



**LANCOM**  
SYSTEMS

PROFESSIONAL USER RATING: IT OPERATIONS

# NETWORK MANAGEMENT & MONITORING

Summary of Reviews for the  
LANCOM Solution

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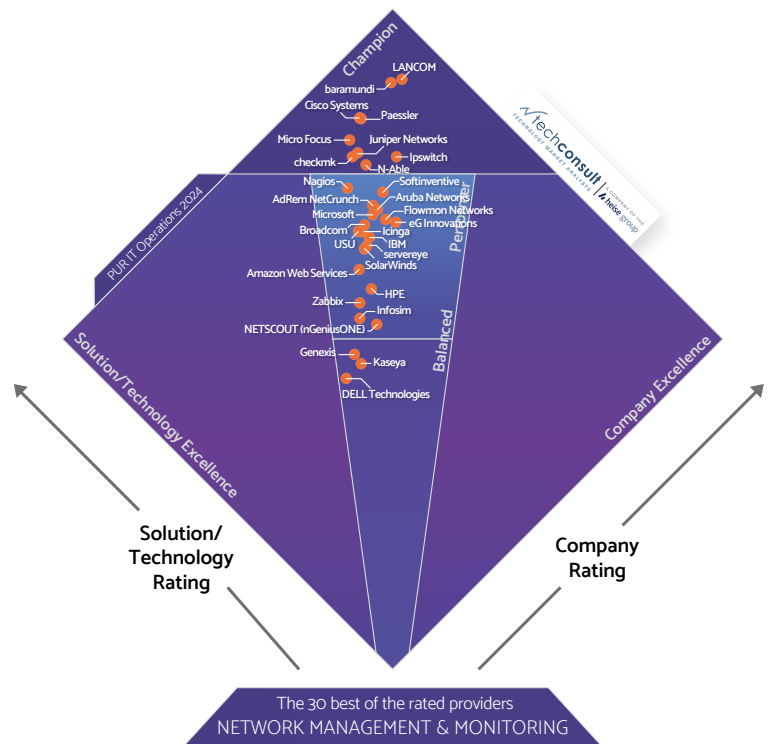
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## OVERALL EVALUATION

For the fifth year in a row, users from Germany have had the opportunity to evaluate their solutions in the field of “Network Management & Monitoring.” Based on these user reviews, a total of 30 market-relevant providers have secured a position in the result diamond. Once again this year, LANCOM achieves a top position as a “Champion” and leads the field for Network Management & Monitoring. With an excellent overall rating at the solution and company level, LANCOM Management Cloud (LMC) is perceived by users as the best solution in this area.



## SOLUTION EVALUATION

HERE'S HOW USERS RATE THE “LANCOM MANAGEMENT CLOUD”

Even this year, the network management software LMC continues to impress users, achieving the second-best rating on the solution level with 72 out of 100 index points. Respondents particularly highlight the solution’s benefits, awarding it 73 index points. The use of LMC not only reduces incident response times but also enables comprehensive monitoring. Users also praise the solution’s performance, giving it 71 out of 100 possible index points. Flexibility and scalability are especially emphasized. Overall, users express great satisfaction, further reinforced by the highest rating of 80 points for provider satisfaction in the context of the solution.

## PROVIDER EVALUATION

THE LANCOM SYSTEMS GMBH IS EVALUATED WITHIN THE CONTEXT OF THE SOLUTION

The manufacturer evaluation of LANCOM Systems GmbH in the context of the solution is extremely positive. The company stands at the forefront of all providers with 73 index points, leading the diamond in this aspect. Particularly noteworthy is the information offering, which receives the highest rating of 75 points among all providers. Users appreciate not only the information about updates and new releases but also highlight the positive aspects of LANCOM’s contact options and informative website. Additionally, the company’s service and support receive an excellent score of 70 points, with users praising the telephone accessibility and problem-solving quality. LANCOM excels across the board and is recognized as an outstanding provider of Network Management & Monitoring solutions, positioning both the company and LMC as leaders in the result diamond.

## ABOUT “PUR IT-OPERATIONS”

The Professional User Rating: IT Operations 2024 (PUR IT-Ops) is an independent user survey conducted by the research and analyst firm techconsult. Over 3,250 user companies were invited to evaluate operational IT solutions across five solution areas, including Network Management & Monitoring. The evaluations were conducted in two dimensions: Company Rating and Technology/Solution Rating, with more than 60 criteria assessed across 14 subcategories.

## ABOUT LANCOM SYSTEMS

LANCOM Systems GmbH, a leading European manufacturer of network and security solutions for businesses and administration, offers a comprehensive portfolio. Their offerings include hardware components (WAN, LAN, WLAN, firewalls), virtual network components, and cloud-based software-defined networking (SDN).

The company primarily focuses on trustworthiness and security. They are committed to ensuring their products remain backdoor-free and proudly bear the “IT-Security Made in Germany” trust mark, initiated by the German Federal Ministry for Economic Affairs and Energy.

LANCOM was founded in 2002 and is headquartered in Würselen near Aachen, Germany. Their clientele includes small and medium-sized enterprises (SMEs), government agencies, institutions, and large corporations worldwide. Since summer 2018, LANCOM has operated as an independent subsidiary of the Munich-based technology group Rohde & Schwarz.



**LANCOM**  
SYSTEMS

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## ABOUT TECHCONSULT

For over 30 years, techconsult – as a research and analyst company – has been a reliable partner for providers and consumers of digital technologies and services. More than 35,000 interviews per year with decision-makers at the business and technology level, solution users as well as technology and service providers form the neutral basis of our consulting and project activities. In this way, customers are supported in their digital positioning and strategic planning as well as in concrete sourcing processes in order to make well-founded decisions based on data-supported facts. In the development and implementation of individual go-to-market strategies, providers benefit strategically and tactically from the market-oriented support of our analysts and the tc partner network.

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