



2020 Premises and Hosted PBX Customer Satisfaction Report

Provider Assessments by IT Manager
Customers

Brochure

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What's in the Report

The 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

- ▶ More than **4,000** IT manager customers provide satisfaction data for the Eastern Management Group Premises and Hosted PBX Customer Satisfaction report
- ▶ IT Managers report on a range of experiences as a customer of one of **33 Premises and Hosted PBX companies** evaluated
- ▶ Each Premises and Hosted PBX provider is quantitatively rated on **12 Customer Satisfaction Measurements** including whether they would recommend their Premises or Hosted PBX vendor to a friend

What's in the Report

- ▶ The **178-page** report has detailed information on each of the **33 vendors**
- ▶ There are **four pages** of information on every vendor, with data on each of the 12 Customer Satisfaction Measurements
- ▶ Comparison of each vendor's **12 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 LeadersSM**
- ▶ List of the Recommend to a Friend LeadersSM
- ▶ Excel **model** with vendor data

With the Report 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, Billing, 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
- ▶ Distribution rights license is available

33 Unified Communications Companies

Premises & Companies Evaluated

3CX	Dialpad	Nextiva	Verizon
8x8	Fuze	NTT	Vertical Communications
Alcatel-Lucent Enterprise	Google	Panasonic	Vodafone
AT&T	Grandstream	RingCentral	Vonage
Avaya	Huawei	Sangoma	Xorcom
BT	LogMeIn	Tata	Yeastar
CenturyLink	Microsoft	Telefonica	
Cisco	Mitel	T-Systems	
Consolidated Communications	NEC	Unify-Atos	

Source: The Eastern Management Group, Inc.

Customer Satisfaction Measurements

12 Customer Satisfaction Measurements

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

Source: The Eastern Management Group, Inc.

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Appendix A **Research Methodology**

The Eastern Management Group conducts ongoing global surveys of IT managers. Participants report on their company's current and future technology usage. They also describe their experience with individual vendors solutions.

This report contains findings only from our survey.

Data presented in Customer Satisfaction Reports may not be representative of all customers of any individual vendor.

Appendix B **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 investigates and advises clients on market behavior, and best practices. Our expertise, 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 unparalleled.

Appendix C **Contact**

We would like to hear from you.

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

www.easternmanagement.com

You can also contact our CEO directly.

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