

# The VendorRate Report Q4 2008

Quarterly 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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## VendorRate Q4 Report Executive Summary

*Please read VendorRate observations and comments about the data results in the blue sidebar as you browse this report.*

VendorRate began collecting customer satisfaction ratings in March of 2008, and this is our third quarterly report. Our first Year End Report is also available at VendorRate.com.

The more technology professionals rate their vendors, the better this and future reports become. Please click "Rate a Vendor" in the upper right hand corner of any page to confidentially rate a vendor in less than three minutes.

For a recap of all ratings received in 2008, please visit VendorRate.com and download the VendorRate 2008 Year End Report.

*The green, blue and red color key used on VendorRate.com scorecards is reflected in The VendorRate Report.*

Exceptional

Average

Poor

## Executive Summary

### Overview

The VendorRate Q4 2008 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, event management, and IT and telecom departments from organizations of all sizes. VendorRate is vendor neutral and accepts neither vendor sponsorship nor advertising.

### Highlights of The VendorRate Q4 Report

- ChemSW and IBM's Informix received the highest overall ranking with scores of 94
- AT&T Wireless, Microsoft Server Infrastructure and SunGard Data Systems received the lowest ratings
- ASAP Software/Dell was the top rated reseller with a score of 91
- Ranzal was the top rated consulting organization with a score of 96
- Telecom and data service industries continued to lag behind hardware and software industries in customer satisfaction

### The VendorRate Process

VendorRate uses the "crowdsourcing" method of collecting our ratings. Rating members include IT, telecom, and line of business professionals at companies of all sizes. The term "sample" and "survey" size is often confused when discussing crowdsourcing. Rating scores represent the "voice of the customer," and The VendorRate Report summarizes all ratings collected from the IT community. Only vendors receiving more than five ratings during Q4 were included in this report.

**Top 10 Vendors of 4Q 2008**

ChemSW and Informix tied with the highest customer satisfaction scores for the fourth quarter of 2008, each garnering a score 94.

Informix repeated its Q3 performance to become the top scoring vendor for Q4. The company's summary score of 94 eclipsed its own Q3 score of 91.

Newcomers to the Top 10 were Kingston Technology, Intel, Cisco and Logitech.

VendorRate subscribers should look for expanded coverage of top resellers and service providers in the Q1 2009 Report.

*Note: Summary scores may not equal the sum of individual criteria due to rounding to the lowest integer.*

**Top 10 Vendors Q4 2008**

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
<b>ChemSW</b>	94	9	9	9	9	8	9	9	8	9	9
<b>Informix</b>	94	9	9	9	9	9	9	9	9	9	9
<b>Salesforce.com</b>	91	9	9	9	8	9	9	9	6	9	9
<b>Kingston Technology</b>	89	9	9	8	8	9	9	8	9	8	9
<b>Amazon Web Services</b>	89	9	8	8	8	9	9	8	9	8	9
<b>VMware</b>	87	9	8	8	8	9	9	8	7	9	9
<b>Intel</b>	87	8	8	8	7	9	9	8	7	9	9
<b>Quest Software</b>	86	8	8	8	8	8	8	8	8	8	8
<b>Cisco Systems</b>	86	9	8	8	8	8	9	8	7	9	9
<b>Logitech</b>	85	9	8	7	7	9	9	8	7	8	9

**Top Reseller Q4 2008**

<b>ASAP Software/Dell</b>	91	9	9	9	8	9	9	9	8	9	9
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**Top Consultant Q4 2008**

<b>Ranzal</b>	96	9	9	9	9	9	9	10	8	10	9
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**Lowest rated vendors**

AT&T Wireless, Microsoft Server/Infrastructure and SunGard Data Systems each received a rating of 62, the lowest score in Q4 2008.

Newcomers to the list of lowest rated vendors include Gateway, Belkin and Lenovo.

National retailer Best Buy debuted at the bottom of the Reseller category.

Telecom vendors continue to struggle with low customer satisfaction scores from business professionals.

*Note: Summary scores may not equal the sum of individual criteria due to rounding to the lowest integer.*

**Lowest rated vendors Q4 2008**

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
<b>AT&amp;T Wireless</b>	<b>62</b>	6	6	6	6	6	6	6	5	6	5
<b>Microsoft Server/Infrastructure</b>	<b>62</b>	6	7	5	6	5	6	5	5	6	7
<b>SunGard Data Systems</b>	<b>62</b>	6	6	6	5	6	5	6	6	6	6
<b>Gateway</b>	<b>65</b>	6	6	5	6	7	6	5	7	7	6
<b>AT&amp;T</b>	<b>66</b>	6	6	6	6	6	7	6	6	6	6
<b>Belkin</b>	<b>66</b>	6	7	6	6	7	6	6	6	6	6
<b>Oracle Applications</b>	<b>67</b>	6	7	6	6	7	7	6	6	6	6
<b>Verizon Wireless</b>	<b>69</b>	7	6	7	6	7	7	6	6	6	7
<b>Lenovo Desktop-Notebook</b>	<b>71</b>	7	7	7	7	7	7	7	6	7	7
<b>Microsoft Operating Systems</b>	<b>72</b>	7	7	7	7	7	7	6	6	7	7

**Bottom rated Reseller Q4 2008**

<b>Best Buy</b>	<b>64</b>	6	6	6	6	6	6	6	7	6	6
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**Top 10 Vendors as rated by small organizations**

This page lists the Top 10 Vendors and the Top Reseller as rated by customers working for small organizations (less than 250 employees). Raters in small organizations represent 39% of all contributors on VendorRate.

*Note: Summary scores may not equal the sum of individual criteria due to rounding to the lowest integer.*

**Top 10 Vendors rated by small organizations Q4 2008**

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
<b>Informix</b>	<b>95</b>	9	9	9	9	9	10	9	9	9	9
<b>Quest Software</b>	<b>91</b>	9	9	9	8	9	9	9	8	9	9
<b>Kingston Technology</b>	<b>89</b>	9	9	8	8	9	9	8	9	8	9
<b>Intel</b>	<b>87</b>	8	8	8	7	9	9	8	7	9	9
<b>Sybase</b>	<b>81</b>	8	8	7	7	8	8	8	7	8	8
<b>Dell Server</b>	<b>80</b>	8	7	8	7	9	8	7	7	7	8
<b>Microsoft Applications</b>	<b>79</b>	8	7	8	7	8	8	7	6	8	8
<b>APC</b>	<b>79</b>	8	8	7	7	8	8	7	7	8	8
<b>HP Desktop-Notebook</b>	<b>77</b>	8	7	7	7	9	8	6	8	7	7
<b>Microsoft Operating Systems</b>	<b>73</b>	7	7	7	7	7	7	7	6	8	7

**Top Reseller rated by small organizations Q4 2008**

CDW	85	8	8	8	8	8	8	8	8	8	8
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**Compare vendor data**

VendorRate On-Demand Reports let subscribers compare data according to a variety of criteria including the size of the company providing ratings.

**Top ratings by medium organizations**

This page lists the Top 10 Vendors and the Top Reseller as rated by customers working in medium size organizations (250-2500 employees). Raters in medium organizations represent 23% of all contributors on VendorRate.

*Note: Summary scores may not equal the sum of individual criteria due to rounding to the lowest integer.*

**Top 10 Vendors rated by medium organizations Q4 2008**

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
<b>ChemSW</b>	<b>97</b>	10	9	9	9	9	9	9	8	10	9
<b>Informix</b>	<b>93</b>	9	9	9	9	9	9	9	8	8	10
<b>HP Server</b>	<b>89</b>	9	9	8	8	9	9	9	8	8	9
<b>Logitech</b>	<b>88</b>	9	8	8	8	9	9	8	8	8	9
<b>Quest Software</b>	<b>87</b>	8	8	8	8	8	9	8	8	9	9
<b>HP Printers</b>	<b>83</b>	8	8	8	8	8	8	8	8	8	8
<b>Dell Server</b>	<b>81</b>	8	8	7	7	8	8	8	7	8	8
<b>Microsoft Operating Systems</b>	<b>80</b>	8	8	7	8	8	8	7	7	8	8
<b>Sybase</b>	<b>79</b>	8	8	7	7	8	8	7	7	8	8
<b>Oracle Database/Middleware</b>	<b>79</b>	8	8	8	7	8	8	7	7	8	7

**Top Reseller rated by medium organizations Q4 2008**

<b>CDW</b>	<b>91</b>	9	9	9	9	9	9	9	9	8	8	9
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**Compare ratings by company size**

VendorRate On-Demand Reports let subscribers compare data according to a variety of criteria including the size of the company providing ratings.

**Ratings by Enterprise organizations**

This page displays the Top 10 Vendors in Q4 as rated by customers working for Enterprise organizations (more than 2500 employees). Enterprise raters represent 37% of all contributors on VendorRate.

*Note: Summary scores may not equal the sum of individual criteria due to rounding to the lowest integer.*

**Top 10 vendors rated by Enterprise organizations Q4 2008**

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
<b>Informix</b>	<b>94</b>	9	9	9	9	9	9	9	9	9	9
<b>Quest Software</b>	<b>83</b>	8	8	8	8	8	8	8	7	8	8
<b>Sybase</b>	<b>82</b>	8	8	7	7	8	8	8	7	8	8
<b>Dell Server</b>	<b>82</b>	7	7	7	8	8	8	7	8	8	8
<b>Oracle Database/Middleware</b>	<b>81</b>	8	8	8	8	8	8	7	7	8	8
<b>IBM Software</b>	<b>80</b>	8	8	8	7	8	8	8	7	8	8
<b>Dell Desktop-Notebook</b>	<b>80</b>	7	8	7	8	8	8	8	7	7	8
<b>Apple Desktop-Notebook</b>	<b>79</b>	7	8	8	8	7	8	8	6	7	7
<b>Oracle Software</b>	<b>78</b>	8	8	7	7	8	8	7	7	8	8
<b>HP Printers</b>	<b>77</b>	7	8	7	7	8	8	7	7	7	7

**Top Reseller rated by Enterprise organizations Q4 2008**

<b>CDW</b>	<b>86</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>8</b>	<b>8</b>
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**Top Consultant rated by Enterprise organizations Q4 2008**

<b>Ranzal</b>	<b>94</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>10</b>	<b>9</b>
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**On-Demand vendor comparisons**

VendorRate On-Demand Reports let subscribers compare data according to a variety of criteria including the size of the company providing ratings.

**Vendors receiving highest overall scores for each VendorRate category**

Ranzal, a nation-wide consultancy, led all vendors by receiving the top scores in nine out of 10 categories.

**Vendors with highest ratings in most categories**

Ranzal	9
Informix	8
ASAP Software/Dell	6
ChemSW	6
Informix	6
ChemSW	6
Kingston Technology	6
Salesforce.com	6

**VendorRate On-Demand Reports**

Subscribers can see product-level information for each vendor with the convenient data filters built into the Comment section of VendorRate On-Demand Reports.

**Vendors with highest scores for each VendorRate rating category**

**Rated highest for Recommend**

- Amazon Web Services
- ASAP Software/Dell
- ChemSW
- Cisco Systems
- Informix
- Kingston Technology
- Logitech
- Ranzal
- Salesforce.com
- VMware

**Rated highest for Integrity**

- ASAP Software/Dell
- ChemSW
- Informix
- Kingston Technology
- Ranzal
- Salesforce.com

**Rated highest for Communication**

- ASAP Software/Dell
- CDW
- ChemSW
- Informix
- Ranzal
- Salesforce.com

**Rated highest for Timeliness**

- ChemSW
- Informix
- Ranzal

**Rated highest for Usability**

- Amazon Web Services
- ASAP Software/Dell
- Informix
- Intel
- Kingston Technology
- Logitech
- Ranzal
- Salesforce.com
- VMware

**Rated highest for Reliability**

- Amazon Web Services
- ASAP Software/Dell
- CDW
- ChemSW
- Cisco Systems
- Informix
- Intel
- Kingston Technology
- Logitech
- Ranzal
- Salesforce.com
- Sun Microsystems Server
- VMware

**Rated highest for Customer Service**

- Ranzal

**Rated highest for Budget**

- Amazon Web Services
- Informix
- Kingston Technology

**Rated highest for Expertise**

- Ranzal

**Rated highest for Effectiveness**

- Amazon Web Services
- ASAP Software/Dell
- CDW
- ChemSW
- Cisco Systems
- Informix
- Intel
- Kingston Technology
- Logitech
- Ranzal
- Salesforce.com
- VMware

**Lowest overall scores for each VendorRate category**

This table lists those companies with the lowest scores for each rating category on VendorRate.com.

SunGard Data Systems trailed all vendors by receiving the lowest score in 7 of 10 categories.

**Vendors with lowest ratings in most categories**

SunGard Data Systems	7
AT&T Wireless	6
Microsoft Server/Infrastructure	6

**Product level information**

Subscribers can see product-level information for each vendor with the convenient data filters built into the Comment section of VendorRate On-Demand Reports.

**Lowest scores for each VendorRate rating category**

**Rated lowest for Recommend**

- AT&T
- AT&T Wireless
- Belkin
- Best Buy
- Gateway Computers
- Microsoft Server/Infrastructure
- Oracle Applications
- SunGard Data Systems

**Rated lowest for Integrity**

- AT&T
- AT&T Wireless
- Best Buy
- Gateway Computers
- SunGard Data Systems
- Verizon Wireless

**Rated lowest for Communication**

- Gateway Computers
- Microsoft Server/Infrastructure

**Rated lowest for Timeliness**

- SunGard Data Systems

**Rated lowest for Usability**

- Microsoft Server/Infrastructure
- AT&T
- AT&T Wireless
- Best Buy
- Cisco Voice & Unified Communications
- SunGard Data Systems

**Rated lowest for Reliability**

- SunGard Data Systems

**Rated lowest for Customer Service**

- Gateway Computers
- SunGard Data Systems

**Rated lowest for Budget**

- AT&T Wireless
- Cisco Routing & Switching
- Cisco Voice & Unified Communications
- Microsoft Server/Infrastructure

**Rated lowest for Expertise**

- AT&T
- AT&T Wireless
- Belkin
- Best Buy
- Microsoft Server/Infrastructure
- Newegg
- Oracle Applications
- SunGard Data Systems
- Verizon Wireless

**Rated lowest for Effectiveness**

- AT&T Wireless

**Top and bottom rated industries**

Vendors providing specialized software and business retail services continue to receive top customer satisfaction scores.

Telecom and data services continue struggle with low customer satisfaction scores from business professionals.

These results have remained consistent throughout the last three quarters of VendorRate Reports.

**Detailed rating comments**

Using VendorRate On-Demand Reports, subscribers can view detailed rating comments to help evaluate vendor performance.

**Top rated industries**

Industry	Overall Score
Manufacturing, Warehousing & Industrial Software	94
Financial Services, Legal & Government Software	94
Engineering, Scientific & CAD/CAM Software	94
Chemical Industry Software	94
Internet Retail	88
Computer & Software Retail	88
Business Intelligence Software	88
Virtualization	86
Wireless Telecommunications Equipment	83
Database & File Management Software	82

**Lowest rated industries**

Industry	Overall Score
Messaging Services Providers	62
Wireless Communications Services	62
Wireless Network Operators	62
Managed Network Services	66
Data Services	71
Internet & Online Services Providers	71
Accounting & Finance Software	73
Development Tools, Operating Systems & Utilities Software	73
E-commerce Software	73
Internet Search & Navigation Services	73
Security Software	73

### Top hardware and software vendors by industry

Only vendors rated Exceptional in their industries are included in VendorRate's top-rated hardware and software vendor listings.

Congratulations to ChemSW, Dell Server, Informix, Quest Software and Sybase for receiving the highest customer satisfaction scores in multiple industries.

### Detailed industry reports

Using VendorRate On-Demand Reports, subscribers can view customized rating reports to find the customer satisfaction leaders in a given technology industry.

### Top rated hardware vendors by industry, Q4 2008

Industry	Vendor	Score
Mass Storage	HP	95
Personal Computers	Apple	83
Servers & Mainframes	Dell	81
Workstations & Thin Clients	Dell	81

*No other hardware industries had vendors who qualified for this category.*

### Top rated software vendors by industry, Q4 2008

Industry	Vendor	Score
Business Intelligence Software	Informix	95
Chemical Industry Software	ChemSW	94
Collaborative Software	Sybase	81
Content & Document Management Software	Sybase	81
Database & File Management Software	Informix	95
Engineering, Scientific & CAD/CAM Software	ChemSW	94
Enterprise Application Integration Software	Quest Software	87
Enterprise Resource Planning Software	Oracle	80
Financial Services, Legal & Government Software	ChemSW	94
Manufacturing, Warehousing & Industrial Software	ChemSW	94
Messaging, Conferencing & Communications Software	Sybase	81
Storage & Systems Management Software	Quest Software	87
Virtualization	Quest Software	87

*No other software industries had vendors who qualified for this category.*

**Index of vendors rated in Q4 2008 Report**

1&1 Internet Inc	Aon Consulting Worldwide	Business Objects
170 Systems	Apple Desktop-Notebook	Cablevision Systems
1-Take MultiMedia	Apple Operating Systems and Software	Calix Networks
3Com	Applied Dynamics International	Canon U.S.A.
A. Latham Staples & Associates	AppRiver	Capgemini U.S.
Abacus Solutions Group	Approva	Captaris
Abacus Technology	Arbitech	Carbonite
Abba Technologies	Archer Technologies	Cast Iron Systems
Accenture	ArcSight	Cbeyond
Acer America	Armagh Cash Register	CCH
ACS State Healthcare	Arrow Electronics	ccsofts
Activeunit	Asante Networks	CDW
Adeptia	ASAP Software	CDW Government
ADG Printing	Astound Search	Cellular Phone of Kentucky
Adobe Systems	AT&T	CenturyTel
ADT Security Services	AT&T Wireless	Cerner
Advanced Micro Devices	At-Ease Computing	Certus Software
AdvizeX Technologies	Autodesk	CEVA Logistics
AFL Telecommunications	Avaya	CGI Group
AGS	Aventura Technologies	Checkpoint Systems
AirMagnet	Back To The Beach Software	ChemSW
Aknaf Software	Barracuda Networks	Choice One Communications
Alcatel Lucent	BeeLine Workforce	Chordiant Software
Algo Communication Products	Belkin	Ciber
Allen Systems Group	Bell Canada	Cingucell
Alltel	Best Buy	Cisco Network Management
Alternative Computer Technology	Black Box	Cisco Network Security
Alvio	Blackbaud	Cisco Routing & Switching
Amazon Web Services	Blackboard	Cisco Systems
American Power Conversion (APC)	Blatant Media e-Learning Solutions	Cisco Voice & Unified Communications
American Telephone & Cable	BlueLine International	Citrix Online
Ameriteck Web Services	BMC Software	Citrix Systems
Ampttron International	Boomerang	Cittio
Amritt Ventures	Brighterion	Civica
Anixter International	Broadvox	Cognizant Technology Solutions
AOC Technologies	Brocade Communications Systems	Cognos Incorporated

**Index of vendors rated in Q4 2008 Report, *continued***

Coleman Technologies	Eagle Creek Software Services	Force 3
Comcast Business	eBay	ForeScout Technologies
CommScope	Eclipsys	Forrester Research
Compellent Technologies	E-Commerce	Fortinet
ComponentArt	eLeap Solutions	Foundry Networks
Computer Associates Enterprise	Electronic Data Systems	Fujitsu Computer Products of America
Computer Sciences	Electronic Systems	Gateway
Computershare	Eleven2	Gebco of Hawaii
Compuware	EMAC	GeoTMS
Concentsus	Embarcadero Technologies	GFI Securities
controlware	Embarq	Giga-Byte Technology
Convergys	EMC	Global Healthcare Exchange
Copper State Communications	Emerald Sun,	Global Knowledge
CoreComm Internet Services	Encode	Google
Corel	Enterasys Networks	Graybar
Corptax	eOn Communications	GTC Telecom
CorpTax	ePartners	GTSI
Covisia Solutions	Epicor Software	Hard Drive 911
Cox Communications	Ergotron	Hewlett-Packard Desktop-Notebook
Critical Power Services	ESRI (UK)	Hewlett-Packard Printers
Cutler-Hammer	etk-networks	Hewlett-Packard Server
CXtec	eTradewind.com	Hewlett-Packard Software
D&H Distributing	Exact Software	Hewlett-Packard Monitors
Data Recovery	Exor Limited	HiCountry Wire & Telephone
DataCore Software	Expanded Spectrum Systems	High Tower Software
Datamaxx	Experts Exchange	Hitachi Data Systems
Dell Desktop-Notebook	Fairfax Imaging	Hitwise
Dell Server	Falcon Communications	IBM Global Services
Dell Storage-Networking	FalconStor Software	IBM Princeton
Deltek	Faronics	IBM Server & Systems
Digital & Analog Design	FedEx	IBM Software
DIRECTV	Firetide	IBM Storage
Diskeeper	Fishbowl Solutions	ICM Computer Group
D-Link Systems	Fleeman Anderson And Bird	Idera
DNB Electric	Fluke Networks	iGate
Domino Integrated Solutions Group	Follett	InetSoft Technology

**Index of vendors rated in Q4 2008 Report, *continued***

InFocus	Maximus	Nexxtworks
Informa Systems	McAfee	Nicholville Telephone Company
Informatica	McKesson	NitroSecurity
Informix	MCPC	Nityo Infotech
Infragistics	MICROS Systems	Noetix
Ingram Micro	Microsoft Applications	Nokia
Insight	Microsoft Developer	Nortel Government Solutions
Integrated Business Systems & Services	Microsoft Operating Systems	Nortel
Intel	Microsoft Server/Infrastructure	Nuance Communications
Intercall	Milsoft Utility Solutions	NuVox Communications
International Institute for Learning	Misys Healthcare Systems	NVIDIA
InterRel Consulting	Monster Worldwide	One Touch Communications
IT1 Source	MoreDirect	Open Text
Ivara	MoreDirect	OPSWAT
JasperSoft	MPC Computers	Optimal Payments
Jigsaw	MTS Allstream	Optus
Juniper Networks	Multitech Systems	Oracle Applications
Kana Software	Mwave.com	Oracle Consulting
Kensington Computer Products Group	MySQL	Oracle Database/Middleware
Ketera Technologies	N-able Technologies	Oracle Software
Kingston Technology	NaviSite	OSI Consulting USA
Klick Communications	NEC of America	Palm
Kodak Imaging Network	Neopost S.A.	Panasonic of North America
Kronos Incorporated	Netgain Communications	Panasonic Notebook
LanZing Internet	NETGEAR	Parametric Technology
Lawson Software	NetPro	Parasoft
Layer3 Communications	NetStructures	PayPal
LeftHand Networks	NetVersant Solutions	PC Connection Sales
Lenovo Desktop-Notebok	Network Appliance	PC Mall Sales
Level 3 Communications	Network General	Pearson VUE
Lexmark International	Network Infrastructure	PeopleSoft
LG Electronics	Network Liquidators	Philips
Logitech	New Horizons Computer Learning Centers	Plantronics
Made 2 Manage	Newegg	Plasmon
Mainline Information Systems	NewHaven Software	Plateau Systems
marketwide	Nextel Communications	Promise Data Recovery

**Index of vendors rated in Q4 2008 Report, continued**

QLogic	Sharp Electronics	Tessco Technologies
Qquest Software Systems	Sherry Laboratories	The SCO Group
Quantum	ShoreTel	The TriZetto Group
Quest Software	Siemens Medical Systems Inc	T-Mobile USA
Qwest Communications International	Silicon Mechanics	TomorrowNow
Rackspace	SkillSurvey	Toshiba America Information Systems
Ranzal	Softchoice	Toshiba America
Red Gate Software	Software House International	Trend Micro
Red Hat	Solution Beacon	Tripp Lite
Research In Motion	SonicWALL	T-Systems Germany
Reticle Web Marketing	Sony Electronics	Tyco Electronics
RHub	Spectra Logic	US Logic
Roaring Penguin Software	Spectrotel	Verint Systems
Rockwell Automation	SpringSource Global	Verizon Communications
Rogers Cable	Sprint Nextel	Verizon Wireless
Rogers Wireless	SQL Sentry	Vicon Industries
S1	Standard Tel Networks	VIF Internet
Sage Software	SugarCRM Inc	Vizioncore
Salesforce.com	Sun Microsystem Software	VMARK
Samsung Electronics America	Sun Microsystems Server	VMware
SanDisk	Sunbelt Software	Vonage
SAP Large Enterprise	SunGard Data Systems	Vovici
SAP Small & Medium Business	Surftone	WatchGuard Technologies
SAS Institute	Sybase	WebEx Communications
Satyam	Symantec Enterprise Security/Compliance	Websense
SBC Yahoo	Symantec Enterprise Storage/Backup	Wipro Technologies
Scholastic	Synnex	Worldwide Interactive Network
Seagate Large Enterprise Business	Targus	Xavient Information Systems
Seagate Small & Medium Business	Tata America International	Xerox
Seagate Systems Builders	Tech Data	Xiotech
Seagate Technology	Tech Upgrade	Yardi Systems
Seawolf Technologies	Technology Marketing	Zanett
Sehi Computer Products	TechSmith	Zebra Technologies
Sentry Technical Consulting Services	Teliix	Zultys Technologies
Serena Software	Telkom SA	
Shared Technologies	Teradata	

## 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 standard benchmarks. Rating takes about three minutes, is fully confidential, rating totals are aggregated, and a vendor's total score and individual scores are always available online. The 10 benchmarks that are rated are Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Budget, Expertise, overall Effectiveness, and the rater's likelihood of recommending the vendor.

## Compare vendors to get the information you need

VendorRate users can compare vendors using a unique, customizable Vendor Compare List. Each comparison grid includes filters that give the user 1.4 million personalized views of a vendor's rating. Comparisons include product level analysis, the size of the rater's company (small, medium, or Enterprise business), prior vendor experience, 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. This powerful comparison feature is included with the annual subscription fee.

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



Vendor	# of Ratings	Overall Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Small Service	18	84	8.7	8.7	8.3	7.7	8.6	9.1	7.8	8.3	8.6	8.7
Enterprise Health & Medicine Business	17	83	8.7	8.2	7.8	8.2	8.6	8.8	8.0	8.2	8.7	8.4
Small Healthcare Providers	28	79	8.8	8.2	7.8	7.9	8.3	7.8	7.6	8.8	7.7	8.2
Microsoft	5	72	7.8	8.0	4.8	8.8	7.8	8.8	7.8	8.6	7.8	10.8
Microsoft Windows Dev.	7	71	7.6	7.8	7.8	6.7	7.4	2.7	6.4	3.8	3.6	7.4
Microsoft Operating Systems	6	65	6.8	7.0	7.3	7.3	6.8	5.7	6.7	4.8	6.5	6.5
Lenovo	2	65	5.8	5.5	6.5	7.5	6.0	3.8	7.8	6.5	7.5	3.5

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. (Hover over the criteria label for further details)

Scoring Criteria (required)	Poor	Average	Excellent
Recommend	1 2 3 4	5 6 7	8 9 10
Integrity	1 2 3 4	5 6 7	8 9 10
Communication	1 2 3 4	5 6 7	8 9 10
Timeliness	1 2 3 4	5 6 7	8 9 10
Usability	1 2 3 4	5 6 7	8 9 10
Reliability	1 2 3 4	5 6 7	8 9 10
Customer Service	1 2 3 4	5 6 7	8 9 10
Budget	1 2 3 4	5 6 7	8 9 10
Expertise	1 2 3 4	5 6 7	8 9 10
Effectiveness	1 2 3 4	5 6 7	8 9 10

Products, Brands, or Services Used (required)

What worked best? (optional)

What did not work? (optional)

Words of wisdom? (optional)

Step 2 Rate Vendor

One Time or Repeat Customer:

The status of the project is:

The project was delivered in the region:

The project occurred in the timeframe:

My preferred confidentiality level is:

My role when working with the vendor was (select all that apply):

Research

Recommend

Approve

Purchase

Install/Implement

Manage Team

Vendor Management

Systems Administrator

Other

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.

Submit Rating Cancel

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.

## The VendorRate charter

- Transparency must protect identity – VendorRate balances the need for truthful and open information with the risks associated with disclosing the identity of the Enterprise rater. 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. To ensure an independent relationship with all IT vendors, VendorRate accepts no corporate 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.
- Rating Information must be standard and quantifiable — VendorRate numerical scores provide vendor comparison and industry “best of class” rankings. VendorRate’s Key Performance Indicator (KPI) measurements help the Enterprise customer leverage contract negotiations by providing hard data about vendor strengths and weaknesses as evaluated by existing customers.
- Make online summary information free; charge for more advanced use — VendorRate permits businesses of all sizes to rate vendors and view scores. The annual subscription service is affordable, yet provides comprehensive data analytics for those organizations who require more detail for their due diligence efforts.
- VendorRate requires raters to confirm their identity by providing a verifiable business email address, which also prevents employee from rating their own company. The identity of a rater is kept confidential at all times. IT professionals who supply rating information are thanked with a \$5 Starbucks Card.
- VendorRate has implemented processes to identify systemic abuse and improve the reliability of the overall rating information. Individual ratings and comments should be viewed as a single data point



VendorRate gives a voice to IT professionals, user groups and associations by providing reliable user-generated measurements to reduce risk and enhance marketing, sales, purchasing and operations programs.

## Web 2.0

A wave of new Internet technologies is transforming the methods Enterprise companies use to do business with other businesses. While the media hoopla continues to focus on unique ways people communicate with friends, share music, and track areas of interest, business is now quietly adopting Web 2.0 strategies that reduce risk when considering IT purchases.

### Web 2.0 Adapted for Business Use

According to Wikipedia, “Web 2.0 is a term describing the trend in the use of World Wide Web technology and web design that aims to enhance creativity, information sharing, and, most notably, collaboration among users.” Although there are many parallels in “new Internet” use between the consumer and corporate worlds, Web 2.0 for business must play by a slightly different set of rules that takes into account the risks and responsibilities found in the Enterprise while continuing to provide open, accurate and reliable information.

### Power shifts from vendors to users

Some of the most transformative aspects of Web 2.0 for business are new decision making tools now available to the IT community. Business users sharing hands-on experience can be found in blogs, discussion groups, and forums. Feedback from peers and colleagues provides trusted information about vendors, products, and services. When reliable, these resources help the Enterprise significantly reduce risk prior to making technology and/or financial commitments.

VendorRate adapts the Web 2.0 philosophies of collaboration and transparency with special rules required for use by the Enterprise.

### Come the revolution

The “collective voice of the customer” is also a powerful information supplement to reviews provided by analysts and media. New data resources like VendorRate diminish the selective information or deliberate spin often delivered by corporate marketing departments. (When is the last time a vendor published case study or white paper that demonstrated it was not the best in class?)

# The voice of The VendorRate Community is being heard all over the technology world

## Your ratings are the voice of VendorRate

Every time you rate your customer satisfaction experience on VendorRate.com, you add your voice to the message that technology business leaders can't ignore.



### 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 to the VendorRate community by visiting [VendorRate.com](http://VendorRate.com) today.*

