The **VendorRate 2009** Year End Report

Annual report of business performance 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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2009 Overview

The VendorRate 2009 Year End Report

VendorRate's observations and comments about this years's data results appear in the sidebars throughout this report.

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

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

As We See It

One small step for transparency, one major step for the voice of the customer.

2009 may be remembered as the year that technology vendors really began to listen to their business customers. As technology professionals began finding ways to use social media for business, some vendors realized a subtle shift was taking place. Customer feedback had changed from occasional in-house surveys to public praises and complaints about vendors from thousands of users. The voice of the business customer had become a key component in shaping public perception about vendor performance.

Old habits die hard

Many technology vendors still hope that carefully crafted marketing spin can overcome low levels of customer satisfaction. These vendors shy away from VendorRate rather than encouraging customers to share vendor performance evaluations in a transparent system. They fear that transparent benchmarking will place them at a competitive disadvantage and expose poor service, late deliveries, incomplete functionality, deliberate budget overruns and lack of quality. Stated bluntly, if prospective customers knew the real truth, they may not purchase.

Vendors that get it

Some technology vendors are learning that reputation benchmarking provides a powerful market advantage. They welcome transparent competitive comparisons as the best way to win customers. They are willing to tout their strengths while acknowledging areas they are working to perfect.

In short, successful vendors will embrace a transparent benchmarking system like VendorRate's in order to meet customer needs in a competitive marketplace. They know listening to the voice of the customer is good for business, and their reputation reflects it.

Richard G. Schaefer, CEO

Executive Summary

VendorRate 2009 Year End Highlights

- Informix repeats as Vendor of the Year

- GovConnection, a division of PC Connection, selected as the Reseller of the Year

- Business Intelligence consultant, Xtivia, was the highest rated consulting company

- Lowest rated vendor was SAP/ Business Objects

- Lowest rated reseller was Shared Technologies

- Lowest rated consultant was Oracle Consulting

Executive Summary

Welcome to the VendorRate Year End Report for 2009. The VendorRate 2009 Report summarizes business performance 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. IT professionals have contributed more than 7500 ratings of hardware, software, telecom and service vendors on VendorRate.com.

Highlights of The VendorRate 2009 Report

- IBM Informix repeats as the Top Rated vendor
- GovConnection, a division of PC Connection, earned top honors as the highest rated reseller
- Business Intelligence consultant, Xtivia, was the highest rated consulting company
- Scores from small and mid-size technology vendors continue to outperform big brand technology vendors
- Lowest rated vendor listings are dominated by telecom and wireless providers

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 November 2008 through December 1, 2009. Only vendors receiving eight or more ratings in the period were included in this report.

VendorRate is vendor neutral and accepts neither vendor sponsorship or advertising.

Top vendors of 2009

Congratulation to Informix for earning the 2009 Vendor of the Year award and to GovConnection for its recognition as the 2009 Reseller of the Year.

Both vendors sustained high scores across a high volume of ratings throughout the year. Their top-rated performance reflects the respect they've earned from their customers for consistently meeting or exceeding expectations.

Again, congratulations to the Top Vendor and Top Reseller for 2009, and to all of the leading vendors listed in this year's VendorRate Report.

Vendor of the Year

IBM Informix   **Score:** 94.3

Overall Score: 94 – Exceptional

0 [██████████] 100   Number of Ratings: 243

Criteria	Score		Satisfaction Level
Recommend	9.5	██████	Exceptional
Integrity	9.4	██████	Exceptional
Communication	8.9	██████	Exceptional
Timeliness	9.1	██████	Exceptional
Usability	9.5	██████	Exceptional
Reliability	9.7	██████	Exceptional
Customer Service	8.9	██████	Exceptional
Budget	8.6	██████	Exceptional
Expertise	9.4	██████	Exceptional
Effectiveness	9.6	██████	Exceptional

Informix, the IBM database product family, repeated as Vendor of the Year for 2009. Since their initial appearance in the VendorRate Report in Q3, 2008, Informix customers have rated them the No. 1 or No. 2 vendor in every quarter.

Informix's exceptional performance is universal. Raters in every job function scored Informix as one of the top three performing vendors.

The International Informix Users Group (IIUG.org) continues to play a key role by encouraging its members to candidly express their opinions about experience with Informix.

Resellers of the Year

GovConnection (PC Connection)   **Score:** 96.8

Overall Score: 97 – Exceptional

0 [██████████] 100   Number of Ratings: 70

Criteria	Score		Satisfaction Level
Recommend	9.8	██████	Exceptional
Integrity	9.8	██████	Exceptional
Communication	9.7	██████	Exceptional
Timeliness	9.7	██████	Exceptional
Usability	9.7	██████	Exceptional
Reliability	9.7	██████	Exceptional
Customer Service	9.8	██████	Exceptional
Budget	9.5	██████	Exceptional
Expertise	9.6	██████	Exceptional
Effectiveness	9.7	██████	Exceptional

Ratings for GovConnection, the public sector division of PC Connection, dominated the reseller category in 2009. Technology professionals throughout government and education scored GovConnection at the top of virtually every VendorRate benchmark for resellers.

GovConnection's overall score of 96.8 was the highest aggregate customer satisfaction score received by any vendor, reseller or consultant during the year.

Top 10 vendors of the Year

Informix scored 94.3 to edge last year's leader, ChemSW (92.9), and claim the top spot for 2009. 10ZIG Technology, with a score of 91.6, rounded out the top three vendors for the year.

New additions to the Top Vendor list for 2009 include Shoretel, Quest Software, Patrick Townsend Security Solutions, Sybase and Vizioncore.

Lowest rated vendors

SAP/Business Objects trailed the 2009 field with a low score of 53.6. The company was joined by several companies providing wireless and internet-related services.

Top Vendors 2009

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
IBM Informix	94.3	9.5	9.5	9.2	9.3	9.6	9.8	9.2	8.9	9.6	9.7
ChemSW	92.9	9.5	9.4	9.5	9.4	9	9.1	9.8	8.3	9.6	9.3
10ZiG Technology	91.6	9.1	9.3	9	9.1	9.1	9.2	9.2	8.9	9.3	9.2
ShoreTel	89.0	9.1	8.9	8.6	8.4	9.4	9.2	8.9	8.6	8.9	9
Quest Software	85.3	8.7	8.4	8.4	8.4	8.9	8.7	8.4	7.5	8.8	8.9
Patrick Townsend Security	85.2	8.6	8.8	8.5	8.2	8.2	8.8	8.5	8.2	8.7	8.7
Sybase	84.6	8.7	8.6	8.1	8.2	8.8	8.8	8.3	7.8	8.6	8.7
Apple Desktop-Laptop	81.0	8.4	8.5	7.9	8.3	8.5	8.6	7.7	7	8	8.2
HP Server	80.7	8.5	8.2	7.3	7.8	8.4	8.7	7.7	7.7	8.1	8.3
Vizioncore	80.8	8.2	8.1	8.1	7.9	8.3	8.1	7.8	7.9	8.1	8.3

Lowest rated vendors 2009

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Qwest Communications	66.8	6.6	6.6	6.2	6.6	7.1	7.3	6.4	6.3	6.8	6.9
AT&T	66.7	6.6	6.7	6	6.3	7	7.5	6.5	6.4	7	6.7
AT&T Wireless	64.3	6.2	6.4	6.8	6.3	6.5	6.8	6.3	6.1	6.6	6.2
Verizon Communications	62.9	6.3	6.5	5.7	6	6.6	6.5	5.8	5.4	7.2	6.8
T-Mobile USA	61.2	6.1	6.3	6.1	6.1	6.4	5.6	6.1	6.1	6.3	6.2
Microsoft Server/Infrastructure	61.5	6.8	6.8	6	5.8	6.5	6.4	4.7	5.7	6.3	6.7
Sprint Nextel	60.0	5.8	6.1	5.9	5.5	6	5.8	5.8	6.1	6.8	6.1
BMC Software	60.1	5.9	6	6.2	6.5	6	5.9	6.1	5.9	5.8	5.8
Cisco Voice & Unified Comms	57.5	5.5	6.1	5.4	4.8	5.7	6.4	5.6	4.8	6.7	6.5
Bell Canada	56.2	5.5	6.2	5.2	5.6	5.5	6.4	5.5	5.5	5.5	5.2
SAP/Business Objects	53.6	5.3	5.8	5.4	4.6	5.1	6.2	5.3	4.1	5.6	6.1

Rate a Vendor

Top resellers and consultants

Resellers

GovConnection and its sister company, PC Connection, were rated as the top resellers for 2009.

CDW, CDW Government and Newegg rounded out the top five reseller spots.

Telecom reseller, Shared Technologies, was the lowest rated reseller in 2009 with a score of 67.9.

Consultants

Xtivia led all consultants with a score of 94.4, followed by Cloud Creek Systems and Nityo Infotech, in the top three spots for the year. Oracle Consulting trailed the field with a score of 65.8.

Top rated resellers 2009

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
GovConnection	96.8	9.8	9.8	9.7	9.7	9.7	9.7	9.8	9.5	9.6	9.7
PC Connection	93.0	9.4	9.4	9.4	9.4	9.2	9.4	9.5	8.9	9.1	9.3
CDW	85.4	8.6	8.5	8.6	8.5	8.5	8.7	8.8	8.3	8.2	8.6
CDW Government	85.0	8.5	8.6	8.3	8.5	8.4	8.9	9.0	8.2	8.2	8.4
Newegg	85.9	8.6	8.7	8.4	8.7	9.0	8.8	8.1	8.8	8.2	8.5

Lowest rated reseller 2009

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Shared Technologies	67.9	7.1	6.9	6.3	6.4	7.0	6.9	6.6	6.5	7.5	6.8

Top rated consultants 2009

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Xtivia	94.4	9.6	9.7	9.4	9.3	9.3	9.7	9.5	9.1	9.4	9.5
Cloud Creek Systems	93.2	9.5	9.5	9.1	9.4	9.5	9.5	9.5	8.5	9.3	9.3
Nityo Infotech	86.0	8.7	8.6	8.5	8.6	8.7	8.9	8.7	8.3	8.5	8.7

Lowest rated consultant 2009

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Oracle Consulting	65.8	6.5	7.1	6.1	6.8	7.1	6.9	5.8	4.9	7.5	7.1

The voice of small organizations

The following pages list the Top Vendors as rated by customers working for small (less than 250 employees) organizations.

GovConnection, Informix and PC Connection took the three top vendor spots for vendors favored by Small organization IT users.

Lowest rated by small organizations

AT&T, Sprint Nextel and AT&T Wireless were least favored by users working in small organizations.

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.

Small organizations' top rated vendors

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
GovConnection	97	9.8	9.8	9.7	9.8	9.7	9.9	9.8	9.6	9.6	9.8
IBM Informix	94	9.6	9.6	9.3	9.2	9.6	9.8	9.2	8.7	9.7	9.8
PC Connection	95	9.6	9.6	9.6	9.6	9.4	9.6	9.7	9.1	9.2	9.5
ChemSW	93	9.3	9.3	9.5	9.5	8.9	9.1	9.9	8.3	9.5	9.4
Cloud Creek Systems	92	9.5	9.5	9.0	9.4	9.4	9.5	9.4	8.2	9.3	9.3
ShoreTel	90	9.3	9.0	8.8	8.6	9.5	9.4	8.8	8.6	9.0	9.2
Quest Software	89	9.0	9.0	9.0	8.9	9.0	9.0	9.1	7.8	9.3	9.2
10ZiG Technology	89	8.9	9.2	8.7	8.8	8.9	8.9	8.9	8.6	9.2	8.9
Intel	87	9.0	9.0	8.4	7.5	8.9	9.2	8.5	7.7	9.4	9.0
CDW	87	8.7	8.5	8.8	8.8	8.5	8.9	9.0	8.5	8.3	8.7

Small organizations' lowest rated vendors

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
AT&T	64	6.4	6.5	5.7	5.9	6.4	7.5	6.6	6.3	6.5	6.4
Sprint Nextel	64	6.4	6.5	6.1	5.8	6.1	6.4	6.2	6.5	7.3	6.5
AT&T Wireless	63	6.0	6.2	6.6	5.9	6.3	6.8	6.3	6.2	6.6	6.1

Rate a Vendor

The voice of small organizations

This page, and the two following, summarize highest and lowest ratings from employees in small organizations for each of the 10 VendorRate rating benchmarks.

Vendors rated highest in each category are listed along with their respective scores under the green banners. Similarly, vendors with the lowest ratings per benchmark are listed under the red banners.

This page features top ratings for VendorRate's Recommend, Integrity and Communication benchmarks.

Small organization highest scores for each VendorRate benchmark

Recommend		Integrity		Communication	
IBM Informix	9.6	IBM Informix	9.6	ChemSW	9.5
Xtivia	9.6	Xtivia	9.4	IBM Informix	9.3
Cloud Creek Systems	9.5	ChemSW	9.3	Xtivia	9.3
ChemSW	9.3	Cloud Creek Systems	9.5	Cloud Creek Systems	9.0
ShoreTel	9.3	ShoreTel	9.0	Quest Software	9.0
Samsung Electronics	9.2	Quest Software	9.0	Nityo Infotech	9.0
Kingston Technology	9.1	Nityo Infotech	9.2	Verizon Wireless	8.9
Apple Desktop-Laptop	9.1	10ZiG Technology	9.2	ShoreTel	8.8
Quest Software	9.0	Kingston Technology	9.1	IBM Software	8.8
Intel	9.0	Intel	9.0		
VMware	9.0	Sony Electronics	9.0		
Toshiba Information Systems	9.0				

Small organization lowest scores for each VendorRate benchmark

Recommend		Integrity		Communication	
Lenovo Desktop-Notebook	7.1	ALLTEL	7.2	Lenovo Desktop-Notebook	6.6
Belkin	6.8	HP Printers	6.9	Belkin	6.6
Nortel	6.4	Nortel	6.6	AT&T Wireless	6.6
AT&T	6.4	AT&T	6.5	APC	6.5
Sprint Nextel	6.4	Sprint Nextel	6.5	Nortel	6.4
MTS Allstream	6.4	Verizon Communications	6.6	Sprint Nextel	6.1
Tech Data	6.0	AT&T Wireless	6.2	AT&T	5.7
AT&T Wireless	6.0	MTS Allstream	6.4	MTS Allstream	5.2
Verizon Communications	5.8	Qwest Communications	5.6	Verizon Communications	4.8
Qwest Communications	5.4	T-Mobile USA	4.8	Qwest Communications	4.8
T-Mobile USA	4.8				

Rate a Vendor

The voice of small organizations

This page continues the summary ratings from employees in small organizations for each of the 10 VendorRate benchmarks. Timeliness, Usability and Reliability are shown.

Small company scores for the final four VendorRate benchmarks, Customer Service, Budget, Expertise and Effectiveness are concluded on page 10.

Small company highest scores for each VendorRate benchmark

Timeliness		Usability		Reliability	
ChemSW	9.5	IBM Informix	9.6	IBM Informix	9.8
Cloud Creek Systems	9.4	ShoreTel	9.5	Xtivia	9.7
IBM Informix	9.2	Cloud Creek Systems	9.4	Kingston Technology	9.7
Xtivia	9.1	Kingston Technology	9.3	Cloud Creek Systems	9.5
Quest Software	8.9	Logitech	9.3	ShoreTel	9.4
Apple Desktop-Laptop	8.9	Samsung Electronics America	9.3	Intel	9.2
10ZiG Technology	8.8	Nityo Infotech	9.2	ChemSW	9.1
ShoreTel	8.6	IBM Server & Systems	9.2	APC	9.1
Nityo Infotech	8.6	Xtivia	9.1	Sun Microsystems Server	9.1
IBM Software	8.6				

Small company lowest scores for each VendorRate benchmark

Lowest for Timeliness		Lowest for Usability		Rated lowest for Reliability	
Microsoft OS	6.9	Nortel	6.9	Embarcadero Technologies	6.9
Oracle Applications	6.8	MTS Allstream	6.8	AT&T Wireless	6.8
Nortel	6.0	AT&T	6.4	MTS Allstream	6.6
AT&T	5.9	AT&T Wireless	6.3	Sprint Nextel	6.4
AT&T Wireless	5.9	Sprint Nextel	6.1	Qwest Communications	6.2
Sprint Nextel	5.8	Qwest Communications	5.8	T-Mobile USA	4.4
Qwest Communications	5.8	T-Mobile USA	5.0		
MTS Allstream	5.4				
T-Mobile USA	4.6				

Rate a Vendor

Small

Small company highest scores for each VendorRate benchmark

Customer Service		Budget		Expertise		Effectiveness	
ChemSW	9.9	Xtivia	9.0	IBM Informix	9.7	IBM Informix	9.8
Cloud Creek Systems	9.4	Kingston Technology	8.8	ChemSW	9.5	Xtivia	9.4
Xtivia, Inc.	9.3	IBM Informix	8.7	Intel	9.4	ChemSW	9.4
IBM Informix	9.2	ShoreTel	8.6	Cloud Creek Systems	9.3	Cloud Creek Systems	9.3
Quest Software	9.1	Nityo Infotech	8.6	Quest Software	9.3	ShoreTel	9.2
Nityo Infotech	9.0	10ZiG Technology	8.6	10ZiG Technology	9.2	Quest Software	9.2
		ChemSW	8.3	Xtivia	9.1	Nityo Infotech	9.2
		Samsung Electronics	8.3	ShoreTel	9.0	Logitech	9.2
		Cloud Creek Systems	8.2			Intel	9.0
		Patrick Townsend Security	8.2			Apple Desktop-Laptop	9.0
		IBM Global Services	8.2			SonicWALL	9.0

Small company lowest scores for each VendorRate benchmark

Customer Service		Budget		Expertise		Effectiveness	
Oracle DB/Middleware	6.9	Verizon Wireless	6.9	NETGEAR.	6.8	Lenovo Desktop-Notebok	6.9
HP Printers	6.9	SYNNEX	6.8	Nortel	6.7	MTS Allstream	6.8
Lenovo Desktop-Notebook	6.9	Oracle Applications	6.7	AT&T Wireless	6.6	Nortel	6.6
Oracle Applications	6.9	Microsoft OS	6.5	AT&T	6.5	Sprint Nextel	6.5
Dell Server	6.8	Sprint Nextel	6.5	Belkin	6.4	AT&T	6.4
HP Desktop-Laptop	6.8	Oracle DB/Middleware	6.4	Qwest Communications	5.4	Verizon Communications	6.4
AT&T	6.6	MTS Allstream	6.4	T-Mobile USA	5.4	AT&T Wireless	6.1
American Power Conversion	6.5	Microsoft Developer	6.3			Qwest Communications	5.4
Belkin	6.4	AT&T	6.3			T-Mobile USA	4.4
AT&T Wireless	6.3	IBM Server & Systems	6.2				
NETGEAR	6.2	Microsoft Applications	6.2				
Nortel	6.2	AT&T Wireless	6.2				
Sprint Nextel	6.2	Nortel	5.8				
MTS Allstream	5.8	Qwest Communications	5.4				
Verizon Communications	5.6	T-Mobile USA	5.0				
Qwest Communications	5.6	Verizon Communications	4.4				
T-Mobile USA	4.8						

The voice of midsize organizations

The following pages list the Top Vendors as rated by customers working for midsize (250 to 2500 employees) organizations.

GovConnection (96), ChemSW and 10ZIG Technology took the three top vendor spots.

Lowest rated by midsize organizations

Cisco Voice & Unified Communications trailed the field with the lowest score of 5.2. User disaffection extended to vendors like Microsoft, Verizon, AT&T, IBM and HP.

Midsize organizations' top rated vendors

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
GovConnection	96	9.6	9.7	9.7	9.7	9.6	9.6	9.6	9.3	9.4	9.4
ChemSW	95	9.9	9.6	9.5	9.5	9.4	9.4	9.9	8.5	9.9	9.6
10ZiG Technology	93	9.1	9.4	9.1	9.2	9.3	9.5	9.4	9.0	9.4	9.5
Wayside Marketing	92	8.8	9.2	8.8	9.2	9.3	9.5	9.5	8.7	9.3	9.2
PC Connection	91	9.0	9.0	9.1	9.3	9.1	9.3	9.2	8.9	9.0	9.2
Newegg	91	9.4	9.4	9.1	9.1	8.9	9.1	9.0	8.9	8.9	9.0
IBM Informix	90	9.1	8.9	8.6	8.9	9.3	9.5	9.0	8.8	8.9	9.3
Sun Microsystems Server	89	9.2	8.8	8.6	9.0	8.8	9.6	8.8	7.6	9.0	9.2
Oracle Software	86	8.6	8.9	9.1	8.9	8.8	8.1	8.3	7.9	8.6	8.9
CDW Government	86	8.7	8.8	7.7	8.5	8.3	9.3	9.5	8.5	8.0	8.8

Midsize organizations' lowest rated vendors

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Microsoft Applications	68	7.0	7.0	6.8	6.9	7.6	6.7	5.8	5.7	6.7	7.6
HP Desktop-Laptop	68	7.8	6.8	6.8	7.0	6.8	7.0	6.0	6.2	6.8	6.6
IBM Global Services	66	6.5	6.7	6.3	6.3	6.3	7.0	6.0	6.5	7.2	6.7
AT&T Wireless	66	6.6	6.8	6.8	6.6	6.9	7.3	6.8	6.1	6.0	6.1
AT&T	62	6.2	6.2	5.6	6.1	7.0	6.3	6.0	5.7	6.9	6.4
Verizon Communications	61	5.8	6.3	5.5	5.7	6.8	7.0	5.3	4.5	7.0	7.0
Microsoft Server/Infrastructure	58	6.2	6.2	5.6	6.0	6.6	5.8	4.6	5.2	6.4	5.8
Cisco Voice & Unified Comms	51	4.8	6.2	5	3.8	5.2	5.8	4.7	3.2	6.3	6.3

The voice of midsize organizations

This page, and the two following, summarize highest and lowest ratings from employees in midsize organizations for VendorRate's 10 rating benchmarks.

Vendors rated highest in each category are listed along with their respective scores. Top ratings for the Recommend, Integrity and Communication benchmarks are highlighted on this page.

The list of benchmark ratings from midsize organizations concludes on page 14.

Midsize organization highest scores for each VendorRate benchmark

Recommend		Integrity		Communication	
ChemSW	9.9	ChemSW	9.6	ChemSW	9.5
Sun Microsystems Server	9.2	10ZiG Technology	9.4	10ZiG Technology	9.1
10ZiG Technology	9.1	Wayside Marketing	9.2	Oracle Software	9.1
IBM Informix	9.1	IBM Informix	8.9	Wayside Marketing	8.8
Hewlett-Packard Server	8.9	Oracle Software	8.9	IBM Informix	8.6
Wayside Marketing, Inc	8.8	Sun Microsystems Server	8.8	Sun Microsystems Server	8.6
Hewlett-Packard Printers	8.7	Patrick Townsend Security	8.6		
Oracle Software	8.6	Hewlett-Packard Server	8.6		
Dell Server	8.6				
IBM Server & Systems	8.6				

Midsize organization lowest scores for each VendorRate benchmark

Recommend		Integrity		Communication	
AT&T Wireless	6.6	HP Desktop-Laptop	6.8	Oracle Applications	6.9
IBM Global Services	6.5	AT&T Wireless	6.8	Microsoft Applications	6.8
AT&T	6.2	IBM Global Services	6.7	HP Desktop-Laptop	6.8
Microsoft Server/Infrastructure	6.2	Verizon Communications	6.3	AT&T Wireless	6.8
Verizon Communications	5.8	AT&T	6.2	IBM Global Services	6.3
Cisco Voice & Unified Comms	4.8	Microsoft Server/Infrastructure	6.2	AT&T	5.6
		Cisco Voice & Unified Comms	6.2	Microsoft Server/Infrastructure	5.6
				Verizon Communications	5.5
				Cisco Voice & Unified Comms	5.0

Rate a Vendor

The voice of midsize organizations

This page continues the summary ratings from employees in mid-size organizations for each of the 10 VendorRate benchmarks. Top ratings for the Timeliness, Usability and Reliability benchmarks are highlighted.

Midsize company scores for the final four VendorRate benchmarks, Customer Service, Budget, Expertise and Effectiveness, are concluded on the following page.

Midsize organization highest scores for each VendorRate benchmark

Timeliness		Usability		Reliability	
ChemSW	9.5	ChemSW	9.4	Sun Microsystems Server	9.6
10ZiG Technology	9.1	10ZiG Technology	9.3	10ZiG Technology	9.5
Oracle Software	9.1	Wayside Marketing	9.3	Wayside Marketing, Inc	9.5
Wayside Marketing	8.8	IBM Informix	9.3	IBM Informix	9.5
IBM Informix	8.6	Quest Software	9.0	ChemSW	9.4
Sun Microsystems Server	8.6	Hewlett-Packard Printers	9.0	Nortel	9.1
Dell Server	8.5	Sun Microsystems Server	8.8	HP Server	8.8
		Oracle Software	8.8	IBM Server & Systems	8.8
		Nortel	8.8	Dell Server	8.7
		HP Server	8.7	Quest Software	8.7
				HP Printers	8.7
				Patrick Townsend	8.6
				Oracle DB/Middleware	8.6

Midsize organization lowest scores for each VendorRate benchmark

Timeliness		Usability		Reliability	
Microsoft Applications	6.9	AT&T Wireless	6.9	Microsoft OS	6.9
AT&T Wireless	6.6	HP Desktop-Laptop	6.8	Microsoft Applications	6.7
IBM Global Services	6.3	Verizon Communications	6.8	AT&T	6.3
AT&T	6.1	Microsoft Server/Infrastructure	6.6	Microsoft Server/Infrastructure	5.8
Microsoft Server/Infrastructure	6.0	IBM Global Services	6.3	Cisco Voice & Unified Comms	5.8
Verizon Communications	5.7	Cisco Voice & Unified Comms	5.2		
Cisco Voice & Unified Comms	3.8				

Midsize

Midsize organization highest scores for each VendorRate benchmark

Customer Service		Budget		Expertise		Effectiveness	
ChemSW	9.9	10ZiG Technology	9.0	ChemSW	9.9	ChemSW	9.6
Wayside Marketing	9.5	IBM Informix	8.8	10ZiG Technology	9.4	10ZiG Technology	9.5
10ZiG Technology	9.4	Wayside Marketing	8.7	Wayside Marketing	9.3	IBM Informix	9.3
IBM Informix	9.0	ChemSW	8.5	Sun Microsystems Server	9.0	Wayside Marketing	9.2
Sun Microsystems Server	8.8	HP Server	8.2	IBM Informix	8.9	Sun Microsystems Server	9.2
Dell Server	8.8	Vizioncore	8.1	Quest Software	8.7	Oracle Software	8.9
		Nortel	8.0	Oracle Software	8.6	HP Printers	8.7
				IBM Server & Systems	8.6	Nortel	8.7
						Quest Software	8.6

Midsize organization lowest scores for each VendorRate benchmark

Customer Service		Budget		Expertise		Effectiveness	
AT&T Wireless	6.8	Oracle Database/		AT&T	6.9	IBM Global Services	6.7
Oracle Applications	6.7	Middleware	6.7	HP Desktop-Laptop	6.8	HP Desktop-Laptop	6.6
Microsoft OS	6.6	Microsoft OS	6.6	Microsoft Applications	6.7	AT&T	6.4
HP Desktop-Laptop	6.0	IBM Global Services	6.5	Microsoft Server/Infrastructure	6.4	Cisco Voice & Unified Comms	6.3
IBM Global Services	6.0	Oracle Applications	6.3	Cisco Voice & Unified Comms	6.3	AT&T Wireless	6.1
AT&T	6.0	HP Desktop-Laptop	6.2	AT&T Wireless	6.0	Microsoft Server/Infrastructure	5.8
Microsoft Applications	5.8	AT&T Wireless	6.1				
Verizon Communications	5.3	Microsoft Applications	5.7				
Cisco Voice & Unified Comms	4.7	AT&T	5.7				
Microsoft Server/Infrastructure	4.6	Microsoft Server/Infrastructure	5.2				
		Verizon Communications	4.5				
		Cisco Voice & Unified Comms	3.2				

Rate a Vendor

The voice of Enterprise organizations

The following pages list the Top Vendors as rated by customers working for Enterprise (over 2500 employees) organizations.

GovConnection (96), IBM Informix and Xtivia maintained high scores throughout the year to take the three top spots for vendors favored by Enterprise organization IT users.

Lowest rated by small organizations

At the low end, SAP/Business Objects (56), BMC Software and Verizon recorded the lowest ratings among IT users in Enterprise organizations.

Enterprise organizations' top vendors

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
GovConnection	96	9.9	9.8	9.6	9.3	9.8	9.4	9.9	9.2	9.6	9.7
IBM Informix	95	9.6	9.7	9.3	9.4	9.6	9.9	9.3	9.3	9.6	9.8
Xtivia	95	9.6	9.9	9.4	9.3	9.4	9.6	9.6	9	9.5	9.5
Nityo Infotech	87	8.8	8.4	8.5	8.9	8.7	8.9	9.1	8.6	8.5	8.7
Patrick Townsend	86	8.6	9	8.6	8.5	8.2	8.8	8.7	8.4	8.8	8.9
CDW	86	8.9	8.6	8.5	8.5	8.5	8.8	8.8	8.4	8.4	8.8
Sybase	86	8.8	8.8	8.4	8.3	9.0	8.8	8.6	7.9	8.8	8.8
Sun Microsystems Server	86	8.3	8.6	8.5	8.6	9.1	8.8	8.4	7.5	9.3	8.8
IBM Server & Systems	83	8.8	8.5	7.7	8.2	8.6	8.5	7.9	7.2	8.3	8.8
Quest Software	83	8.4	8.1	8.3	8.1	8.9	8.5	8.0	7.2	8.5	8.8

Enterprise organizations' lowest rated vendors

Vendor	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Shared Technologies	67	6.9	6.7	5.9	6.1	7.1	6.6	6.4	6.5	7.7	6.7
Microsoft Operating Systems	66	6.5	6.6	6.6	6.7	6.7	6.2	6.3	5.8	7.4	7.1
AT&T Wireless	65	6.3	6.5	7.2	6.5	6.6	6.6	5.9	6.1	7.1	6.3
Oracle Consulting	64	6.1	6.8	5.3	6.8	7.3	6.9	5.9	4.5	7.5	7.0
Verizon Communications	64	6.4	6.4	6.1	5.7	6.6	6.3	6.1	6.0	7.1	6.8
Verizon Wireless	60	5.9	5.9	5.8	6.1	6.8	6.8	5.9	5.5	5.4	5.5
BMC Software	57	5.6	5.8	5.9	6.2	5.8	5.6	5.8	5.6	5.4	5.4
SAP/Business Objects	56	5.6	6.1	5.8	4.8	5.4	6.6	5.6	4.0	5.9	6.5

The voice of Enterprise organizations

This page, and the two following, summarize the highest and lowest ratings received from employees in Enterprise organizations for each of VendorRate's 10 rating benchmarks. Vendors rated highest in each category are listed along with their respective scores under the green banners.

Lowest rated vendors for each of VendorRate's 10 benchmarks are listed under the red banners.

This page highlights scores from Enterprise workers for Recommend, Integrity and Communication benchmarks.

The list of benchmark ratings from Enterprise professionals concludes on page 18.

Enterprise organization highest scores for each VendorRate benchmark

Recommend		Integrity		Communication	
GovConnection.	9.9	Xtivia	9.9	10ZiG Technology	9.8
VMware	9.8	GovConnection	9.8	GovConnection	9.6
IBM Informix	9.6	10ZiG Technology	9.7	BI Consulting	9.5
Xtivia	9.6	IBM Informix	9.7	Xtivia	9.4
10ZiG Technology	9.5	BI Consulting Group	9.5	ChemSW	9.4
ChemSW	9.4	VMware	9.4	IBM Informix	9.3
BI Consulting Group, LLC	9.3	ChemSW	9.3	VMware	9.0
CDW	8.9	Patrick Townsend Security	9.0	Solution Beacon	8.6
Solution Beacon, LLC	8.8	Sybase	8.8	Patrick Townsend Security	8.6
Nityo Infotech	8.8			Embarcadero Technologies	8.6
Sybase	8.8				
IBM Server & Systems	8.8				

Enterprise organization lowest scores for each VendorRate benchmark

Recommend		Integrity		Communication	
Shared Technologies	6.9	Oracle Consulting	6.8	Microsoft Applications	6.6
SAP Large Enterprise	6.8	Bell Canada	6.8	SAP Large Enterprise	6.6
Microsoft OS	6.5	Shared Technologies	6.7	Microsoft OS	6.6
Verizon Communications	6.4	Microsoft OS	6.6	IBM Global Services	6.4
AT&T Wireless	6.3	HP Desktop-Laptop	6.5	Microsoft Server/Infrastructure	6.4
Oracle Consulting	6.1	AT&T Wireless	6.5	Verizon Communications	6.1
Bell Canada	6	Verizon Communications	6.4	Shared Technologies	5.9
Verizon Wireless	5.9	SAP/Business Objects	6.1	BMC Software	5.9
BMC Software	5.6	Verizon Wireless	5.9	Verizon Wireless	5.8
SAP/Business Objects	5.6	BMC Software	5.8	Bell Canada	5.8
Sprint Nextel	4.8	Sprint Nextel	5.4	SAP/Business Objects	5.8
				Oracle Consulting	5.3
				Sprint Nextel	5.2

Rate a Vendor

The voice of Enterprise organizations

This page continues the summary ratings from employees in Enterprise organizations for each of the 10 VendorRate benchmarks. Scores for Timeliness, Usability and Reliability are listed.

Enterprise company scores for the final four VendorRate benchmarks, Customer Service, Budget, Expertise and Effectiveness, are concluded on the following page.

Enterprise organization highest scores for each VendorRate benchmark

Timeliness		Usability		Reliability	
10ZiG Technology	9.8	GovConnection	9.8	IBM Informix	9.9
BI Consulting Group	9.5	10ZiG Technology	9.7	10ZiG Technology	9.7
IBM Informix	9.4	IBM Informix	9.6	Xtivia	9.6
GovConnection	9.3	VMware	9.6	GovConnection	9.4
Xtivia	9.3	Xtivia	9.4	SAP Large Enterprise	9.4
VMware	9.2	Sun Microsystems Server	9.1	VMware	9.2
ChemSW	9.1	BI Consulting	9.0	BI Consulting Group	9.2
Embarcadero Technologies	9.0	Sybase	9.0	Solution Beacon	9.2
Nityo Infotech	8.9	ChemSW	8.9	ChemSW	9
Solution Beacon	8.8	Noetix	8.9	Nityo Infotech	8.9
		Quest Software	8.9	HP Server	8.9

Enterprise organization lowest scores for each VendorRate benchmark

Timeliness		Usability		Reliability	
IBM Software	6.6	Verizon Wireless	6.8	PeopleSoft	6.9
Microsoft Applications	6.6	Microsoft OS	6.7	Oracle Consulting	6.9
AT&T Wireless	6.5	AT&T Wireless	6.6	Microsoft Server/Infrastructure	6.8
BMC Software	6.2	Verizon Communications	6.6	Verizon Wireless	6.8
Shared Technologies	6.1	Sprint Nextel	6.0	Shared Technologies	6.6
Verizon Wireless	6.1	BMC Software	5.8	AT&T Wireless	6.6
SAP Large Enterprise	5.8	SAP/Business Objects	5.4	SAP/Business Objects	6.6
Verizon Communications	5.7	Bell Canada	5.0	Verizon Communications	6.3
Microsoft Server/Infrastructure	5.4			Microsoft OS	6.2
Bell Canada	5.4			Bell Canada	6.2
Sprint Nextel	5.0			BMC Software	5.6
SAP/Business Objects	4.8			Sprint Nextel	4.6

Enterprise

Enterprise organization highest scores for each VendorRate benchmark

Customer Service		Budget		Expertise		Effectiveness	
GovConnection.	9.9	10ZiG Technology	9.5	10ZiG Technology	9.8	IBM Informix	9.8
10ZiG Technology	9.8	IBM Informix	9.3	GovConnection	9.6	10ZiG Technology	9.7
Xtivia	9.6	GovConnection	9.2	IBM Informix	9.6	GovConnection	9.7
ChemSW	9.4	Xtivia	9.0	Xtivia	9.5	VMware	9.6
IBM Informix	9.3	Solution Beacon	9.0	BI Consulting Group	9.5	Xtivia	9.5
BI Consulting Group	9.2	BI Consulting Group	8.8	ChemSW	9.4	BI Consulting Group	9.3
Solution Beacon	9.2	VMware	8.6	Sun Microsystems Server	9.3	Noetix	9.0
Nityo Infotech	9.1	Nityo Infotech	8.6	VMware	9.2	ChemSW	8.9
Black Box	9.0	Dell Server	8.6	Solution Beacon	9.2	Patrick Townsend Security	8.9
VMware	8.8						
CDW	8.8						

Enterprise organization lowest scores for each VendorRate benchmark

Customer Service		Budget		Expertise		Effectiveness	
Verizon Communications	6.1	Microsoft Applications	5.8	HP Desktop-Laptop	6.9	Verizon Communications	6.8
AT&T Wireless	5.9	Microsoft OS	5.8	PeopleSoft	6.9	Shared Technologies	6.7
Oracle Consulting	5.9	Sprint Nextel	5.8	Sprint Nextel	6.4	SAP Large Enterprise	6.6
Verizon Wireless	5.9	Microsoft Server/Infrastructure	5.6	Microsoft Server/Infrastructure	6.0	SAP/Business Objects	6.5
Cisco Routing & Switching	5.8	Bell Canada	5.6	SAP/Business Objects	5.9	AT&T Wireless	6.3
SAP Large Enterprise	5.8	BMC Software	5.6	Verizon Wireless	5.4	Bell Canada	5.8
BMC Software.	5.8	Verizon Wireless	5.5	Bell Canada	5.4	Sprint Nextel	5.6
SAP/Business Objects	5.6	PeopleSoft	5.3	BMC Software	5.4	Verizon Wireless	5.5
Microsoft Server/ Infrastructure	5.4	SAP Large Enterprise	5.2			BMC Software	5.4
Sprint Nextel	5.4	Oracle Consulting	4.5				
		SAP/Business Objects	4.0				

Rate a Vendor

Vendor scores by job functions

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

For example, raters with authority to Approve vendors, shown here, gave their highest scores of the year (95) to Cloud Creek Systems and 10ZIG Technology. These were followed closely by IBM Informix (94) and BI Consulting Group (92).

Likewise, raters who Approve vendors gave their lowest ratings to Dell Server (62) and AT&T (66).

Top vendor scores by raters who Approve vendors

Approve	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Cloud Creek Systems	95	9.6	9.8	9.4	9.7	9.7	9.6	9.6	8.6	9.3	9.6
10ZiG Technology	95	9.3	9.7	9.4	9.4	9.6	9.5	9.6	9.1	9.6	9.4
IBM Informix	94	9.4	9.4	9.0	9.3	9.6	9.6	9.1	9.1	9.6	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
Apple Desktop-Laptop	90	9.8	9.4	9.1	9.4	9.8	9.4	7.8	7.8	8.6	9.5
ShoreTel	90	9.1	8.9	8.7	8.6	9.6	9.2	8.8	9.1	9.1	9.3

Lowest vendor scores by raters who Approve vendors

AT&T	66	6.5	6.5	5.6	6.1	7.4	8	6.1	6.4	7.1	6.4
AT&T Wireless	66	6.4	6.7	6.8	6.5	6.4	7.1	6.8	5.7	6.8	6.4
Dell Server	62	6.0	6.5	5.3	5.5	7.1	6.7	5.3	7.3	6.1	6.5

Vendor scores by job functions

Raters who Install and Implement vendor solutions rated IBM Informix (95) their top vendor of the year, followed closely by ChemSW and 10ZIG Technology.

The same group of hands-on professionals rated Verizon, AT&T Wireless and Microsoft Server/ Infrastructure at the low end of their preference.

Top vendor scores by raters who Install or Implement products or services

Install/Implement	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
IBM Informix	95	9.6	9.6	9.2	9.3	9.6	9.8	9.2	8.9	9.7	9.7
ChemSW	94	9.6	9.6	9.5	9.5	9.1	9.3	9.8	8.3	9.7	9.4
10ZiG Technology	92	9.1	9.3	9.1	9.1	9.3	9.4	9.3	9.0	9.4	9.3
ShoreTel	89	9.0	8.9	8.5	8.1	9.5	9.1	8.8	8.9	9.1	9.2
Wayside Marketing	89	9.0	8.9	8.4	8.8	9.0	9.3	9.4	8.2	9.1	9.0
Quest Software	87	8.9	8.6	8.5	8.6	9.1	8.9	8.7	7.8	9.0	9.1

Lowest vendor scores by raters Install or Implement products or services

Oracle Consulting	64	6.3	6.9	5.6	6.7	7.0	6.8	5.5	4.7	7.4	7.0
Microsoft Server/Infrastructure	60	6.7	6.8	5.8	5.7	6.2	6.5	4.2	5.4	6.1	6.6
AT&T Wireless	59	5.7	6.2	6.2	5.9	5.6	6.2	6.3	5.4	5.8	5.7
Verizon Communications	58	5.8	6.1	5.2	5.1	6.2	6.3	5.2	5.3	6.7	6.4

Rate a Vendor

Vendor scores by job functions

Raters who Manage Teams of IT professionals rated the business performance of IBM Informix (96) and ChemSW at the top for 2009.

AT&T (62) and Verizon brought up the rear among IT team managers in 2009.

Top vendor scores by raters who Manage Teams

Manage Team	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
IBM Informix	96	9.7	9.7	9.3	9.4	9.7	9.9	9.4	9.3	9.8	9.8
ChemSW	95	9.5	9.5	9.5	9.6	9.4	9.4	10	8.6	9.6	9.4
ShoreTel	93	9.5	9.3	9.0	8.8	9.8	9.3	9.4	9.4	9.1	9.5
Cloud Creek Systems	92	9.6	9.4	9.0	9.3	9.3	9.4	9.3	8.4	9.1	9.2
CDW	87	8.9	8.8	8.8	8.4	8.7	8.9	9.3	8.4	8.3	8.7
Quest Software	85	8.5	8.4	8.4	8.4	9.3	8.9	8.3	7.5	9.0	8.5
Sybase	85	8.6	8.6	8.1	8.4	8.5	8.7	8.2	8.4	8.3	8.8
Dell Server	85	8.8	8.8	8.2	8.2	8.7	8.5	8.6	8.0	8.6	8.8

Lowest vendor scores by raters who Manage Teams

Verizon Communications	68	7.0	7.3	6.7	6.2	7.0	7.3	7.0	5.9	7.1	6.8
AT&T Wireless	64	6.2	6.2	6.9	6.3	6.3	7.1	6.2	5.9	6.7	6.4
AT&T	62	5.8	6.2	5.3	5.6	7.2	7.7	5.8	6.2	6.5	5.9

Rate a Vendor

Vendor scores by job functions

Professionals who Purchase IT solutions preferred the business performance of 10ZIG Technology (94) and IBM Informix.

AT&T and Verizon had the lowest scores when rated by the people who purchase IT technology and services.

Top vendor scores by raters who Purchase IT products and services

Purchase	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
10ZiG Technology	94	9.3	9.5	9.3	9.3	9.5	9.4	9.5	9.0	9.5	9.4
IBM Informix	93	9.3	9.3	8.9	9.2	9.4	9.6	9.2	8.9	9.5	9.5
ShoreTel	89	8.8	8.7	8.8	8.5	9.5	9.1	8.6	8.6	8.9	9.1
APC	89	9.1	9.1	8.9	8.5	8.9	9.4	8.6	8.0	9.0	9.1
Patrick Townsend Security	86	8.8	8.9	8.6	8.1	8.5	8.8	8.5	8.4	8.7	8.9

Lowest vendor scores by raters who Purchase IT products and services

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Belkin	68	6.6	7.1	6.4	6.9	7.1	6.6	6.1	7.8	6.4	7.0
AT&T	65	6.3	6.7	5.9	6.2	7.1	7.2	6.2	6.3	6.7	6.6
Verizon Communications	64	6.5	6.5	5.9	6.4	7.0	6.6	5.9	6.0	6.9	6.5
AT&T Wireless	61	6.2	6.2	6.2	6.1	6.2	6.7	6.2	5.2	6.1	6.1

Rate a Vendor

Vendor scores by job functions

IT professionals with responsibility to Recommend IT solutions gave their three highest scores to ChemSW, 10ZIG Technology and IBM Informix.

The IT vendors less likely to be recommended were Microsoft Server/Infrastructure, AT&T Wireless and Verizon.

Top and lowest vendor scores by raters who Recommend technology vendors

Recommend	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
ChemSW	96	10	9.9	9.9	10	9.4	9.3	10	8.5	10	9.5
10ZiG Technology	96	9.5	9.7	9.5	9.5	9.6	9.6	9.6	9.3	9.7	9.7
IBM Informix	95	9.6	9.5	9.2	9.3	9.6	9.8	9.3	9.0	9.6	9.8
IBM Server & Systems	89	9.4	9.2	8.4	8.8	9.0	9.3	8.8	7.8	8.9	9.2
Apple Desktop-Laptop	88	9.5	9.2	8.6	8.8	9.5	9.4	7.8	7.4	8.8	9.4
Quest Software	88	9.0	8.8	8.6	8.7	9.2	9.0	8.8	7.8	9.1	9.2
ShoreTel	88	8.8	8.8	8.5	8.2	9.5	9.3	8.3	8.8	9.0	9.1
Nityo Infotech	88	8.8	9.0	8.8	8.8	9.0	8.9	8.9	8.6	8.8	8.9
Patrick Townsend Security	88	8.9	9.1	8.6	8.5	8.5	9.1	8.8	8.4	8.9	9.0

Lowest vendor scores by raters who Recommend technology vendors

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Verizon Communications	66	6.5	6.7	5.7	6.6	7.3	7.3	6.2	5.4	6.9	7.0
AT&T Wireless	64	6.1	6.5	6.7	6.1	6.5	6.8	5.9	6.4	7.0	6.1
Microsoft Server/Infrastructure	57	6.4	6.5	5.4	5.4	5.9	6.1	3.8	5.3	5.6	6.3

Vendor scores by job functions

IT professionals who Research tech vendors gave scores of 90 or above to 10ZIG Technology and IBM Informix, followed by ShoreTel, ChemSW and Apple.

Vendor researchers gave their lowest scores to Microsoft Server/ Infrastructure (57), AT&T, Shared Technologies and Verizon.

Top and lowest vendor scores by raters who Research technology vendors											
Research	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
10ZiG Technology	95	9.4	9.7	9.5	9.3	9.5	9.5	9.6	9.3	9.7	9.6
IBM Informix	95	9.6	9.5	9.1	9.3	9.6	9.8	9.3	9.0	9.6	9.8
ShoreTel	92	9.4	9.3	8.8	8.9	9.7	9.5	9.2	8.9	9.3	9.4
ChemSW	93	9.5	9.4	9.5	9.4	9.1	9.1	9.8	8.3	9.5	9.0
Apple Desktop-Laptop	91	9.6	9.4	9.1	9.3	9.7	9.5	8.2	8.0	9.0	9.5
Patrick Townsend Security	89	9.0	9.2	8.8	8.6	8.5	9.1	8.9	8.6	9.0	9.1
Quest Software	88	9.0	8.6	8.6	8.6	9.1	9.0	8.8	8.4	9.0	9.2
Wayside Marketing	88	9.0	8.9	8.4	8.8	8.9	9.3	9.4	8.0	8.9	8.9

Lowest vendor scores by raters who Research technology vendors											
AT&T	66	6.4	6.4	6.1	6.0	7.7	7.4	6.8	6.1	6.9	6.4
Verizon Communications	65	6.5	6.8	5.9	6.3	6.8	7.1	6.3	5.5	7.0	6.6
Shared Technologies	64	6.7	6.3	5.8	6.1	6.6	6.2	6.3	6.1	7.3	6.2
AT&T Wireless	63	6.3	6.5	6.6	6.4	6.0	6.0	6.1	6.5	6.5	6.0
Microsoft Server/Infrastructure	57	6.4	6.5	5.4	5.6	5.8	6.1	6.1	5.6	5.6	6.3

Rate a Vendor

Vendor scores by job functions

Systems Administrators gave their highest scores to 10ZIG Technology, ChemSw and IBM Informix, with scores above 90.

Microsoft Server/Infrastructure (59), AT&T, Shared Technologies and Verizon received the lowest ratings by this group of administrators.

Top and lowest vendor scores by raters who are Systems Administrators

Systems Administrator	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
10ZiG Technology	97	9.5	9.7	9.6	9.5	9.8	9.8	9.9	9.4	9.8	9.7
ChemSW	94	9.6	9.6	9.6	9.5	9.3	9.2	9.8	8.6	9.6	9.4
IBM Informix	94	9.5	9.5	9.1	9.2	9.6	9.8	9.8	8.8	9.6	9.7
ShoreTel	89	9.0	8.9	8.8	8.3	9.5	9.2	9.1	8.9	8.8	9.2
Sun Microsystems Server	88	8.9	9.0	8.8	9.1	9.3	9.4	8.8	7.4	9.0	9.2
Quest Software	86	8.8	8.3	8.4	8.6	9.0	8.9	8.3	7.6	9.0	8.9
Sybase	85	8.7	8.7	8.3	8.3	8.9	8.8	8.6	7.8	8.7	8.8
Patrick Townsend Security	85	8.7	8.8	8.4	8.1	8.3	8.8	8.5	8.2	8.6	8.7

Lowest vendor scores by raters who are Systems Administrators

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
AT&T Wireless	65	6.3	6.6	6.9	6.4	6.8	7.1	6.5	6.2	6.4	6.2
Verizon Communications	64	6.7	6.8	5.8	6.1	6.9	7.0	6.6	5.7	6.6	6.6
AT&T	62	5.7	6.2	5.4	5.4	7.3	7.5	5.9	5.7	5.9	5.8
Microsoft Server/Infrastructure	59	6.4	6.5	6.0	5.5	6.0	6.1	6.6	5.8	5.9	6.5

Rate a Vendor

Vendor scores by job functions

IT professionals who Manage Vendors selected IBM Informix as their top vendor of the year, 10 points ahead of runner up, Patrick Townsend Security Solutions.

Verizon, AT&T and Dell Server were not so well received, garnering the lowest scores among this group of managers.

Top vendor scores by raters who Manage Vendors

Vendor Management	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
IBM Informix	98	9.9	9.9	9.6	9.7	9.9	10	4.3	9.5	9.9	9.9
Patrick Townsend Security	88	9	9.2	8.6	8.4	8.4	9.1	8.9	8.2	9.1	9.2
Vizioncore	82	8.4	8.5	8.1	8.2	8.2	8.3	8.7	7.8	8.2	8.6
Nortel	81	8.5	8	7.4	7.5	8.8	9.2	8.2	7.5	8.5	8.5

Lowest vendor scores by raters who Manage Vendors

	Score	Recommend	Integrity	Communication	Timeliness	Usability	Reliability	Customer Service	Budget	Expertise	Effectiveness
Dell Server	68	6.6	6.7	6.0	5.8	7.5	7.2	6.8	7.8	6.6	7.2
AT&T	64	6.0	6.1	5.4	5.9	6.9	7.9	6.3	6.1	6.6	6.0
AT&T Wireless	61	6.0	6.4	6.0	6.2	5.7	6.6	6.4	6.1	6.1	5.9
Verizon Communications	61	6.3	6.4	5.5	5.7	6.5	6.5	6.4	5.5	6.7	6.5

Rate a Vendor

Vendor scores by industry

This page lists aggregated average scores of all vendors rated in a given industry.

The Financial Services, Governance, Legal & Government Software industry edged the Internet Retail and Computer & Software Retail industries with the highest average scores for the year.

Data Network Operators and Wireless service providers trailed all IT industries with the lowest ratings for the year.

Detailed industry reports

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

Scoring by Industry 2009

Industry	Overall Score	Industry	Overall Score
Financial Services, Governance, Legal & Gov. Sw	93	Enterprise Application Integration Software	77
Internet Retail	90	Computer Networking Equipment	77
Computer & Software Retail	90	Collaborative Software	77
Manufacturing, Warehousing & Industrial Sw	88	Routing & Switching Equipment	76
Outsourced Development	86	Process Control Software	76
Memory Chips & Modules	86	MSDS, Safety & Compliance Software	76
Semiconductors	85	Information & Records Management Services	76
Security Products	85	Development Tools, Operating Systems & Utilities Sw	76
Security Network & Encryption Devices	84	Content & Document Management Software	76
Wireless Software	82	Supply Chain Management & Logistics Software	75
Virtualization	82	Data Archiving	75
Messaging, Conferencing & Communications Sw	82	Wireless Networking Equipment	74
Workstations & Thin Clients	81	Telecommunications Equipment	74
Security Software	81	Networking & Connectivity Software	74
Optical Disk & Magnetic Tape Storage	81	Network Access & Communication Devices	74
Mass Storage Systems	81	Enterprise Resource Planning Software	74
Information Technology Services	81	Internet Search & Navigation Services	73
Information Collection & Delivery	81	Accounting & Finance Software	73
Database & File Management Software	81	Telecom Equipment Distribution & Support	72
Servers & Mainframes	80	Customer Relationship Management (CRM),	
Security & Monitoring Equipment	80	Marketing & Sales Software	72
Enterprise Telecommunications Equipment	80	E-commerce Software	70
Computer Products Distribution & Support	80	Computer Input Devices & Speakers	70
Business Intelligence Software	80	Wireless Broadband Service Equipment	69
Storage & Systems Management Software	79	Storage Networking Equipment	69
Data Integration	79	Data Services	67
Consulting and Integration Services	79	Internet & Online Services Providers	66
Cloud Computing	79	Managed Network Services	65
Printing & Imaging Equipment	78	Wireless Communications Services	64
Computer Peripherals	78	Wireless Network Operators	63
Wireless Telecommunications Equipment	77	Wireless Telecommunications Resellers	62
Personal Computers	77	Data Network Operators	62

Rate a Vendor

Top vendors by industry

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

Categories are listed in alphabetical order. Note that some vendors are named in multiple categories, indicating that they were rated Exceptional by professionals in more than one industry.

Top rated vendors by Industry 2009

Industry	Vendor	Score
Business Intelligence Software	Noetix	85
Chemical Industry Software	ChemSW	93
Collaborative Software	Sybase	85
Computer & Software Retail	GovConnection	97
Computer Networking Equipment	SonicWALL	84
Computer Peripherals	Logitech	87
Consulting and Integration Services	Cloud Creek Systems	93
Data Integration	Quest Software	85
Database & File Management Software	IBM Informix	94
Development Tools, Operating Systems & Utilities Software	Apple Operating Systems and Software	92
Engineering, Scientific & CAD/CAM Software	ChemSW	93
Enterprise Application Integration Software	Quest Software	85
Enterprise Resource Planning Software	Oracle Software	80
Enterprise Telecommunications Equipment	ShoreTel	89
Financial Services, Governance, Legal & Government Software	ChemSW	93
Internet Retail	GovConnection	97
Manufacturing, Warehousing & Industrial Software	ChemSW	93
Memory Chips & Modules	Kingston Technology	88
Outsourced Development	Nityo Infotech	86
Personal Computers	Apple Desktop-Laptop	81
Routing & Switching Equipment	Cisco Routing & Switching	80
Security Network & Encryption Devices	10ZiG Technology	92
Security Products	Patrick Townsend Security Solutions	85
Semiconductors	Intel	87
Servers & Mainframes	Sun Microsystems Server	84
Storage & Systems Management Software	VMware	86
Telecommunications Equipment	Black Box Network Services	82
Virtualization	VMware	86
Wireless Broadband Service Equipment	Cisco Routing & Switching	80
Wireless Telecommunications Equipment	Black Box Network Services	82
Workstations & Thin Clients	10ZiG Technology	92

Rate a Vendor

About VendorRate

How VendorRate puts Business Performance scores online

VendorRate is a powerful web-based comparison tool that lets IT users rate vendor performance using 10 benchmarks.

Rating is confidential and takes about three minutes. Aggregated totals and benchmark scores are available online. The benchmarks are Recommend, Integrity, Communication, Timeliness, Usability, Reliability, Customer Service, Budget, Expertise and Effectiveness.

Compare vendors to get the information you need

VendorRate subscribers compare vendors using a unique, customizable Vendor Compare list that provides 1.4 million possible views of a rating. Comparisons may include product level analysis, the organization's size (small, midsize or Enterprise), prior experience with a vendor, the rater's job function, project status and the geographical regions where the products or services were delivered.

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 business performance data
- An important new due diligence tool to supplement industry analysts

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.

VendorRate users confidentially complete a simple rating form to rank vendors in 10 categories. Comment fields are available for raters to record product information, suggestions and user experiences.

VendorRate Scorecards identify Exceptional from Average vendors. Users can rate vendors themselves, see how vendors rate with their customers, or compare ratings.

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 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 and user groups 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 business performance information for each vendor listed. We encourage IT vendors to take full advantage of our transparent rating system.

- Any B2B technology vendor can be listed free of charge — There are currently over 15,000 vendor names in the VendorRate system. Users routinely add new vendor names and information using a simple "Add a Vendor" function. 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 review your organization's information to make sure the correct name, location or division is listed.

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

- *Is your company information up to date?*
  To update your current listing or to be added to the VendorRate system, email 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 prospects and customers can easily find you.

- *Are your competitors listed?*
  VendorRate's competitive comparison feature relies on accurate company information. Make sure competitors are accurately listed for a clear point-by-point analysis of your performance against theirs.

Use VendorRate for your own customer 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 surveys are a powerful tool to supplement internal or third-party surveys. 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 vendor performance data and may want to 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.

Rate a Vendor

Three subscription packages to choose from

Subscriptions start at only $149 annually per user; multiple user are subscriptions available. See what customers are saying about IT and telecom vendors with your choice of the following packages:

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Get all features of **Premier Access** and an annual subscription to all **VendorRate Reports** with our complete business intelligence package

- **Premier Access** to all advanced site functions
- **Periodic Reports**, including Quarterly, Year End and Trade Shows

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Quarterly Trade Show and End of Year Reports delivered to your email box

- Summaries of ratings collected during the period or event
- Ratings from shows like Oracle, OpenWorld, CTIA, etc.
- Highest and lowest tech vendors rated by people employed in small, medium and large organizations
- Highest and lowest rated industries and much more

Subscribe Today

Premier Access

Only $149
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All advanced functions of the VendorRate.com website

- On demand, customized data access
- Compare technology vendors by industry
- View individual rating comments and details
- Drill-down data mining functions display vendor data by location, company size, rater's role, etc.

Subscribe Today

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

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

Click to rate a Vendor

i-Rate!

Know The Score.
Vendor Rate ®