

## EXCERPT

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### Top Performers in Software Support Services (Excerpt from IDC #211052)

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Elaina Stergiades

Matt Healey

## IN THIS EXCERPT

The content for this excerpt was taken directly from the IDC Survey Report, *Top Performers in Software Support Services*, by Elaina Stergiades and Matt Healey (Doc # 211052) and from IDC Webcast, *Software Support Services: Customer Satisfaction Trends and Top Industry Performers*, by Elaina Stergiades (Doc #211629). All or part of the following sections are included in this excerpt: In This Study, Survey Findings, and various slide content and graphics from the webcast.

## IN THIS STUDY

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### Methodology

This survey was conducted by IDC to understand customer perceptions of software support services both from enterprise software vendors in general and from specific enterprise software support providers. Further, through this survey, we sought to identify the top performers among enterprise software vendors.

### *Respondents*

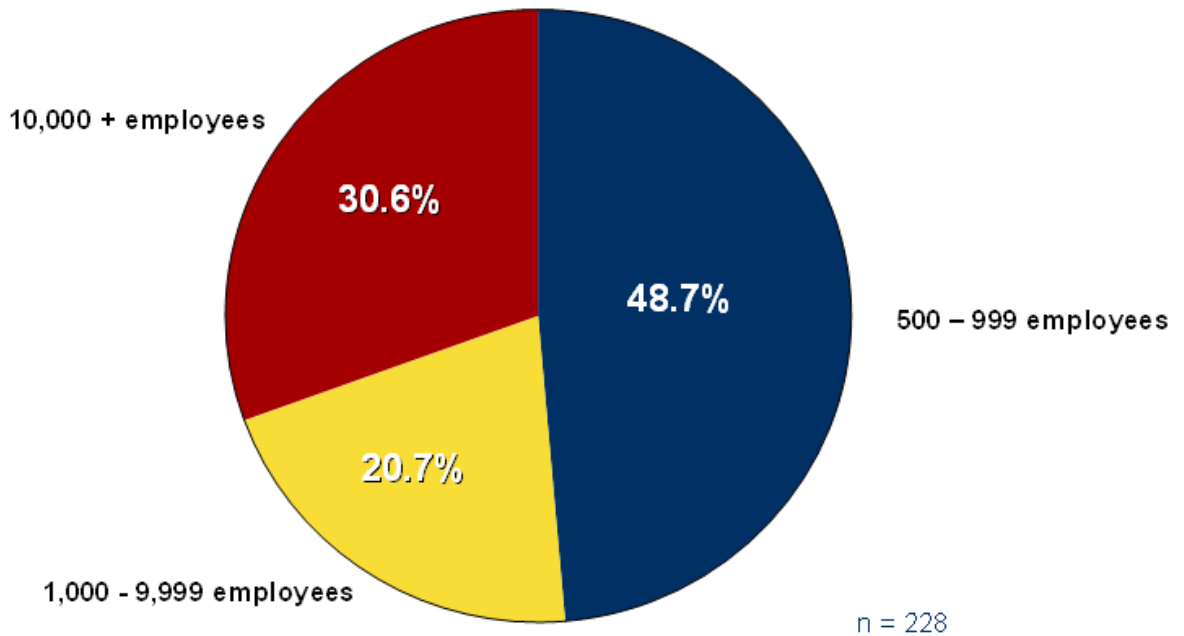
Respondents were initially contacted via an email invitation to take the survey.

Respondents had to meet the following criteria:

- Work in the United States or Canada
- Hold an IT related title
- Work for a company with at least 500 employees worldwide
- Have purchased a support services agreement for software in the past

## FIGURE SLIDE 2

Survey Demographics – Company Size Breakdown:



Source: Software Support Services Spending and Customer Trends Survey (IDC #210412, Feb. 2008)

### Analysis of Top-Performing Vendors

- Comparative analysis for all 12 vendors was not possible
- The study looked for learnings from vendor-specific questions
- This study was able to identify the top five vendors (in alphabetical order)
  - Adobe
  - HP
  - IBM
  - McAfee
  - Microsoft

### ***Top Performers: Story behind the data***

- The top 5 performers received very high marks in individual categories
  - Upgrades, updates and patches
  - Online Support
  - Telephone Support
  - Onsite support
  - Remote support
- But most other vendors also received these high ratings
- Vendors outside of the top 5 had one common result - they had a number of extremely negative responses for at least two questions while the top five vendors had almost no extremely negative responses
- While it was important to perform well in the survey, it was more important not to perform very poorly for any question
- In essence, four Bs I better than three As and a C

Feedback from respondents on the likelihood that a respondent would recommend or discourage colleagues from using the vendors in the survey are that 94% of respondents for the top 5 vendors would recommend those vendors to colleagues.

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