

The VendorRate Report Q2 2009

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 Q2 2009 Report Executive Summary

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

VendorRate began collecting customer satisfaction ratings in March of 2008. Previous Quarterly Reports as well as the Year End Report for 2008 may be purchased individually or by annual subscription at VendorRate.com.

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

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 Q2 2009 Report summarizes customer satisfaction ratings entered by technology professionals at our website, trade shows, professional conferences and virtual events. VendorRate also collects ratings in cooperation with user groups, trade associations, event management, and IT and telecom departments from organizations of all sizes. More than 1500 IT professionals contributed to this report by rating 347 hardware, software, telecom and service vendors. Only vendors receiving eight ratings or more during Q2 2009 were included in this report.

Highlights of The VendorRate Q2 2009 Report

- IBM Informix received the highest overall ranking with a score of 96
- Verizon Communications received the lowest ratings
- GovConnection was the top rated reseller with a score of 98
- GovConnection received the highest score ever posted for a VendorRate quarterly report
- BI Consulting Group was the top rated consulting organization with a score of 92
- Microsoft customer satisfaction scores tumbled between Q1 and Q2 of 2009. Microsoft Applications dropped 17.9% to a score of 64; Microsoft Server/Infrastructure fell 16.7% to 55; and Operating Systems slipped 9.5% to 67.
- Telecom and data service industries continued to lag behind hardware and software industries in customer satisfaction

The VendorRate Process

VendorRate is a "wisdom of crowds" company that collects ratings from IT, telecom, and line of business professionals in companies of all sizes. The terms "sample" and "survey size" are often confused when discussing "wisdom of crowds" methodologies. Rating scores represent the aggregated "voice of the customer" for all ratings collected from the business community during the period April 1 through June 30, 2009.

VendorRate is vendor neutral and accepts neither vendor sponsorship nor advertising.

Top Vendors of Q2 2009

IBM Informix led all vendors in the second quarter with a score of 96.

GovConnection and its sister company, PC Connection, topped all resellers for the quarter with scores of 98 and 86, respectively.

Top Consultant honors went to BI Consulting Group, with a score of 92, followed by Nityo Infotech with 86.

Top Vendors Q2 2009

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
IBM Informix	96	9.7	9.7	9.2	9.4	9.7	9.9	9.4	9.1	9.8	9.8
ShoreTel	92	9.5	9.2	8.7	8.8	9.6	9.8	9	8.6	9.5	9.5
Wayside Marketing	89	9	8.9	8.4	8.8	9.1	9.3	9.4	8.4	9.1	9
Sybase	86	8.9	8.8	8.3	8.3	8.7	8.9	8.4	8	8.7	8.9
Patrick Townsend Security	85	8.6	8.9	8.5	8.2	8.2	8.8	8.5	8.2	8.7	8.8
Quest Software	83	8.5	8.5	8.2	8.2	8.6	8.5	8.3	7.6	8.6	8.5
Sun Microsystems Server	81	7.9	8.3	7.4	7.9	8.2	8.8	8.2	7.1	8.3	8.5
Noetix	80	7.9	7.8	7.5	7.8	8.8	8.3	7.9	7.3	8.3	8.4

Top Resellers Q2 2009

GovConnection	98	9.9	9.9	9.9	9.8	9.8	9.9	9.6	9.6	9.7	9.8
PC Connection	86	8.7	8.7	8.8	8.8	8.3	8.8	8.7	8.1	8.2	8.7

Top Consultants Q2 2009

BI Consulting Group	92	9.4	9.4	8.9	9.1	9.3	9.3	9.3	8.3	9.4	9.4
Nityo Infotech	86	8.6	8.5	8.4	8.5	8.6	8.9	8.5	8.3	8.6	8.7

Lowest rated vendors in Q2 2009

Verizon Communications received a customer satisfaction rating of 53, the lowest score in Q2.

Telecom reseller, Shared Technologies, was the lowest rated reseller in Q2 with a score of 65.

The lowest rated consultants were IBM Global Services with a score of 66, and Oracle Consulting with 68.

Lowest rated vendors Q2 2009

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Verizon Communications	61	6.2	6.4	5.6	5.8	6.3	6.2	5.6	5.3	7.3	6.8
Sprint Nextel	64	6.2	6.6	6.1	5.7	6.4	6.1	6.4	6.6	7.4	6.8
Microsoft Applications	64	7.0	6.6	5.8	6	7.1	6.6	5.6	5.8	7	7.1
AT&T Wireless	67	6.1	6.5	7.1	6.4	6.7	7.1	6	7	7.4	6.5
Microsoft Operating Systems	67	6.4	6.7	7.0	7.0	7.3	6.4	6.2	6.2	7.2	7.1

Lowest rated reseller Q2 2009

Shared Technologies	65	6.8	6.5	6.4	6.1	6.6	6.7	6.5	6.3	6.7	6.5
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Lowest rated consultants Q2 2009

IBM Global Services	66	6.4	6.6	6.2	6.1	7.1	7.2	6.3	6.5	6.8	6.6
Oracle Consulting	68	6.7	7.5	6.8	7.0	6.9	7.2	6.4	5.1	7.4	7.0

Top Vendors as rated by small and medium organizations

This page lists the Top Vendors as rated by customers working for small (less than 250 employees), medium (250-2500) and Enterprise (over 2500) organizations.

GovConnection was rated the top vendor by IT professionals in both small and medium-size organizations.

Small organizations' top rated vendors

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
GovConnection	99	10.0	10.0	10.0	9.8	10.0	10.0	9.8	9.8	9.8	10.0
IBM Informix	95	9.6	9.6	9.3	9.4	9.6	9.7	9.4	8.9	9.8	9.8
PC Connection	94	9.6	9.6	9.7	9.7	9.0	9.7	9.6	8.7	8.7	9.6
ShoreTel	92	9.5	9.2	8.6	8.7	9.5	9.8	8.9	8.5	9.5	9.5
Verizon Wireless	89	9.0	9.4	9.4	8.9	8.6	9.5	8.8	7.0	9.1	9.1
Quest Software	87	9.0	8.9	8.6	8.7	8.9	8.6	8.7	7.7	8.9	8.9
Patrick Townsend Security	85	8.6	8.8	8.3	8.0	8.4	8.9	8.5	8.1	8.6	8.8
Sybase	84	8.9	8.8	8.0	8.3	8.5	8.7	8.1	7.9	8.5	8.8
Dell Desktop-Notebook	83	8.8	8.3	7.8	7.3	8.8	8.5	8.6	8.0	8.8	8.8

Medium organizations' top rated vendors

GovConnection	96	9.7	9.7	9.7	9.7	9.6	9.7	9.4	9.4	9.6	9.4
Wayside Marketing	92	8.8	9.2	8.8	9.2	9.3	9.5	9.5	8.7	9.3	9.2
Nortel	85	8.7	8.0	8.3	8.2	8.7	9	8.7	8.2	8.7	8.8
Patrick Townsend Security	85	8.5	8.8	8.6	8.2	8.1	8.7	8.5	8.1	8.7	8.6
Quest Software	81	8.1	7.9	7.5	7.9	8.5	8.5	8.1	7.6	8.6	8.0

Compare ratings by company size

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

Top Vendors as rated by Enterprise organizations

IBM Informix was rated the top vendor by IT professional working in Enterprise (over 2500) organizations with a score of 96. Eight other vendors listed here were rated over 80.

Enterprise organizations' top vendors

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
IBM Informix	96	9.8	9.8	8.9	9.4	9.9	10	9.3	9.3	9.8	9.9
Sybase	88	9.1	8.9	8.6	8.4	9.1	9.1	8.8	8.5	9.1	9.0
Nityo Infotech	86	8.6	8.4	8.3	8.8	8.6	8.9	8.9	8.6	8.5	8.8
Patrick Townsend Security	86	8.5	9.0	8.6	8.5	8.2	8.7	8.6	8.3	8.7	8.8
Quest Software	83	8.4	8.6	8.4	8.2	8.5	8.4	8.1	7.5	8.5	8.5
AT&T	83	8.2	8.6	8.0	8.4	8.4	9.0	7.8	7.8	8.8	8.4
Noetix	82	8.5	8.2	7.7	8.2	8.8	8.5	8.0	7.3	8.3	8.8
Oracle Software	82	8.5	8.5	8.5	8.2	8.5	8.8	7.7	6.8	8.3	8.5
HP Server	82	8.6	8.8	7.8	7.6	8.4	8.8	7.4	7.6	8.4	8.4

Top ratings by job function

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

Viewed through the filter of the rater's role, GovConnection received the highest ratings in eight of the nine benchmarks listed here, score of nearly 97.

IT professionals with approval authority cited GovConnection, IBM Informix and BI Consulting Group as their top rated vendors.

Individuals who research vendors, install and implement vendor solutions and manage teams also gave their highest ratings to GovConnection and IBM Informix.

Top and lowest vendor scores by raters' job functions

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Approve											
GovConnection	97	9.8	9.8	10.0	9.8	9.7	9.8	9.6	9.7	9.6	9.6
IBM Informix	93	9.8	9.7	8.7	9.2	9.7	9.5	9.0	8.5	9.8	9.5
BI Consulting Group	92	9.4	9.4	8.9	9.1	9.3	9.3	9.3	8.3	9.4	9.4
Shared Technologies	64	6.9	6.3	6.1	6.0	6.7	6.6	6.6	6.1	6.9	6.3
Research											
GovConnection	97	9.8	9.8	9.9	9.7	9.6	9.8	9.4	9.5	9.6	9.6
IBM Informix	94	9.6	9.6	8.9	9.2	9.7	9.6	9.3	8.9	9.7	9.7
Sprint Nextel	57	5.2	6.0	5.8	5.2	5.2	6.0	5.0	6.0	7.0	5.8
Install/Implement											
GovConnection	97	9.8	9.8	10.0	9.8	9.7	9.8	9.5	9.6	9.6	9.6
IBM Informix	96	9.8	9.8	9.1	9.4	9.8	9.9	9.3	9.1	9.9	9.9
IBM Global Services	55	5.6	5.6	5.4	5.2	5.6	6.0	5.0	5.0	6.0	5.6
Verizon Communications	52	5.3	5.5	4.5	4.1	5.4	5.1	4.4	5.1	6.8	5.9
Manage Team											
GovConnection	97	9.8	9.8	10.0	9.9	9.6	9.8	9.6	9.6	9.4	9.4
IBM Informix	95	9.8	9.8	8.8	9.1	9.5	9.9	9.1	9.1	9.9	9.8
BI Consulting Group	92	9.3	9.7	8.8	9.2	9.3	9.5	9.3	8.2	9.3	9.3
Sprint Nextel	63	5.7	6.3	5.7	5.4	6.6	5.9	6.9	6.7	7.6	6.7
Shared Technologies	64	6.7	6.3	6.0	6.1	6.6	6.4	6.6	6.0	6.7	6.1

Top ratings by role, continued

GovConnection topped the ratings of professionals who purchase and recommend IT products and services as well as those with responsibility for systems administration and vendor management.

IBM Informix nearly tied for top ratings from individuals with IT recommendation and systems administrator roles.

Verizon Communications trailed in ratings from people in purchasing, recommend and vendor management roles.

Shoretel was the top rated vendor by channel partners for the quarter with a score of 93.

Top and lowest vendor scores by rater's role, continued

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Purchase											
GovConnection	97	9.8	9.8	9.9	9.8	9.7	9.8	9.5	9.6	9.6	9.6
PC Connection	92	9.2	9.3	9.3	9.4	9.1	9.5	9.3	8.7	8.7	9.2
Verizon Communications	62	6.4	6.3	5.6	6.3	6.9	6.0	5.3	6.3	6.9	6.1
Recommend											
GovConnection	97	9.8	9.8	9.9	9.8	9.6	9.8	9.5	9.5	9.6	9.6
IBM Informix	96	9.8	9.7	9.1	9.4	9.8	9.8	9.3	9.1	9.9	9.8
Shared Technologies	63	6.3	6	6.2	6.2	6.7	6.3	6.3	6.0	6.5	6.2
Verizon Communications	62	6.1	6.6	5.0	6.3	7.0	7.0	5.7	4.9	6.7	6.7
Systems Administrator											
GovConnection	97	9.8	9.8	10.0	9.8	9.7	9.8	9.5	9.7	9.6	9.6
IBM Informix	96	9.7	9.8	9.1	9.4	9.7	9.8	9.3	9.0	9.9	9.8
Wayside Marketing	90	9.3	9.0	8.3	8.8	9.0	9.3	9.3	8.5	8.8	9.0
Shared Technologies	62	6.3	6.0	6.2	6.2	6.3	6.3	6.0	5.8	6.5	6.0
Vendor Management											
GovConnection	96	9.7	9.7	10.0	9.9	9.4	9.7	9.3	9.6	9.4	9.4
BI Consulting Group	92	9.6	9.2	9.0	9.4	9.6	9.2	9.0	8.0	9.6	9.4
Shared Technologies	64	7.0	6.2	6.0	6.0	6.6	6.4	6.8	6.0	7.0	6.0
Verizon Communications	52	5.6	5.6	4.4	4.6	5.2	5.0	4.4	4.8	6.4	5.6
Channel Partner											
ShoreTel	93	9.6	9.6	8.8	8.8	9.6	9.8	9.2	8.6	9.6	9.6

Vendors receiving highest scores for each VendorRate benchmark

GovConnection and IBM Informix led all vendors with top scores in 10 of VendorRate's ten rating benchmarks.

Top benchmark scores

GovConnection	10
IBM Informix	10
BI Consulting Group	8
Shoretel	7
Wayside Marketing	6
Apple OS and Software	6
VMWare	6

Highest scores for each VendorRate benchmark

Rated highest for Recommend

GovConnection	9.9
VMware	9.8
IBM Informix	9.7
ShoreTel	9.5
BI Consulting Group	9.4
Apple OS and Software	9.2
Sony Electronics	9.0
Wayside Marketing	9.0

Rated highest for Integrity

GovConnection	9.9
IBM Informix	9.7
VMware	9.6
BI Consulting Group	9.4
ShoreTel	9.2

Rated highest for Communication

GovConnection	9.9
IBM Informix	9.2

Rated highest for Timeliness

GovConnection	9.8
IBM Informix	9.4
BI Consulting Group	9.1

Rated highest for Usability

GovConnection	9.8
IBM Informix	9.7
ShoreTel	9.6
VMware	9.4
BI Consulting Group	9.3
Wayside Marketing	9.1

Rated highest for Reliability

GovConnection	9.9
IBM Informix	9.9
ShoreTel	9.8
BI Consulting Group	9.3
Solution Beacon	9.3
Sony Electronics	9.3
Wayside Marketing	9.3
Apple OS and Software	9.2
VMware	9.2

Rated highest for Customer Service

GovConnection	9.6
IBM Informix	9.4
Wayside Marketing	9.4
BI Consulting Group	9.3
Solution Beacon	9.3
Apple OS and Software	9.2
ShoreTel	9.0

Rated highest for Budget

GovConnection	9.6
IBM Informix	9.1
Apple OS and Software	9.0

Rated highest for Expertise

IBM Informix	9.8
GovConnection	9.7
ShoreTel	9.5
BI Consulting Group	9.4
Solution Beacon	9.3
Apple OS and Software	9.2
VMware	9.2
Wayside Marketing	9.1

Rated highest for Effectiveness

GovConnection	9.8
IBM Informix	9.8
ShoreTel	9.5
BI Consulting Group	9.4
VMware	9.4
Apple OS and Software	9.0
Wayside Marketing	9.0

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.

Lowest overall scores for each VendorRate benchmarks

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

Business Objects had the lowest scores in 9 of 10 VendorRate benchmarks.

Vendors with lowest ratings in most categories

Business Objects	10
Shared Technologies	10
Sprint Nextel	9
Verizon Communications	9
IBM Global Services	8
Microsoft Applications	6
AT&T Wireless	5
Microsoft OS	5

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 benchmark

Rated lowest for Recommend

Shared Technologies	6.8
Oracle Consulting	6.7
Infosys	6.5
IBM Global Services	6.4
Microsoft OS	6.4
Sprint Nextel	6.2
Verizon Communications	6.2
AT&T Wireless	6.1
Business Objects	5.3

Rated lowest for Integrity

HP Desktop-Laptop	6.9
Infosys	6.8
Microsoft OS	6.7
IBM Global Services	6.6
Microsoft Applications	6.6
Sprint Nextel	6.6
AT&T Wireless	6.5
Shared Technologies	6.5
Verizon Communications	6.4
Business Objects	6.3

Rated lowest for Communication

Apple Desktop-Laptop	6.9
Infosys	6.8
Microsoft Developer	6.8
Oracle Consulting	6.8
AT&T	6.5
Shared Technologies	6.4
IBM Global Services	6.2
Qwest Communications	6.2
Sprint Nextel	6.1
Microsoft Applications	5.8
Verizon Communications	5.6
Business Objects	5.3

Rated lowest for Timeliness

PeopleSoft	6.9
AT&T	6.8
Apple Desktop-Laptop	6.7
Microsoft Developer	6.6
AT&T Wireless	6.4
IBM Global Services	6.1
Shared Technologies	6.1
Microsoft Applications	6.0
Verizon Communications	5.8
Sprint Nextel	5.7
Business Objects	4.3

Rated lowest for Reliability

Shared Technologies	6.7
T-Mobile USA	6.7
Microsoft Applications	6.6
Microsoft OS	6.4
Business Objects	6.2
Verizon Communications	6.2
Sprint Nextel	6.1

Rated lowest for Customer Service

AT&T	6.9
PeopleSoft	6.8
Qwest Communications	6.8
Microsoft Developer	6.5
Shared Technologies	6.5
Oracle Consulting	6.4
Sprint Nextel	6.4
HP Desktop-Laptop	6.3
IBM Global Services	6.3
Microsoft OS	6.2
AT&T Wireless	6.0
Microsoft Applications	5.6
Verizon Communications	5.6
Business Objects	5.3

Rated lowest for Usability

Shared Technologies	6.6
Sprint Nextel	6.4
Verizon Communications	6.3
Business Objects	4.5

Rated lowest for Budget

Apple Desktop-Laptop	6.9
Oracle Applications	6.6
Sprint Nextel	6.6
Verizon Wireless	6.6
IBM Global Services	6.5
Microsoft Developer	6.4
Oracle Database/Middleware	6.4
Qwest Communications	6.4
Shared Technologies	6.3
Microsoft OS	6.2
PeopleSoft	5.9
Microsoft Applications	5.8
Verizon Communications	5.3
Oracle Consulting	5.1
Business Objects	4.0

Rated lowest for Expertise

IBM Global Services	6.8
Infosys	6.8
Shared Technologies	6.7
HP Desktop-Laptop	6.4
Business Objects	5.3

Rated lowest for Effectiveness

Sprint Nextel Corporation	6.8
Verizon Communications	6.8
IBM Global Services	6.6
AT&T Wireless	6.5
Shared Technologies	6.5
Business Objects	5.7

Top and bottom rated industries

GovConnection and PC Connection helped the Computer & Software Retail Industries earn top ratings in the second quarter.

Internet, Wireless and E-commerce software industries trailed all other IT groups with the lowest overall scores.

Detailed industry reports

VendorRate subscribers can view detailed reports of top and bottom vendor performance within their specific industries.

Top rated industries Q2 2009

Industry	Overall Score
Computer & Software Retail	89
Computer Products Distribution & Support	85
Security Network & Encryption Devices	84
Security Software	82
Enterprise Telecommunications Equipment	82
Database & File Management Software	80
Magnetic Disk Storage	80

Lowest rated industries Q2 2009

Industry	Overall Score
Managed Network Services	69
Data Services	68
Wireless Communications Services	68
Internet & Online Services Providers	67
Wireless Telecommunications Resellers	67
Wireless Network Operators	66
E-commerce Software	64

Top hardware vendors by industry

Names and scores of top rated hardware vendors in their respective industries are listed on this page.

Note that certain vendors, like Sun Microsystems Server and Patrick Townsend Security Solutions, were rated top vendor in more than one industry.

No hardware vendor received a low enough score to be listed in a lowest rated vendor category.

Detailed On-Demand 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, Q2 2009

Hardware Industries	Vendor	Score
Computer Peripherals	Sony Electronics	82
Enterprise Telecommunications Equipment	Shoretel	92
Mass Storage Systems	Sun Microsystems Server	81
Personal Computers	Sony Electronics	82
Printing & Imaging Equipment	HP Printers	82
Security Network & Encryption Devices	Patrick Townsend Security Solutions	85
Servers & Mainframes	Sun Microsystems Server	81
Virtualization	VMware	91
Virtualization	Quest Software	83

Top and lowest rated software vendors by industry

Only vendors rated Exceptional (80 or above) in their respective industries are included in the VendorRate top-rated listings.

IBM Informix received a top score of 96, leading all ratings, not only in the Database & File Management software industry, but for all software industries.

Business Objects received the lowest ratings for a software company in the Business Intelligence Software and Content & Document Management Software industries.

Top rated software vendors by industry, Q2 2009

Software Industries	Vendor	Score
Accounting & Finance Software	EiS Technologies	82
Business Intelligence Software	IBM Informix	96
Business Intelligence Software	Noetix	80
Collaborative Software	Sybase	86
Content & Document Management Software	Sybase	86
Database & File Management Software	IBM Informix	96
Database & File Management Software	Sybase	86
Enterprise Application Integration Software	Quest Software	83
Messaging, Conferencing & Communications Software	Sybase	86
Security Software	Patrick Townsend Security Solutions	85
Storage & Systems Management Software	VMware	91
Storage & Systems Management Software	Quest Software	83

Lowest rated software vendors by industry, Q2 2009

Software Industries	Vendor	Score
Accounting & Finance Software	Microsoft Applications	64
Business Intelligence Software	Business Objects	52
Business Intelligence Software	Oracle Consulting	68
Collaborative Software	Microsoft Applications	64
Content & Document Management Software	Business Objects	52
Content & Document Management Software	Microsoft Applications	64
Database & File Management Software	Microsoft Applications	64
Development Tools, Operating Systems & Utilities Software	Microsoft Operating Systems	67

Top and lowest rated service vendors by industry

Only vendors rated Exceptional in the service industries are included in the VendorRate top-rated listings.

GovConnection was the highest rated service vendor with scores of 98 in both the Computer & Software Retail and Internet Retail industries.

Verizon Communications had the lowest service vendors scores in five industries.

Top rated service vendors by industry, Q2 2009

Service Industries	Vendor	Score
Computer & Software Retail	GovConnection	98
Computer & Software Retail	PC Connection	86
Consulting and Integration Services	Nityo Infotech	86
Consulting and Integration Services	IBM Global Services	66
Information Technology Services	BI Consulting Group	92
Information Technology Services	Solution Beacon	89
Information Technology Services	Wayside Marketing, Inc	89
Information Technology Services	Nityo Infotech	86
Internet Retail	GovConnection	98
Internet Retail	PC Connection	86
Outsourced Development	Nityo Infotech	86

Lowest rated service vendors by industry, Q2 2009

Service Industries	Vendor	Score
Data Network Operators	Sprint Nextel	64
Data Services	Sprint Nextel	64
Telecommunications Equipment Distribution & Support	Shared Technologies	65
Information Technology Services	Verizon Communications	61
Internet & Online Services Providers	Verizon Communications	61
Internet & Online Services Providers	Microsoft Applications	64
Internet & Online Services Providers	Sprint Nextel	64
Managed Network Services	Verizon Communications	61
Messaging Services Providers	AT&T Wireless	67
Wireless Communications Services	Verizon Communications	61
Wireless Communications Services	Sprint Nextel	64
Wireless Network Operators	Sprint Nextel	64
Wireless Network Operators	Verizon Communications	61

Index of vendors rated in Q2 2009 Report

170 Systems	ASUSTeK Computer	Centroid Consulting	Davis Instruments
2nd Solutions	AT&T Wireless	Ceridian	DCSoftware
3Com	AT&T	Cerner	Dell Desktop-Notebook
3M Company	Ataway	CGI Group	Dell Server
A1 Teletronics	Atm Corporation of America	ChemSW	Dell Storage-Networking
Abb Automation	Atreus Systems	Cherbonnier Mayer & Associates	Deloitte Consulting
Accenture	ATS	Christenson Electric	DHL Worldwide Network
ACE*COMM	AVI-SPL	CIBER	DIRECTV
Acer America	Avnet Electronics Marketing	Cingular Wireless	Distributel Communications
Acquity Group	Avtex	Cisco Network Management	D-Link Systems
Acsys	B & H Foto & Electronics	Cisco Routing & Switching	DLT Solutions
Adobe Systems	Bell Canada	Cisco Systems	Dolbey Systems
ADP	Bell Sympatico	Cisco Voice & Unified Communications	Dover Electronics
Advanced Micro Devices	Best Buy	Cisco-Linksys	DriveStream
Agilent Technologies	BI Consulting Group	Citrix Online	Dundas Data Visualization
AGS	Black Box Network Services	Cloud Creek Systems	E & H Integrated Systems
AIPTEK	Bloomberg	Comcast Business	E&C Medical Intelligence
Alcatel Lucent	BMC Software	CommScope	ebm-papst
ALLTEL	Boomerang	Communication Components	EiS Technologies
Amazon.com	Bottomline Technologies	ComponentArt	Electronic Data Systems
American Power Conversion (APC)	Brightpoint	Computer Associates Enterprise	Embarcadero Technologies
American Products	Brightwater Software	Computer Sciences	Embarq
Americaneagle.com	Brother International	Confio Software	EMC
Ameriteck Web Services	BT Group	Controlware Communications Systems	Emerson Network Power
AMI	Buffalo Office Systems	Core Services	Empowering Spirits Foundation
Amtelco	Business Objects	Core Technologies	En Pointe Technologies
Andrew Corporation	Buy.com	Corning Data Services	ERP Suites
Anywhere MD	Cablevision Systems	Corporate Express US	ESRI
APC	Capgemini	Cox Communications	eTelemetry
Apex IT	Cardinal Point	Cross Telecom	etkn
Apple Desktop-Laptop	Cash-Tech	Crossbow Technology	eVerge Group
Apple Operating Systems and Software	Cast Iron Systems	Crucial Technologies	EXO5
APPS Associates	CDW Government	Cyberlogic	FedEx
Arrow Electronics	CDW	DAT Optic	Feith Systems & Software
Arvato	Celestica	Data Domain	Fidel Partners
AST	Central Desktop	Datalink	Fishbowl Solutions

Index of vendors rated in Q2 2009 Report, *continued*

Frontier Communications	IBM Optim	KORE Telematics	NACR
Frontline Logic	IBM Server & Systems	KPI Partners	National Test Equipment
Fujitsu Computer Products of America	IBM Software	Kpit Infosystems	NaviSite
Fujitsu Consulting	IBM Storage	K-Tech Solutions	NAVTEQ
Garmin International	IBM Systems Magazine	Kwikut Equipment	NETGEAR
GL Associates	iLinc Communications	Kyocera Wireless	Networld Overstock
Global Business Solutions	Infocrossing	Lawson Software	NetWoven
Global Satcom Technology	InfoPro Worldwide	Lee Hecht Harrison	Newegg
GoldenGate Software	Informatica	Lenovo Desktop-Notebok	Nityo Infotech
Goodman Networks	Infosys	Lexmark International	Noetix
Google	Innovation Data Processing	LG Electronics	Nokia
GovConnection	Insight	LG Electronics Mobilecomm	Nortel Government Solutions
Granite Telecommunications	Intel	Logicalis	Nortel Networks
Graybar Electric	Intelligroup	Lyrus Technologies	Optio Software
Hackett	Interplex	M9 Solutions	Oracle Applications
Hawaiian Telcom	InterRel Consulting	Mace Security International	Oracle Consulting
HCL America	iPerceptions	Markertek Video Supply	Oracle Database/Middleware
Heart of Iowa Communications	IQ Services	MarketSphere Consulting	Orange PLC
Hello Direct	IRIS Software.	marketsphere	ORBCOMM
HP Desktop-Laptop	Iron Speed	Maximizer Software	Palladium Group
HP Printers	ISA Consulting	MAXIMUS	Pallas Athena
HP Server	ISI Telemanagement Solutions	McKesson	Palm
HP Software	IT Convergence	Mediacom Communications	Parametric Technology
HP Storage	i-Vantage	MentiSoftware Solutions	Patrick Townsend Security Solutions
Hitachi Consulting	iVisionMobile	Mercado Software	PC Connection
Hitachi Data Systems	J&R Music World Computer World	Metaswitch	PC Mall Sales
Hitachi Telecom	J.D. Edwards	MetroPCS Communications	Pegasystems
Hotsos Enterprises	Juniper Networks	MHC Software	PeopleSoft
HP Malaysia	Kaba Workforce Solutions	Microsoft Applications	Perceptive Software
HP Procurve	Kazer	Microsoft Developer	Perficient
HPC Systems	KBACE Technologies	Microsoft Operating Systems	Piocon Technologies
HPI International	Kforce	Microsoft Server/Infrastructure	Plantronics
Hyland Software	Kika Enterprises	MicroStrategy	Polycom
i360technologies	Kingston Technology	Motorola	Preferred Strategies
IBM Global Services	Komutel	MSI Computer	Premier Group
IBM Informix	Koninklijke KPN N.V.	MTS Allstream	Primavera Systems

Index of vendors rated in Q2 2009 Report, *continued*

Project Partners	Southern California Telephone	The PowerTech Group	Wayside Marketing
Proxim Wireless	Specialized Technology Resources	The Presidio	Websense
Quest Media & Supplies	Sprint Nextel	The TriZetto Group	Wells Fargo
Quest Software	Sprint	TigerDirect.com	Western Digital
Qwest Communications International	SPS Commerce	Time Warner Cable	Wild Rose Internet
Ranzal	Startec Global Communications	TITAN Technology Partners	Windstream
Rational Software	STR Software	Tivoli Software	Wipro Technologies
Reagan Wireless	Summit Technologies	T-Mobile USA	WTS
ReCellular	Sun Microsystem Software	TopDown Consulting	Wyse Technology
Red Gate Software	Sun Microsystems Server	Toshiba America Business Solutions	XETA Technologies
Red Hat	SunGard Data Systems	Toshiba America	Yahoo!
Research In Motion	Super Micro Computer	TRCA-TDS	Zanett
Ringmaster Software	Sybase	Trend Micro	Zirous
Rogers Wireless	Symantec Enterprise Security/Compliance	TruTek	Zmanda
Ronco Communications & Electronics	Symantec Enterprise Storage/Backup	t-systems germany	Zones
Saba Software	Symantec Small-Medium Business	TUSC	
Sage Software	Systech Solutions	United Mobile Liechtenstein	
Samsung Electronics America	SYSTIME Computer	UPS Capital	
SAP Large Enterprise	Tait North America	UPS Logistics Technologies	
SAP Small & Medium Business	Talley Communications	US Cellular	
SAS Institute	TANDBERG	USinternetworking	
Satyam	Taxware Systems	VelociTel	
Seagate Small & Medium Business	Tech Data	Ventyx	
Shared Technologies	Telecom Logistics	Verizon Communications	
ShoreTel	Telerik	Verizon Wireless	
Siemens	Telesource Services	Vertex Software	
Sierra Atlantic	Teliix	Vertex Solutions	
Site Pro 1	TelkomSA	ViewSonic	
Smart Dog Software	Telpro	Virgin Media	
Softshare	TelStrat	Virgin Mobile Telecoms	
Software House International	TELUS	Vizioncore	
SolidDB	Teradata	VMware	
Solution Beacon	TESSCO Technologies	Vonage	
SonicWALL	The Computer Merchant	W.B. Mason	
Sony Electronics	The Finit Group	Warner Bros. Entertainment	
Sophos	The GL Company	WatchGuard Technologies	

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 organization (small, medium, or Enterprise), prior vendor experience, the business role of the person doing 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	Eff.iveness
IBM Business Partner	28	84	8.5	8.7	8.1	8.7	8.8	9.1	9.8	8.5	8.8	8.7
Microsoft Business Partner	19	83	8.7	8.2	7.8	8.5	8.8	8.8	8.8	8.2	8.7	8.4
Oracle Business Partner	20	79	8.8	8.2	7.8	7.8	8.2	7.8	7.1	8.8	7.7	8.2
SAP Business Partner	1	72	7.8	8.0	8.8	8.0	7.8	8.0	7.8	8.0	7.8	7.8
Workday Business Partner	9	71	7.8	7.8	7.1	8.7	7.8	7.7	8.4	8.5	7.8	7.4
Microsoft Dynamics Business Partner	6	65	8.0	7.8	7.0	7.0	8.0	8.7	8.7	4.8	8.7	8.3
Avaya Business Partner	2	60	8.0	8.8	8.8	7.8	8.0	8.0	7.8	8.0	7.8	8.0

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.

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

Criteria	Score	Satisfaction Level
Recommend	8.9	Exceptional
Integrity	8.5	Exceptional
Communication	8.1	Exceptional
Timeliness	8.3	Exceptional
Usability	8.5	Exceptional
Reliability	9.0	Exceptional
Customer Service	8.2	Exceptional
Budget	7.1	Average
Expertise	8.8	Exceptional
Effectiveness	8.8	Exceptional

The form includes a grid for scoring criteria (Recommend, Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Budget, Expertise, Effectiveness) with columns for Poor, Average, and Exceptional ratings. Below the grid are sections for 'Products, Brands, or Services Used', 'What Worked Best?', 'What Did Not Work?', and 'Words of Wisdom'. There is also a section for 'My role when working with the vendor was' with checkboxes for Research, Recommend, Approve, Purchase, Install/Implement, Manage Team, Vendor Management, System Administrator, and Other. A checkbox at the bottom allows users to certify that they have done business with Microsoft Applications in the timeframe selected.

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 independent relationships with all 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 comparisons and industry “best of class” rankings. VendorRate benchmarks help customers leverage contract negotiations with data about specific strengths and weaknesses as evaluated by existing customers.
- Make online summary information free and charge for more advanced use — VendorRate permits businesses of all sizes to rate vendors and view scores. The affordable annual subscription service provides comprehensive data analytics for customers requiring more detail for their due diligence efforts.
- VendorRate requires raters to confirm their identity by providing a verifiable business email address, which also prevents employees from rating their own company. The identity of a rater is kept confidential at all times.
- 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 management.

Web 2.0

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

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 for 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?)

For Vendors

VendorRate is vendor neutral. Our goal is to provide accurate customer satisfaction information for each vendor listed. We encourage all business technology vendors to take full advantage of VendorRate’s transparent rating system.

- Any B2B technology vendor can be listed free of charge — There are currently over 14,000 vendor names in the VendorRate system. Users routinely add new vendor names and information using a simple “Add a Vendor” function on the site. Any vendor can do the same to start to collect ratings for their company.
- Customers can rate vendors free of charge — Any customer can visit VendorRate.com at any time to rate their experience with your company. See the previous page of this report for a description of the VendorRate Charter.
- All vendor summary scores are visible free of charge — Any visitor to VendorRate.com can enter a vendor name to view that company’s current scorecard. VendorRate only charges for detailed views of a vendor’s score, including vendor comparisons and drill-down reports.

Is your company listed accurately?

VendorRate lists basic vendor information including a company’s correct name, headquarters location and web address. Please re-view your organization’s information to make sure the correct name, location or division is represented.

A few simple steps can ensure that information about your company is entered accurately on VendorRate.

- *Is your company information correct; does it need to be updated?*
 To update your current listing or to be added to the VendorRate system, please send an email to vendors@VendorRate.com.
- *Are you listed in the proper category?*
 Vendor names are grouped into industry categories for quick analysis. Make sure your company or division is listed in the proper category so your prospective customers can easily find your listing.
- *Are your competitors listed?*
 Just as with your own listing, VendorRate’s competitive comparison feature relies on accurate company information. Make sure your competitors are accurately listed for a clear point-by-point analysis of your performance against theirs.

Use VendorRate for your own customer satisfaction surveys

VendorRate may be used by vendors, user groups or researchers to supplement internal surveys or as an independent research tool.

- *How does VendorRate data compare to your internal customer satisfaction service?*
 VendorRate customer satisfaction surveys are a powerful tool to supplement internal or third-party surveys you may be conducting. VendorRate is the only online, fully transparent rating system that can offer a “street-level” view of tech vendor performance.
- *Does VendorRate conduct private rating surveys?*
 VendorRate is vendor-neutral and does not solicit ratings for any vendor. Rating information is always transparent.
- *Does VendorRate help companies do their own customer satisfaction surveys?*
 Yes. Vendors who want to ask their customers to rate them on VendorRate are welcome to do so. VendorRate provides email templates, widgets and other tools to help vendors solicit ratings from their customers and publicize the results.
- *Can user groups do rating campaigns on behalf of the vendor they represent?*
 User groups are an excellent source of customer satisfaction data and may want use VendorRate to survey their members independently or in cooperation with the vendors they represent. VendorRate provides tools to help vendors solicit ratings from their members and publicize the results.



Use VendorRate to get real-time updates of how your customers feel about your company.

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- Highest and lowest rated industries and much more



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- View individual rating comments and details
- Drill-down data mining functions display vendor data by location, company size, rater's role, etc.



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Rate on VendorRate

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 IT and telecom 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



Click to rate
a Vendor

Invite colleagues, user groups and trade associations to add their voices to the VendorRate community on VendorRate.com today.

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