

VendorRate Show Report Oracle OpenWorld 2008

San Francisco, September 21-25, 2008

VendorRate customer satisfaction ratings



Contents

Click on the topic to view

Highest rated vendors	2
Lowest rated vendors	3
Best in VendorRate category	4
Vendors with highest summary scores	5
Vendors with lowest summary scores	6
Vendors with significantly higher ratings	7
Vendors with significantly lower ratings	8
Appendix	9, 10, 11
The VendorRate Charter	12



Customer satisfaction ratings from IT professionals at Oracle OpenWorld 2008

VendorRate collected more than 600 ratings from IT professionals at Oracle OpenWorld 2008. Attendees rated nearly 200 technology vendors they use in their day-to-day business.

Overall, the IT consulting world didn't fair well with technology professionals who rated them. Five of the nine lowest rated companies provide consulting and implementation services, emphasizing the need to research both vendor and partner prior to purchasing.

Oracle OpenWorld's highest rated vendors

Top rated companies included KBACE Technologies, BEA Systems, VERTEX Solutions, Apple, Quest Software, Network Appliance and Dell.

VendorRate's online customer satisfaction scores represent independent ratings of IT professionals familiar with the products and services available to the entire IT community.



Highest rated vendors at Oracle OpenWorld 2008

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
KBACE Technologies	85	8	8	8	8	8	8	9	8	9	9
BEA Systems	85	8	8	8	8	8	8	8	8	8	8
VERTEX Solutions	84	8	8	7	8	9	8	8	7	9	9
Apple Desktop-Notebook	82	8	8	8	8	8	8	8	7	8	8
Quest Software	80	8	8	7	7	8	8	7	7	8	8
Network Appliance	80	7	8	8	7	7	8	8	7	8	8
Dell Server	80	8	8	7	7	8	8	7	8	8	8

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



Oracle OpenWorld's lowest rated vendors.

The Lowest rated vendors at Oracle OpenWorld 2008 included Accenture, Capgemini U.S., Dell Desktop-Notebook, IBM Global Services, Adobe Systems, AT&T Wireless, HP Desktop-Notebook, Oracle Consulting and Ranzal.

See detailed rating comments using the "Drill Down Reports" tab from Vendor scorecards

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



Lowest rated vendors at Oracle OpenWorld 2008

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Accenture	58	6	5	6	6	5	6	5	4	6	5
Capgemini U.S.	61	6	5	5	5	5	5	7	5	7	6
Dell Desktop- Notebook	63	6	6	6	6	6	6	5	6	6	6
IBM Global Services	63	6	6	6	5	6	6	6	5	6	6
Adobe Systems	64	7	7	5	7	5	7	7	4	5	7
AT&T Wireless	65	6	6	6	6	6	6	6	6	6	6
HP Desktop-Notebook	65	6	6	6	6	6	6	6	6	6	6
Oracle Consulting	65	6	6	7	6	6	6	5	5	7	7
Ranzal	67	6	7	6	6	6	6	7	6	7	6

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



Oracle OpenWorld Best in Category leaders

Oracle OpenWorld attendees rated vendors in ten VendorRate key performance categories. The highest scoring vendors in each category are presented here.

KBACE Technologies was the leader in customer satisfaction, scoring tops in 9 out of 10 rating categories. Vertex Solutions was a strong runner-up with 7 top scores.

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.



Best in VendorRate Category

Best in Recommend	Score	Best in Usability	Score
Apple Desktop-Notebook	8	VERTEX Solutions	9
BEA Systems	8		
Dell Server	8		
Hewlett-Packard Server	8		
KBACE Technologies	8		
Quest Software	8		
Sun Microsystems Server	8		
VERTEX Solutions	8		
Best in Integrity	Score	Best in Reliability	Score
Apple Desktop-Notebook	8	Apple Desktop-Notebook	8
BEA Systems	8	BEA Systems	8
Dell Server	8	Dell Server	8
KBACE Technologies	8	Hewlett-Packard Server	8
Quest Software	8	KBACE Technologies	8
Sun Microsystems Server	8	Quest Software	8
VERTEX Solutions	8	Sun Microsystems Server	8
		VERTEX Solutions	8
Best in Communication	Score	Best in Customer Service	Score
Apple Desktop-Notebook	8	KBACE	9
BEA Systems	8		
KBACE Technologies	8		
Best in Timeliness	Score	Best in Budget	Score
Apple Desktop-Notebook	8	BEA Systems	8
BEA Systems	8	Dell Server	8
KBACE Technologies	8	KBACE Technologies	8
VERTEX Solutions	8		
		Best in Expertise	Score
		KBACE Technologies	9
		VERTEX Solutions	9
		Best in Effectiveness	Score
		KBACE Technologies	9
		VERTEX Solutions	9

The best of Oracle OpenWorld 2008

Oracle Openworld attendees gave Exceptional summary scores to the vendors listed here.

VendorRate defines any vendor scoring 80 or higher as one who provides Exceptional levels of customer satisfaction.

Vendors on this page may not have received a sufficient number of ratings to be considered statistically reliable.

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.



All vendors receiving the highest summary scores

AdminServer	Informix
Alumnifinder	Innowave Technologies
Apple Desktop-Notebook	integrityone partners
Apple Operating Systems and Software	InterRel Consulting
AspDotNetStorefront.com.	ISP3
Avaya	KBACE Technologies
Axis Promotions	Kpit Infosystems
BEA Systems	Microsoft Server/Infrastructure
BearingPoint	Nakisa
Bezeq	Netezza Corporation
Biscom	Netvision
Business & Decision	Network Appliance
CDW	NuView Systems
CedarCrestone	Oracle Software
CentOS	Perficient
ChemSW	Perforce Software
Cisco Routing & Switching	Phire
Clear Orbit	Priority Networks
Cloudcreek Systems	Project Performance
Cognos Incorporated	Protiviti
Datamaxx Group	Quest Software
Dell Server	Rackspace
Deltek	Remote Services
Eagle Creek Software Services	Research In Motion Limited
Ealance	Sabrix
Embratel Participações S.A.	Satyam
Emerging Solutions	SMI
Entology	Sybase
ePlus	TELUS Corporation
eSolutions Group	Timelink
eVerge Group	Tricore Solutions
Exact Software	UC4 Software
F5 Networks	Verecom Technologies
Google	VERTEX Solutions
Hitachi Data Systems Corporation	VMware
IBM Princeton	Volt Telecom Group
IBM Server & Systems	Western Blue

Lowest rated vendors

Oracle Openworld attendees gave Poor summary scores to the vendors listed here.

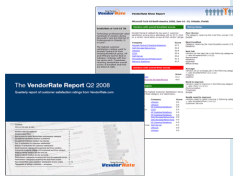
VendorRate defines any vendor scoring 50 or lower as one who provides Poor levels of customer satisfaction.

Vendors on this page may not have received a sufficient number of ratings to be considered statistically reliable.

VendorRate Reports

In addition to our Trade Show Reports, VendorRate publishes rating information in a comprehensive report each quarter. 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.



Vendors receiving low summary rating scores

Activeunit	Halo Consulting
Acumen Solutions	KPI Partners
Arcplan	Kronos Incorporated
Ataway	LHS
Cablevision Systems	Lucidity Consulting Group's services
Cerner	McAfee
CIBER	Palm
compel (2e2)	Patni
Computer Associates International	Pillar Data Systems
Computer Sciences	SAP
Core Services	Sprint
Daz System	SunGard Data Systems
Elastra	Trend Micro
Fiserv Lending Solutions	USinternetworking

Oracle OpenWorld vs. VendorRate overall scores

Pages 7 and 8 compare scores vendors received at Oracle OpenWorld and the scores those vendors have received on the VendorRate site prior to the show.

Scores for Sprint, EMC, CDW, VMware, AT&T, Rational Software, Kronos, Sun and IBM were significantly higher at the show than those previously posted on VendorRate.

Trade Show and Event Reports

VendorRate releases ratings received at trade shows and industry events. VendorRate Show Reports, such as this Oracle OpenWorld 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.

Vendors Receiving Significantly Higher Ratings*

	Oracle OpenWorld	VendorRate	Difference
Sprint Nextel Corporation <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Communication, Usability, Reliability, Customer Service, Budget, Expertise	62	52	10
EMC <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Budget, Expertise Effectiveness	68	59	9
CDW <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Budget	92	84	8
VMware <i>Criteria receiving significantly lower scores:</i> Integrity, Communication, Customer Service, Budget, Expertise	91	83	8
AT&T <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Communication, Timeliness, Usability, Customer Service, Budget	72	64	8
Rational Software <i>Criteria receiving significantly lower scores:</i> Usability, Reliability, Budget, Expertise, Effectiveness	55	47	8
Kronos <i>Criteria receiving significantly lower scores:</i> Reliability, Expertise	42	34	8
Sun Microsystems Server <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Usability, Budget, Effectiveness	77	71	6
IBM Global Services <i>Criteria receiving significantly lower scores:</i> no single category	63	58	5

Vendors receiving significantly lower ratings at Oracle OpenWorld vs. VendorRate scores

Attendees rated Dell, McKesson, Apex TI and Comcast with significantly lower scores at Oracle OpenWorld than those submitted on the VendorRate site prior to the show.

Compare your own vendor lists 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 your own 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.



Vendors Receiving Significantly Lower Ratings*

	Oracle OpenWorld	VendorRate	Difference
Comcast Cable Communications <i>Criteria receiving significantly lower scores:</i> KPI: Recommend, Integrity, Communication, Timeliness, Reliability, Budget, Expertise	46	60	-14
Microsoft Developer <i>Criteria receiving significantly lower scores:</i> Recommend, Usability, Reliability, Customer Service, Budget, Expertise, Effectiveness	59	71	-12
Microsoft Application <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Usability, Reliability, Budget, Expertise, Effectiveness	58	68	-10
Apex IT <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Budget, Expertise Effectiveness	68	79	-11
Dell Desktop- Notebook <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Timeliness, Usability, Reliability, Customer Service, Effectiveness	63	72	-9
McKesson <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Timeliness, Usability, Customer Service, Budget, Expertise, Effectiveness	56	65	-9
SAP <i>Criteria receiving significantly lower scores:</i> Recommend, Integrity, Timeliness, Usability, Reliability, Customer Service, Budget, Effectiveness	44	51	-7

Appendix

Pages 9 through 11 display tables of ratings submitted at Oracle OpenWorld.

At this year's show, a total of 573 IT professionals provided 636 ratings of technology vendors.

This page compares ratings from OpenWorld compared to ratings on the VendorRate site. Negative differences in the scores are displayed in red.

Appendix — OpenWorld Scores vs. VendorRate Scores

Company	Oracle OpenWorld	VendorRate	Difference
170 Systems	68	68	0
Accenture	58	58	0
Acumen Solutions	20	20	0
AdminServer	88	88	0
Adobe Systems	64	67	-3
Agile Software	72	72	0
AGS Software	72	72	0
Alumnifinder	86	86	0
American Drivind Records	79	79	0
Amkor Technology	50	50	0
Apex IT	68	79	-11
Apple Desktop-Notebook	82	83	-1
Apple Operating Systems and Software	98	76	22
Arcplan	42	42	0
AT&T	72	64	8
AT&T Wireless	65	63	2
Ataway	35	35	0
Autonomy	56	56	0
Avaya	97	64	33
Axis Promotions	96	96	0
BEA Systems	85	85	0
BearingPoint	98	98	0
Bell Sympatico	52	57	-5
Bezeq	83	83	0
Biscom	85	85	0
BizTech	68	68	0
BMC Software	52	53	-1
Business & Decision	88	88	0
Business Objects	63	70	-7
Computer Associates	60	57	3
Cablevision Systems	38	32	6
Capgemini U.S.	61	61	0
CDW	92	85	7
CedarCrestone	84	84	0
CentOS	86	86	0
Cerner Corporation	34	34	0
Charter Communications	54	51	3
CheckFree	73	73	0

continued

Appendix — OpenWorld Scores vs. VendorRate Scores, *continued*

Company	Oracle OpenWorld	VendorRate	Difference	Company	Oracle OpenWorld	VendorRate	Difference
CIBER	44	60	-16	General Dynamics Corporation	75	75	0
Cisco Network Management	76	79	-3	Genpact	78	78	0
Cisco Routing & Switching	85	75	10	Global Software Incorporated	65	65	0
Cisco Systems	68	73	-5	Google	90	77	13
ClearOrbit	83	83	0	Halo Consulting	48	48	0
Cloudcreek Systems	83	83	0	HCL	58	58	0
Cognizant Technology Solutions	76	76	0	Hewitt Associates,	64	64	0
Cognos Incorporated	80	84	-4	Hewlett-Packard Desktop-Notebook	65	69	-4
Comcast Cable Comms	46	60	-14	Hewlett-Packard Server	78	75	3
Compel (2e2)	45	45	0	Hewlett-Packard Software	71	69	2
Computer Associates	37	41	-4	Hewlett-Packard Storage	75	75	0
Computer Sciences	30	33	-3	Hitachi Consulting Corporation	73	73	0
COMSYS IT Partners	52	52	0	Hitachi Data Systems Corporation	89	85	4
Concur Technologies	53	53	0	Honeywell Technology Solutions	58	58	0
Core Services	45	45	0	HyperGen	67	67	0
Daz System	28	28	0	Hyperion Solutions Corporation	72	71	1
Dell Desktop-Notebook	63	72	-9	IBM Global Services	63	62	1
Dell Server	80	79	1	IBM Princeton	85	83	2
Dell Storage-Networking	60	76	-16	IBM Server & Systems	92	86	6
Deloitte Consulting LLP	68	68	0	IBM Software	68	74	-6
Deltek	84	84	0	i-flex Solutions Ltd.	57	57	0
Eagle Creek Software Services	80	80	0	iGate Corporation	61	61	0
EDSI	71	71	0	Imagine Now	79	79	0
Elastra	42	42	0	Informatica Corporation	77	77	0
Electronic Data Systems	77	64	13	Informix	93	91	2
Embarcadero Technologies	76	79	-3	Infosys	73	72	1
Embratel Participações	85	85	0	IntegrityOne partners	84	84	0
EMC Corporation	68	59	9	Intel Corporation	77	86	-9
Emerging Solutions	93	93	0	InterRel Consulting	89	89	0
Entology	81	81	0	ISP3	89	89	0
ePlus	86	86	0	IT Convergence	78	81	-3
eSolutions Group	100	100	0	J.D. Edwards & Co.	59	59	0
eVerge Group	86	86	0	KBACE Technologies	85	85	0
Exact Software	91	91	0	Kintetsu World Express (U.S.A.),	60	60	0
F5 Networks,	85	64	21	Koninklijke KPN N.V.	69	69	0
Feith Systems & Software,	2	62	0	KPI Partners	19	19	0
Fiserv Insurance Solutions	71	71	0	Kpit Infosystems	80	80	0
Fiserv Lending Solutions	31	31	0	Kronos Incorporated	42	34	8
Fujitsu Computer Products of America,	76	75	1	Legal Resource Network	76	76	0

Appendix — OpenWorld Scores vs. VendorRate Scores, *continued*

Company	Oracle OpenWorld	VendorRate	Difference	Oracle Company	OpenWorld	VendorRate	Difference
LHS	48	48	0	Satyam	90	90	0
Lucidity Consulting Group's svc	18	18	0	Siebel Systems	72	72	0
McAfee	47	68	-21	Siemens Corporation	74	74	0
McKesson Corporation	56	65	-9	Sirius Computer Solutions	73	81	-8
Microsoft Applications	58	68	-10	SMI	92	92	0
Microsoft Developer	59	71	-12	Sprint	39	59	-20
Microsoft Operating Systems	57	59	-2	Sprint Nextel	62	52	10
Microsoft Server/Infrastructure	90	76	14	SugarCRM	70	61	9
MicroStrategy	73	77	-4	Sun Microsystems Server	77	71	6
Nakisa	84	84	0	SunGard Data Systems	42	38	4
Netezza Corporation	90	91	-1	Supply Chain Fusion	77	77	0
Netvision	92	92	0	Symantec Ent. Security/Compliance	68	68	0
Network Appliance,	80	80	0	Symantec Ent. Storage/Backup	61	59	2
Noetix Corporation	72	70	2	Tata America International	78	82	-4
NuView Systems	82	82	0	Tatum LLC	77	77	0
Oracle Applications	72	71	1	TELCEL	64	64	0
Oracle Consulting	65	65	0	Telenor	75	75	0
Oracle Database / Middleware	75	73	2	TELUS	85	85	0
Oracle Software	79	81	-2	Teradata	71	71	0
Palm,	42	61	-19	Thnkmate	56	56	0
Patani	51	51	0	Timelink	83	83	0
Patni Americas	49	49	0	T-Mobile USA	60	67	-7
PeopleSoft	76	76	0	Tricore Solutions	91	91	0
Perficient,	80	80	0	UC4 Software	93	93	0
Perforce Software	100	100	0	UPC	52	52	0
Phire	88	88	0	USi	47	47	0
Pillar Data Systems,	35	45	-10	USinternetworking	23	56	-33
PricewaterhouseCoopers	59	59	0	Verecom Technologies	80	78	2
Project Performance	84	84	0	Verizon Communications	63	65	-2
Protiviti	84	84	0	Verizon Wireless	73	69	4
Quest Software	80	76	4	VERTEX Solutions	84	84	0
Ranzal	67	67	0	Visual Sciences	70	70	0
Rational Software Corporation	55	47	8	VMware	91	85	6
Red Hat	76	76	0	Volt Telecom Group	89	89	0
Remote Services	100	100	0	Western Blue	82	82	0
Research In Motion Limited	95	81	14	White Springs Software	75	75	0
Sabrix,	80	80	0	Wipro	51	51	0
SAP America	44	51	-7	Wonderware	79	79	0
SAS Institute	59	59	0	Zanett	58	58	0

The VendorRate Charter

Transparency protects identity VendorRate balances the need for truthful and open information with the risks of 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.

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

Rate a vendor today!

Individual IT professionals, executives and user groups are taking advantage of real-time customer satisfaction scores available on VendorRate. View, rate or compare thousands of technology vendors to know the score on any vendor you're considering. Then, share VendorRate with your colleagues to make your voice heard throughout the IT community.

Who should you rate? Here are just a few of the types of companies we all do business with:

- *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.*



Contact your user group or online community leaders to learn how VendorRate and the voice of your members can influence the products and services you use.