



2018 Session Border Controller Customer Satisfaction Report

Major SBC Companies Assessed by
IT Manager Customers

Brochure

The **2018 Session Border Controller Customer Satisfaction** report was researched and developed by the Eastern Management Group, Inc.

The report has two important objectives:

- Give Session Border Controller vendors substantial customer satisfaction information on themselves and peer companies to use for benchmarking purposes
- Give IT Managers customer evaluations of the leading Session Border Controller companies, to use in the vendor selection process

Customer Satisfaction Research

More than three thousand IT manager customers were surveyed by the Eastern Management Group for the report. IT managers reported on a range of experiences as a customer of one of 14 Session Border Controller companies evaluated. Each Session Border Controller provider has been quantitatively rated on 10 Customer Satisfaction Measurements including whether they would recommend their SBC vendor to a friend.

Session Border Controller Providers Evaluated			
ADTRAN	Cisco	Ingate Systems	Sangoma
Alcatel-Lucent	Dialogic	Metaswitch	ZTE
AudioCodes	Edgewater Networks	Oracle Acme Packet	
Avaya	Huawei	Ribbon Communications	

10 Customer Satisfaction Measurements
Technology and Product
Purchase Experience
Reliability
Installation
Support
Management Tools
Contact Center Experience
Value
Overall Satisfaction
Recommend to a Friend

The Report

This Eastern Management Group report was developed by using more than 3,000 customer surveys with IT Managers, Eastern Management Group's proprietary customer satisfaction data model, data tabulation, and analysis for all the SBC providers.

The 81-page 2018 Session Border Controller Customer Satisfaction report has detailed information on each of the SBC vendors.

- There are four pages of information on every vendor, with data on each of the 10 SIP Customer Satisfaction Measurements (see table above)
- Comparison of each vendor's 10 customer satisfaction measurements to the industry average
- List of the Top 10 LeadersSM for SBCs
- Numeric and 4 Star Ratings for each SBC vendor for all Customer Satisfaction Measurements
- List of the Recommend to a Friend LeadersSM for SBCs
- Excel spreadsheets and model with all vendor data

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With the Report and Data Model You Will Be Able To

- Rank order all Session Border Controller providers for every Customer Satisfaction Measurement
- Determine where your company excels, and areas to improve
- Compare different types of vendors
- See who's best in often challenging Customer Satisfaction Measurements such as Management Tools and Contact Center Experience
- Compare your business to competitors for benchmarking
- Understand which Customer Satisfaction Measurements may be causing customers not to recommend your company or any vendor to a friend
- Evaluate potential vendors
- Licenses are available

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