

LANCOM Management Cloud convincing in techconsult Professional User Rating IT Operations

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Users give top marks for network management

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Aachen, December 2, 2019—In the “Professional User Rating IT Operations” study published for the first time by analysts techconsult, right from the start it was the German network infrastructure supplier LANCOM Systems who successfully jumped to the front row. More than 1,400 user companies rated their experiences of “Network Management & Monitoring” solutions. The LANCOM Management Cloud secured a place among the “Champions” with an overall rating that was well above average.

Users particularly valued the solution’s capabilities. Respondents gave high marks for the organization, optimization and control of the network architecture as well as the system’s ability to dynamically adapt to changing requirements. The most valued aspect of the LANCOM Management Cloud is its high availability. The LMC also achieved top marks for its user-friendliness: The network management solution received extremely high ratings for its ease of installation, implementation, and the dashboard’s usability. The majority of the user companies claim to be highly satisfied with the solution and would recommend it.

The solution’s consistently above-average ratings are matched by an equally outstanding manufacturer rating. Users particularly appreciate the service and support with hotline, live chat and a support portal. The leading German manufacturer of network and security solutions for business and the public sector also scored highly on transparency and choice. The majority of the companies surveyed would source a solution from LANCOM again.

The interviews for the “Professional User Rating IT Operations” 2020 were conducted in July and August 2019.

About “PUR IT Operations”:

The “Professional User Rating: IT Operations 2020” (PUR IT-Ops) is an independent user survey from the research and analyst firm techconsult. Over 1,400 user companies were asked to rate operational IT solutions in 5 categories, including “Network Management & Monitoring”. The appraisal of the dimensions Company Rating and Technology/Solution Rating considered more than 60 criteria in 14 subcategories.

About techconsult GmbH:

Research and analyst firm techconsult has been the partner for suppliers and consumers of digital technologies and services for 25 years. Conducting analyses at businesses provides an insight into their problems and their future visions regarding the use of information technologies. More than 20,000 interviews conducted with business and IT decision makers each year provide an accurate impression. Additionally, techconsult continuously screens suppliers' products and services to provide strategic and implementational consulting to the IT industry and business users. For a number of years techconsult has been providing specialized assessment tools to business and IT decision-makers for the identification of problem areas and conducting positioning analysis. techconsult GmbH is headed by managing partner and founder Peter Burghardt with offices located in Kassel and Munich. The company is part of the Heise Group.

About LANCOM Systems:

LANCOM Systems GmbH is a leading European manufacturer of network and security solutions for business and the public sector. The portfolio includes hardware (WAN, LAN, WLAN, firewalls), virtual network components, and cloud-based software-defined networking

(SDN).

Software and hardware development as well as manufacturing take place mainly in Germany, as does the hosting of the network management. There is a strong focus on trustworthiness and security. The company is committed to products that are free from backdoors and is a holder of the trust mark “IT Security Made in Germany” as initiated by the German Ministry of Economics.

LANCOM Systems was founded in 2002 and has its headquarters in Würselen near Aachen, Germany. Customers include SMEs, government agencies, institutions, and major corporations from all over the world. Since summer 2018, the company has been an independent subsidiary of the Munich-based technology group Rohde & Schwarz.

Media contact:

Caroline Rixen

LANCOM Systems GmbH

+49 2405 49936-309

caroline.rixen@lancom.eu

www.lancom-systems.com