EasternManagementGroup

Premises and Hosted PBX Customer Satisfaction Report

2018

Major Provider Assessments by

IT Manager Customers

Brochure

EasternManagementGroup

The **2018 Premises and Hosted PBX Customer Satisfaction** report was researched and developed by the Eastern Management Group, Inc.

The report has two essential objectives:

- Give **Premises and Hosted PBX** vendors substantial customer satisfaction information on themselves and peer companies to use for benchmarking purposes

- Give IT Managers customer evaluations of the leading **Premises and Hosted PBX** companies to use in the vendor selection process

Customer Satisfaction Research

The Eastern Management Group completed surveys of more than 3,500 IT manager customers for this report.

IT managers reported on a range of experiences as a customer of one of the Premises and Hosted PBX companies evaluated.

Customers rated each Premises and Hosted PBX provider on 10 Customer Satisfaction Measurements including whether they would recommend their Premises or Hosted PBX vendor to a friend.

16 Premises and Hosted PBX Providers Evaluated			
3CX	Cisco	NEC	RingCentral
8x8	Digium (Sangoma)	NetFortris	Unify
Alcatel-Lucent	Huawei	Nextiva	Vertical Communications
Avaya	Mitel	Panasonic	Xorcom

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 completed report was developed using more than 3,500 customer surveys with IT Managers, Eastern Management Group's proprietary customer satisfaction data model, data tabulation, and analysis for all the Premises and Hosted PBX providers.

The 97-page <u>Premises and Hosted PBX Controller Customer Satisfaction</u> <u>Report</u> has detailed information on each of the 19 vendors.

- There are four pages of information on every vendor, with data on each of the 10 Customer Satisfaction Measurements
- Comparison of each vendor's 10 customer satisfaction measurements to the industry average
- Numeric and 4 Star Ratings for each vendor for all Customer Satisfaction Measurements
- List of the Top 10 Leaders[SM]
- List of the Recommend to a Friend Leaders[SM]
- Excel spreadsheets and model with all vendor data

Table of Contents   **Page**

With the Report and Data Model, You Will Be Able To

- Rank order and compare all Premises and Hosted PBX providers for every Customer Satisfaction Measurement
- Determine where your company excels, and areas where it may 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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