



2020 CSAT Surveys Cloud Communications

Customer Satisfaction Reports on Six
Technologies

Brochure

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Customer Satisfaction Reports on Cloud Providers

- ▶ Cloud is driving the explosive growth of communications technologies used by businesses
 - The multi-billion-dollar IT market is opening doors to a remarkable number of vendors, products, applications, and services
- ▶ Which vendor's product to choose is a complex one that can be made more accessible by knowing how providers' customers describe their own experience
- ▶ Eastern Management Group surveys thousands of IT managers each year to learn all about their customer satisfaction with providers
- ▶ Our reports cover dozens of vendors
- ▶ **12 Customer Satisfaction Measurements** are the foundation for EMG's customer surveys

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Twelve Customer Satisfaction Measurements

- ▶ Providers are rated by their customers in twelve areas

12 Customer Satisfaction Measurements	
Product	Technology and Product
	Reliability
	Innovation
	Management Tools
Vendor Experience	Purchase Experience
	Installation
	Billing
	Support
	Contact Center Experience
Customer Delight	Value
	Overall Satisfaction
	Recommend to a Friend

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Survey Results Are Presented in CSAT Reports

2020 CSAT Surveys Reports

Contact Center

Session Border Controller

PBX

VoIP Phones

SIP Trunking

CPaaS

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EMG surveys customer satisfaction with hundreds of vendors

3CX	Cirpack	Fuze	Microsoft	Serenova	Twilio
2600Hz	Cisco	Genesys	Mitel	Shoutpoint	Unify
8x8	Citrix	Gigaset	NEC	Siemens	Unify - Atos
Acme Packet	CloudGenix	Global Cloud Xchange	NewVoiceMedia	Silver Peak	VeloCloud
Adobe	CloudLink	Google	Nexmo	Sinch	Verizon
Adtran	CLX	GoToMeeting	Nexiva	Skype for Business	Versa
Agora.io	CM.com	Grandstream	NICE inContact	Snom	Vertical Communications
Alcatel-Lucent Enterprise	Comcast	GTT	NTT	Soprano Design	Vidyo
Arkadin	Consolidated Comm.	gUnify	Nuage Networks	Spectrum	Vitelity
Aruba	Corvisa	Highfive	OnSIP	Sprint	VMware
Aryaka	Cradlepoint	HPE	Onvov	StarBlue	Vocalcom
Ascom	Cytracom	Huawei	Oracle	StarLeaf	Vodafone
Aspect	Deutsche Telekom	IBM	Orange	Talari	VoIP Innovations
AT&T	Dialogic	IMImobile	Panasonic	Talkdesk	Vonage
ATCOM	Dialpad	Infobip	Patton	Tata	Voxbone
Atos	Digium	infovista	Peplink	TDS	Voximplant
AudioCodes	Edgewater Networks Ribbon	Ingate	Pexip	Teldat	Voyant
Avaya	Electric Lightwave	IntelePeer	PGi	Telefonica	VTech
Bandwidth	Enghouse Interactive	Inteliquent	Phaxio	TeleSign	Wavecell
Barracuda	Enghouse Systems	Intrado	Plantronics	Telestax	WebEx
BICS	Evolve IP	Italtel	Plivo	Telphin	West
Bigleaf	FairPoint	Juniper	Plum Voice	Telstra	Windstream
Blackboard	Fanvil	Kaleyra	Polycom - Poly	Temasys	Windstream
BlueJeans	FatPipe Networks	Level 3	Ribbon	thinQ	Xorcom
Brightlink	Five9	Lifesize	RingCentral	TokBox	Yealink
BroadSoft	Flowroute	LogMeIn	Riverbed	TPx	Yeastar
BT	Fortinet	Masergy	Rogers	Tropo	Ytel
Cato	Freespee	MegaPath	Sangoma	TrueConf	Zang
CenturyLink	Frontier	MessageBird	Sansay	T-Systems	Zenvia
Charter	Fusion	Metaswitch	SAP	TTEC	Zoom
					ZTE
					Zultys

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Report Contents

- ▶ A description of the customer satisfaction research process
- ▶ CSAT Surveys Reports are 100-plus pages in length
- ▶ Each report has four pages of information on up to 20 key vendors, with data on each of the 12 Customer Satisfaction Measurements
- ▶ Comparison of the vendor's 12 Customer Satisfaction Measurements to the industry average
- ▶ Numeric and 4 Star Ratings for the vendor for 12 Customer Satisfaction Measurements
- ▶ List of the Top 10 LeadersSM
- ▶ List of the Recommend to a Friend LeadersSM
- ▶ A user-friendly excel data spreadsheet with vendor data is included with the report

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Value to IT Managers

- ▶ Evaluate and rank potential vendors side-by-side
- ▶ See which provider best meets your needs
- ▶ Determine where each competitor excels, and areas where it may improve
- ▶ Rank and compare multiple providers on twelve Customer Satisfaction Measurements
- ▶ See who's best in often challenging Customer Satisfaction Measurements like Management Tools, Contact Center Experience and Recommend-To-A-Friend

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Value to Providers

- ▶ Compare your business with other providers on each of twelve Customer Satisfaction Measurements
- ▶ Know where each competitor excels
- ▶ Determine where your company is an industry benchmark
- ▶ Understand which Customer Satisfaction Measurements may cause customers to recommend your company to a friend
- ▶ Create a marketing campaign
- ▶ Request custom reports by geography and customer size (where available)
- ▶ Distribution licenses available

CSAT Surveys

What Makes Our Reports Better

- ▶ Survey sample represents a broad base of customers
 - Customer employees (10 segments)
 - Vertical markets (20 segments)
 - World regions (seven regions)
- ▶ Eastern Management Group CSAT Surveys have data not available from any other research company
 - **Tens of thousands** of customer surveys
 - Six cloud technologies
 - 12 Customer Satisfaction Measurements
 - Data Models
 - Distribution rights license available
 - Marketing support

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Subscription Terms

- ▶ CSAT Surveys is priced at **\$5,000** for a one-year subscription
- ▶ Subscription service includes six reports and models
 - Contact Center
 - Session Border Controller
 - PBX
 - VoIP Phones
 - SIP Trunking
 - CPaaS
- ▶ Distribution rights license available
- ▶ There is a **\$500** discount for credit card payments

Subscribe and Ask Questions

Subscribing to **CSAT Surveys** is easy. Choose one of the following methods to place an order or ask a question

Email – Email our CEO John Malone at jmalone@easternmanagement.com

Phone – Call us direct. The number is +1 212 738 9402 Ext. 2201

On the WEB – Tell us you are interested in “CSAT Surveys”

<https://easternmanagement.com/Contact---Eastern-Management-Group.aspx>

You can learn more about The Eastern Management Group on our web site.

www.easternmanagement.com

Appendix A **About The Eastern Management Group**

The Eastern Management Group is an American technology company. We are one of the top communications research and consulting businesses in the world. Since our founding in 1979, we have maintained a concentration on global markets and vertical industries. And because we know products, services, applications, markets, suppliers and customers, we can conduct research and consulting assignments that meet our clients' needs.

The Eastern Management Group researches and advises clients on market behavior and benchmark practices. Our expertise, industry contacts, database, and analytical skills help thousands of clients manage effectively in an ever-changing technology world.

With a database of market information built and managed over decades, the information we collect, retain, and have available to our analysts and clients is unequalled.

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