystems Server	67	67	0
Super Micro Computer	87	87	0
Synapsis Technology	63	63	0
Network Appliance	82	81	+1
IBM Software	75	73	+2
Apple Desktop-Notebook	87	84	+3
Dell Desktop- Notebook	79	76	+3
Emerson Network Power	81	78	+3
F5 Networks	63	60	+3
Verizon Wireless	70	67	+3
VMware	88	85	+3
Akamai Technologies	68	63	+5
Amazon Web Services	89	84	+5
Cisco Systems	80	74	+6
EMC	60	54	+6
IBM Global Services	59	53	+6
FusionStorm	93	86	+7
Shoretel	88	81	+7
Quantum	80	72	+8
Rogers Wireless	51	43	+8
Oracle Database/Middleware	77	68	+9
Google	87	75	+12
Foundry Networks	90	73	+17
Panasonic of North America	100	79	+21
Verizon Communications	89	66	+23