The **VendorRate Report** Q3 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

Contents
Click on the topic to view

Know The Score.
Vendor'Rate

VendorRate Q3 Report Executive Summary

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

VendorRate began collecting customer satisfaction ratings in March of 2008, and this is our second report. The more technology professionals rate their vendors, the better this report becomes.

Please click "Rate a Vendor" in the upper right hand corner of any page to rate a vendor in less than 3 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

Welcome to The VendorRate Report for the third calendar quarter of 2008. The VendorRate Report summarizes customer satisfaction ratings entered by technology professionals at our website, trade shows, professional conferences and virtual events. VendorRate also collects rating information in cooperation with user groups, trade associations, 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 Q3 Report

- IBM's Informix received the highest overall ranking with a score of 91
- VMware, CDW, and Apple (Desktops & Notebooks) repeated as highest rated vendors
- EMC and Microsoft (Operating Systems) repeated in lowest rated vendor listing
- Tech services industries continued to lag behind hardware and software industries in customer satisfaction
- 10 or more ratings per vendor were required to be eligible for the Top Vendor listing in Q3
- A new "Honorable Mention" section was created for companies with greater than 5 but less than 10 ratings
- IBM Servers also made the Top rated vendor list, but IBM Global Services is listed among Low rated vendors
- Both well known and lesser known brands won top honors in the Performance Category section on pages 8 and 9

Vendors rated Exceptional

Informix was the top scoring vendor for Q3, posting a summary score of 91. Informix received ratings from more than 120 organizations, indicating a high level of customer satisfaction.

Apple, CDW and VMware repeated their Q2 listing in the Exceptional rating section. Newcomers to the top rated vendor list include Quest Software and Oracle Software. Q2 top vendor ChemSW continued to receive summary scores above 90, although reduced rating volume moved them to the Honorable Mention section.

Honorable Mention

Eight vendors are listed who were rated Exceptional but did not receive the minimum 10 ratings required to make the Q3 Exceptional vendor list. Honorable Mention vendors received between 5 and 10 ratings during the period; more detailed information may be found when reading the Comments section for each vendor.

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

Vendors rated Exceptional

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Informix	91	9	9	9	9	9	10	9	8	9	9
VMware	86	9	9	9	8	9	9	8	8	9	9
CDW	86	9	8	9	9	9	9	9	8	8	8
Apple Desktop-Notebook	84	9	8	8	9	9	9	9	7	9	9
Quest Software	81	8	8	8	8	9	8	7	7	8	9
Oracle Software	81	9	8	8	8	8	9	7	7	9	8

Honorable Mention — Vendors rated Exceptional but with fewer than 10 ratings (minimum 5)

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
iXsystems	95	10	10	10	10	10	9	10	9	10	10
Digital & Analog Design	93	10	9	9	9	9	10	10	9	10	9
ChemSW	92	9	9	9	9	8	9	10	8	9	9
Intel	88	9	9	9	9	8	9	8	9	9	9
HP Printers	88	9	9	9	9	9	10	9	8	9	9
IBM Server & Systems	88	9	9	8	8	9	9	9	8	9	9
BEA Systems	85	8	8	9	8	9	9	9	8	8	9
Network Appliance	80	8	8	8	8	8	8	8	7	8	8

Click here to Rate a Vendor

Lowest rated vendors

Microsoft's Operating Systems and EMC repeated in list of vendors receiving the lowest summary rating scores.

Newcomers to the Lowest rated vendor list include Accenture, AT&T Wireless, Comcast Business, IBM Global Services.

On the Edge

Five vendors are listed who were rated with the lowest summary scores but did not receive the minimum 10 ratings required to make the Q3 Poor vendor list. On the Edge vendors received between 5 and 10 ratings during the period; more detailed information may be found when reading the Comments section for each rating.

Lowest rated vendors

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
IBM Global Services	63	6	6	6	6	6	6	6	5	6	6
AT&T Wireless	63	6	6	6	6	6	6	6	6	6	6
EMC	63	6	6	5	5	6	6	6	5	6	6
Comcast Business	60	5	5	6	6	7	6	4	6	5	6
Microsoft Operating Systems	59	5	5	5	5	6	5	5	6	6	5
Accenture	58	6	5	6	6	5	6	5	4	6	5

On the Edge — Lowest rated vendors with fewer than 10 ratings (minimum 5)

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Microsoft Server/Infrastructure	62	6	5	6	6	8	6	6	6	6	6
Computer Associates	54	5	6	5	5	5	5	5	6	6	6
Sprint Nextel	54	5	5	5	5	7	5	4	6	5	6
ProTegus	52	6	6	6	6	6	5	5	5	3	5
SAP America	51	5	5	5	5	6	6	4	5	5	5

Click here to Rate a Vendor

Ratings by Small Companies

VendorRate "drill-down" reports let subscribers compare data according to a variety of criteria including the size of the company providing ratings.

This page shows Exceptional and Poor ratings received by customers working for small companies with less than 500 employees. This Small Company group represents 45% of all members on VendorRate.

Apple's Desktop-Notebook group was the only repeat vendor from the Q2 Report making the Small Company listing.

Vendors must have received at least 5 ratings by Small Companies to be included in this section.

Vendors rated Exceptional by Small Companies

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
iXsystems	93	9	10	9	9	9	9	9	9	9	9
Digital & Analog Design	93	10	9	9	9	9	9	10	9	10	9
Informix	92	10	9	9	9	9	10	9	8	9	10
Intel	89	9	9	9	9	9	9	8	9	9	9
VMware	86	9	9	9	8	9	9	8	8	9	9
Apple Desktop-Notebook	85	9	9	9	9	9	9	8	7	9	8
CDW	80	8	8	8	8	8	8	9	7	8	8

Vendors rated Poor by Small Companies

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
AT&T	61	6	6	6	5	6	7	5	6	6	7
Sprint Nextel	47	5	4	4	5	6	4	3	6	4	5

Top ratings by Medium Companies

VendorRate "drill-down" reports give subscribers the ability to compare data according to a variety of criteria including the size of the company providing ratings.

This page shows Exceptional and Poor ratings received by customers working for medium sized companies with 500-2500 employees. This Medium Company group represents 23% of all members on VendorRate.

This is the initial Medium Company section in The VendorRate Report, so there are no repeat vendors listed. Companies must have received at least 5 ratings by Medium Companies to be included in this section.

Vendors rated Exceptional by Medium Companies

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Informix	90	9	9	9	8	9	10	9	8	9	9
Quest Software	85	8	9	8	8	10	9	7	8	9	9
Sybase	80	8	8	8	8	8	9	8	8	8	8

Vendors rated Poor by Medium Companies

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Dell Desktop-Notebook	61	6	6	6	6	7	7	5	6	6	6
Microsoft Operating Systems	40	4	3	4	4	5	3	3	6	5	4

Ratings by Enterprise companies

VendorRate "drill-down" reports give subscribers the ability to compare data according to a variety of criteria including the size of the company providing ratings.

This page shows Exceptional and Poor ratings received by customers working for Enterprise companies with more than 2500 employees. This Enterprise Company group represents 37% of all members on VendorRate.

There are no repeat vendors in the Exceptional section of the Enterprise list (VMware received only 4 ratings from Enterprise Companies in Q3). EMC repeated the Poor scoring category.

Vendors must have received at least 5 ratings by Enterprise Companies to be included in this section.

Companies rated Exceptional by Enterprise Companies

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Informix	90	9	9	9	9	9	9	9	9	8	9
CDW	89	9	9	9	9	9	9	9	8	9	9
Oracle Software	88	9	9	9	9	9	9	9	7	9	9
Apple Desktop-Notebook	84	9	8	8	9	8	9	9	7	8	9
Quest Software	80	8	8	8	8	9	8	7	8	8	8

Vendors rated Poor by Enterprise Companies

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
EMC Corporation	63	6	6	6	6	7	7	6	5	7	6
Accenture	61	6	6	6	7	6	7	6	6	6	6
Microsoft Operating Systems	61	6	6	6	6	6	6	6	5	6	6
IBM Global Services	60	5	6	6	5	6	6	6	4	6	6
Microsoft Applications	55	6	6	5	5	6	5	5	5	3	5
ProTegus	52	6	6	6	6	6	5	5	4	3	5

Highest overall scores for each VendorRate category

This table lists those companies with the highest score for each individual rating category. Both Highest Score and Honorable Mention vendors are included.

iXsystems and Digital & Analog Design led all vendors by receiving the top score in 10 categories.

Vendors with highest ratings in most categories

iXsystems	10
Digital & Analog Design	10
HP Printers	9
ChemSW	9
Informix	9

These results may be indicators of outstanding areas of customer satisfaction. More detailed information may be found when viewing VendorRate's Comments section and using the Compare & Rank Vendor function.

Highest Scores for each VendorRate rating category

Rated highest for Recommend

Apple Desktop-Notebook	Informix
CDW	Intel
ChemSW	Oracle Software
Digital & Analog Design	iXsystems
HP Printers	VMware
IBM Server & Systems	

Rated highest for Integrity

ChemSW	Informix
Digital & Analog Design	Intel
HP Printers	iXsystems
IBM Server & Systems	VMware

Rated highest for Communication

BEA Systems	Informix
CDW	Intel
ChemSW	iXsystems
Digital & Analog Design	VMware
HP Printers	

Rated highest for Timeliness

Apple Desktop-Notebook	HP Printers
CDW	Intel
ChemSW	Informix
Digital & Analog Design	iXsystems

Rated highest for Usability

Apple Desktop-Notebook	BEA Systems
BEA Systems	HP Printers
CDW	IBM Server & Systems
ChemSW	Informix
Digital & Analog Design	iXsystems
Quest Software	VMware

Rated highest for Reliability

Apple Desktop-Notebook	Intel
BEA Systems	Informix
CDW	iXsystems
ChemSW	Oracle Software
Digital & Analog Design	Red Hat
HP Printers	VMware
IBM Server & Systems	

Rated highest for Customer Service

Apple Desktop-Notebook	HP Printers
BEA Systems	IBM Server & Systems
CDW	iXsystems
ChemSW	Informix
Digital & Analog Design	

Rated highest for Budget

Digital & Analog Design	iXsystems
Intel	

Rated highest for Expertise

Apple Desktop-Notebook	Informix
Apple OS, Software	Intel
ChemSW	iXsystems
Digital & Analog Design	Oracle Software
HP Printers	VMware
IBM Server & Systems	

Rated highest for Effectiveness

Apple Desktop-Notebook	Informix
BEA Systems	Intel
ChemSW	iXsystems
Digital & Analog Design	Quest Software
HP Printers	VMware
IBM Server & Systems	

Lowest overall scores for each VendorRate category

This table lists those companies with the lowest scores for each rating category on VendorRate.com. Both Lowest Score and On the Edge vendors are included.

SAP trailed all vendors by receiving the lowest score in 9 of 10 categories.

Vendors with lowest ratings in most categories

SAP	9
ProTegus	7
Sprint	7
Computer Associates	6

These results may be indicators of lower areas of customer satisfaction. More detailed information may be found when viewing VendorRate's Comments section and using the Compare & Rank Vendor function.

Lowest scores for each VendorRate rating category

Rated lowest for Recommend

Comcast Business	SAP America
Computer Associates	Sprint Nextel

Rated lowest for Integrity

Comcast Business	SAP America
Microsoft Server/Infrastr.	Sprint Nextel

Rated lowest for Communication

Adobe Systems	SAP America
Computer Associates	Sprint Nextel

Rated lowest for Timeliness

Computer Associates	SAP America
Microsoft OS	Sprint Nextel

Rated lowest for Usability

Accenture	IBM Global Services
AT&T Wireless	Microsoft OS
Computer Associates	ProTegus
Deloitte Consulting	SAP America

Rated lowest for Reliability

Computer Associates	ProTegus
Microsoft OS	Sprint Nextel

Rated lowest for Customer Service

Comcast Business	ProTegus
Computer Associates	SAP America
Microsoft OS	Sprint Nextel

Rated lowest for Budget

Accenture	ProTegus
Adobe Systems	SAP America
Deloitte Consulting	

Rated lowest for Expertise

IBM Global Services	SAP America
ProTegus	Sprint Nextel

Rated lowest for Effectiveness

ProTegus	SAP America

Software Vendors rated Exceptional

VendorRate drill-down reports give users the ability to compare and rank vendor scores by industry.

In Q3, Informix, Quest Software, VMware and Oracle received Exceptional ratings in their software industries.

Companies receiving Honorable Mention had between 5 and 10 ratings.

Software vendors rated Exceptional by Industry

Industry	Vendor	Score
Business Intelligence	Informix	91
Database & File Management	Informix	91
	Quest Software	81
Development Tools, Operating Systems & Utilities	VMware	86
Enterprise Application Integration	Quest Software	81
Enterprise Resource Planning	Oracle	81
Storage & Systems Management	VMware	86
	Quest Software	81
Virtualization	VMware	86
	Quest Software	81

Honorable Mention — Software vendors rated Exceptional by Industry (Less than 10 ratings)

Accounting & Finance	*No vendor rated Exceptional*
Chemical Industry	ChemSW (Honorable Mention)
Collaborative Software	*No vendor rated Exceptional*
Content & Document Management	*No vendor rated Exceptional*
Customer Relationship Management	*No vendor rated Exceptional*
E-commerce	*No vendor rated Exceptional*
Engineering, Scientific & CAD/CAM	ChemSW (Honorable Mention)
Financial Services, Legal & Government	ChemSW (Honorable Mention)
Manufacturing, Warehousing & Industrial	ChemSW (Honorable Mention)
Messaging, Conferencing & Communications	*No vendor rated Exceptional*
Networking & Connectivity	*No vendor rated Exceptional*
Point-of-Sale & Electronic Retail Software	IBM Servers & Systems (Honorable Mention)
Security	Network Appliance (Honorable Mention)
Storage & Systems Management	Network Appliance (Honorable Mention)
Supply Chain Management & Logistics	*No vendor rated Exceptional*
Telecommunications Resellers	Digital & Analog Design (Honorable Mention)
Wireless Software	*No vendor rated Exceptional*

Hardware vendors rated Exceptional

VendorRate drill-down reports give users the ability to compare and rank vendor scores by industry.

Apple was the only vendor rated Exceptional among hardware companies during Q3.

Vendors listed under Honorable Mention received between 5 and 10 ratings.

Hardware vendors rated Exceptional by industry

Industry	Vendor	Score
Personal Computers	Apple Desktop-Notebook	84
Semiconductors and Microprocessors	Intel	89

Hardware Industries rated Exceptional by industry — Honorable Mention

Computer Networking Equipment	Network Appliance (Honorable Mention)
Mass Storage Systems	iXSystems (Honorable Mention)
	Network Appliance (Honorable Mention)
Personal Computers	HP Desktop-Notebook
Point-of-Sale & Electronic Hardware	IBM Servers & Systems (Honorable Mention)
Printing & Imaging Equipment	HP Printers (Honorable Mention)
Routing & Switching Equipment	*No vendor rated Exceptional*
Security Network & Encryption Devices	Network Appliance (Honorable Mention)
Servers	IBM Servers & Systems (Honorable Mention)
	iXSystems (Honorable Mention)
Wireless Telecom Equipment	*No vendor rated Exceptional*

Click here to Rate a Vendor

Service vendors rated Exceptional

VendorRate drill-down reports give users the ability to compare and rank vendor scores by industry.

Only CDW was rated Exceptional among service vendors during Q3.

Vendors listed under Honorable Mention received between 5 and 10 ratings.

Service vendors rated Exceptional by industry

Industry	Vendor	Score
Internet Retail	CDW	86

Service vendors rated Exceptional by industry — Honorable Mention

Applications Service Providers	*No vendor rated Exceptional*
Consulting and Integration Services	*No vendor rated Exceptional*
Data Services	*No vendor rated Exceptional*
Email Marketing Services	*No vendor rated Exceptional*
Information Technology Services	*No vendor rated Exceptional*
Internet & Online Services Providers	*No vendor rated Exceptional*
Lead Generation Services	*No vendor rated Exceptional*
Managed Network Services	*No vendor rated Exceptional*
Messaging Services	*No vendor rated Exceptional*
Online Marketing Services	*No vendor rated Exceptional*
Outsourced Development	*No vendor rated Exceptional*
VoIP Services	*No vendor rated Exceptional*
Web Consulting	*No vendor rated Exceptional*
Wireless Communications Services	*No vendor rated Exceptional*

Click here to Rate a Vendor

Top and Bottom industries for customer satisfaction

The Business Intelligence and Database/File Management Software industries received top scores for customer satisfaction.

Hardware industries continue to receive higher scores than their software counterparts, and service industries are consistently rated lower than both hardware and software.

Top 10 Industries for Customer Satisfaction

Business Intelligence Software
Database & File Management Software
Servers
Printing & Imaging Equipment
Computer Networking Equipment
Workstations
Wireless Software
Mass Storage Systems
Content & Document Management Software
Collaborative Software

Bottom 10 Industries for Customer Satisfactoin

Customer Relationship Management (CRM), Marketing and Sales Software
Enterprise Resource Planning Software
Multimedia, Graphics & Publishing Software
Accounting & Finance Software
Networking & Connectivity Software
Internet & Online Services Providers
Security Software
Internet Search & Navigation Services
Data Services
E-commerce Software

Index of vendors included in this report

An alphabetical listing of all vendors with 5 or more ratings is displayed on this page.

A complete list of all vendors rated on vendorrate.com during the third quarter of 2008, regardless of number of ratings, appears on the following pages.

Index of vendors in Q3 Report

Company	Score	Company	Score
Accenture	58	IBM Software	76
Adobe Systems	67	Informix	91
Apex IT	79	Infosys	72
Apple Desktop-Notebook	84	Intel	89
Apple Operating Systems	76	iXsystems	95
AT&T	63	Microsoft Applications	65
AT&T Wireless	63	Microsoft Developer	68
BEA Systems	85	Microsoft Operating Systems	59
Business Objects	70	Microsoft Server/Infrastructure	62
CDW	86	Network Appliance	80
ChemSW	92	Oracle Applications	71
Cisco Systems	75	Oracle Consulting	65
Comcast Business	60	Oracle Database / Middleware	74
Computer Associates	54	Oracle Software	81
Dell Desktop- Notebook	69	ProTegus	52
Dell Server	78	Quest Software	81
Deloitte Consulting	68	Rackspace	69
Digital & Analog Design	93	Red Hat	76
EMC Corporation	63	SAP America	51
HP Desktop-Notebook	66	Sprint Nextel Corporation	54
HP Printers	88	Sun Microsystems Server	71
HP Server	72	Sybase	78
IBM Global Services	63	Verizon Wireless	72
IBM Server & Systems	88	VMware	86

All vendors with less than 5 ratings in Q3

This list includes all vendors receiving less than 5 ratings during Q3 2008.

170 Systems
A. Latham Staples & Associates
Access 2000 And Beyond
Active Power
Activeunit
Acumen Solutions
AdminServer
Advanced Micro Devices
Advanced Skyline Technology
Advantage Design Group
Aero Data Recovery
Agile Software
AGS Software
Akamai Technologies
Akorri
Alchemist Media
ALLTEL
Alumnifinder
AMAX Engineering
Amazon Web Services
AMCC
American Power Conversion (APC)
Ameriteck Web Services
Amkor Technology
Anixter International
Antennas Direct
Arcplan
Arrow Electronics
Art Technology Group
AspDotNetStorefront.com
Astound Search
Ataway
Autonomy
Avaya
Avnet
Avocent
Avvo
Axiom Software
Axis Promotions
BakBone Software
Bank of America

BargainPrinting.com
Barracuda Networks
BearingPoint
BEC Technologies
Bell Sympatico
Best Buy
BetterWorld Telecom
Bezeq — The Israel Telecommunications
Biscom
Bitscape Solutions
Bixolon America
BizTech
Black Box
BMC Software
Boomerang
Brighterion
Brocade Communications Systems
Buchanan & Edwards
Business & Decision
Cablevision Systems
Cambridge SoundWorks
Capgemini
Cbeyond
CBL Data Recovery Technologies
CDC
CedarCrestone
CentOS
Cerner
Channel Performance
Charter Communications
Chase Paymentech Solutions
CheckFree
Ciber
Cisco Network Management
Cisco Routing & Switching
Cisco-Linksys
ClearOrbit
Cloudcreek Systems
Cogent Communications Group
Cognizant Technology Solutions
Cognos
Comarch
CommercialWare
CommScope

Compass Technologies
Compel (2e2)
Compellent Technologies
Compusave
Computer Associates International
Computer Brains
Computer Sciences
Compuware
Comsys IT Partners
Concur Technologies
Connect the dots
Core Services
Corning Cable Systems
Corporate Express Imaging
Cyber-Ark Software
Data Domain
DataDirect Technologies
Datamaxx Group
DataPipe
Datavision Computer Video
Daz System
Dell Storage-Networking
Deltek
Developer Express
DHL
Dice
Dimensional Insight
Document Sciences
Eagle Creek Software Services
EarthLink
EDSI
El Corte Inglés
Elance
Elastra
Electronic Data Systems
Elitecom
eLogic Learning
Eloqua
Embarcadero Technologies
Embarq
Embratel Participações
Emerging Solutions
Emerson Network Power
Entology

All vendors with less than 5 ratings in Q3, continued

Emerging Solutions	Hostica	LSI
Emerson Network Power	Hurricane Electric	Lucidity Consulting
Entology	HyperGen	MainStreet Commerce
ePlus	Hyperion Solutions	McAfee
eSolutions Group	iAnywhere Solutions	McKesson
EtherWAN Systems	IBM Princeton	MemoryTen
Eurotech	iCrossing	Meridian Knowledge Solutions
eVerge Group	i-flex Solutions	Mesa Networks
Exact Software	iGate Corporation	Metafore
EYP	Imagine Now	MetroPCS Communications
F5 Networks	Incentra Solutions	MICROS Systems
Federal Communications Group	Informatica	MicroStrategy
Feith Systems & Software	InfoSpace	Microway
Fiserv Insurance Solutions	Infragistics	Mimosa Systems
Fiserv Lending Solutions	Ingram Micro	Mindflash Technologies
Foundry Networks	Innovation Data Processing	mindSHIFT Technologies
Fourth Generation Software Solutions	Innowave Technologies	Minicom Advanced Systems
FrontRange Solutions	Insight Enterprises	MITS
Fry's Electronics	Integral7	Montreal-DSL
Fujitsu Computer Products of America	INTEGRITYOne Partners	Motorola
Fujitsu Computer Systems	IntelliCorp	MTM Technologies
Fusion-io	InterRel Consulting	MySQL
FusionStorm	Invisible IT	Nakisa
Gateway	Iron Mountain	NEC
General Dynamics	iSP3 Solution Providers	Netezza
Genpact	IT Convergence	Netshelter
Global Crossing Limited	ITC DeltaCom	NetVision
Global Software Incorporated	ITS - US	NetWitness
GolinHarris	J.D. Edwards	NeuStar
Gomez	Jenzabar	Neverfail
Google	Johnson Controls	New Horizons Computer Learning Centers
Grayczyk Innovations	Jupiter Hosting	Newegg
GroundWork Open Source	Katek Solutions	NexusIS
GTSI	KBACE Technologies	Nims & Associates
Halo Consulting	Kintetsu World Express	Noetix
Harbinger Knowledge Products	Konica Minolta	Nokia
HCL America	KPI Partners	Novell
Hewitt Associates	Kpit Infosystems	Numara Software
HP Software	Kronos	NuView Systems
HP Storage	Legal Resource Network	NuVox Communications
High Rely	Lenovo	Océ North America
Hitachi Consulting	LHS	oDesk
Hitachi Data Systems	Lieberman Software	OnPoint Digital
Honeywell Technology Solutions	Lotus Development	Open Solutions

All vendors with less than 5 ratings in Q3, continued

Open Solutions
Open Text
Openbravo
Openwave Systems
OpenX Limited
Opticomm
Orange Parachute
Orange Telecomms
Palm
Panasonic Corporation of North America
Panasonic Notebook
Patni Americas
PBB Global Logistics
PDF Solutions
PeopleSoft
Perceptive Software
Perficient
Perforce Software
Pervasive Software
Phire
Pillar Data Systems
Polygon Software
Pomeroy IT Solutions
Powersmiths International
PricewaterhouseCoopers International
Priority Networks
ProComm Studio Services
Project Performance
Protiviti
Purecom
PUREmail
Quantum
Quest Diagnostics
Qwest Communications International
Rackable Systems
Ranzal
Rational Software
Remote Services
Research In Motion
RightNow Technologies
Robert Half International
Rocky Mountain RAM
Rogers Wireless
Rose Electronics

RSA Security
Sabrix
Sage Software
Salesforce.com
Saltmine
SAS Institute
Satyam
Scancode Systems
ScriptLogic
Seagate Large Enterprise Business
Seagate Small & Medium Business
Serena Software
ServePath .
Server Technology
ServerBeach
ShoreTel
Siebel Systems
Siemens
Sirius Computer Solutions
Software House International
Sonic.Net
Sony Electronics
Spectrum Digital
Sprint
Stoneware
SugarCRM Inc
SunGard Data Systems
Super Micro Computer
Super Talent Technology
Supply Chain Fusion
Symantec Enterprise Security/Compliance
Symantec Enterprise Storage/Backup
Synapsis Technology
Synergy Global Solutions
SYNNEX
Systems Management
Talend
Tata America International
Tatum
Tech Data
TELCEL
Telenor
TELUS
Teradata

The Planet Internet Services
The Siemon Company
Thinkmate
Timelink
Tivoli Software
T-Mobile USA
Toshiba America Information Systems
Trend Micro
Tricore Solutions
Twiki.net Ubuntu
UC4 Software
Unisys
Untangle
UPC
USinternetworking
Verecom Technologies
VeriFone Holdings
Verio
Verizon Communications
VERTEX Solutions
Visual Sciences
VoIP Supply
Volkin Electronics
Volkswagen America
Volt Telecom Group
Vonage Holdings
VTN Technologies USA
Wasatch Software
Western Blue
White Springs Software
Wipro Technologies
Wireless Analytics
Wonderware
World Wide Technology
Xiotech
XO Communications
Yahoo!
Zanett
Zebra Technologies
Zeuter Development
Zmark

How VendorRate puts IT Customer Satisfaction scores online

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

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

Overall Score:
84 - Exceptional
0 [====================] 100
Number of Ratings: 53

Compare IT vendors any way you'd like

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

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

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 catego-ries 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.

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?)

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

Your ratings *are* VendorRate

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

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

Top 10 types of vendors being rated on VendorRate
What can you say about your suppliers of:

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

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

Know The Score.
Vendor Rate