LANCOM SYSTEMS

Professional User Rating 2024: LANCOM once again Champion of Network Management & Monitoring

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Aachen, 13 March 2024—LANCOM Systems continues to hold top place in the "Professional User Rating: IT Operations" from the analyst firm techconsult in 2024: As Champion, the German network infrastructure and security supplier leads the field of 30 providers in the category for Network Management & Monitoring. With excellent ratings both in the Solution and Company classifications, users voted the LANCOM Management Cloud as the best solution.

The independent user survey "Professional User Rating: IT Operations" (PUR IT-Ops) is conducted annually and is now in its fifth year. In 2024, the research and analyst firm techconsult surveyed 3,250 companies on operational IT solutions in five categories, including "Network Management & Monitoring". LANCOM asserted themselves once again to take a lead over the competition.

LANCOM Management Cloud: Top marks for user satisfaction

In this year's PUR IT-Ops, LANCOM's network management platform convinced users once again and achieved a top placing among solutions. Highlights include the shorter incident response times and the comprehensive monitoring provided by the LANCOM Management Cloud. Users are also impressed by the performance offered by the solution, in particular the flexibility and scalability of the LANCOM Management Cloud. The high level of acceptance among users is confirmed by the top ranking in user satisfaction.

LANCOM Systems is first-class in terms of information, service and support

In the ratings for providers, LANCOM is the leading manufacturer. The score given to providers for their information policy relates not only to updates and the latest releases, but also the customer contact options and the informative content of websites. Equally outstanding was LANCOM's performance in service and support. The availability by telephone and the quality of the problem solving received excellent ratings. LANCOM impressed across the board and is considered an outstanding provider of network management and monitoring solutions.

Lutz Fröhlich, Vice President of Cloud Management & Services at LANCOM: *"The feedback from our users is hugely valuable to us, and it drives us to make the LANCOM Management Cloud even smarter and more user friendly. This is about more than just innovation and ongoing development. Network management and monitoring solutions can only reach their full potential when combined with an excellent range of information, service and support. This holistic approach is essential for satisfied customers and users."*

As **Ercan Hayvali, responsible senior analyst at techconsult,** explains: *"LANCOM's renewed top position in this year's "Professional User Rating: IT Operations" underlines the continued satisfaction of users with the LANCOM Management Cloud. The results demonstrate LANCOM's leading position in the area of Network Management & Monitoring and confirm that they continue to fulfill customer requirements."*

Further resources:

For a detailed insight into the user survey, visit the LANCOM website:

https://www.lancom-systems.com/company/awards/pur-it-operations

Infographics are available for download here**.**

About the "Professional User Rating: IT Operations 2024":

The "Professional User Rating: IT Operations 2024" (PUR IT-Ops) is an independent user survey from the research and analyst firm techconsult. Over 3,250 user companies were asked to rate operational IT solutions in 5 categories, including "Network Management & Monitoring". The dimensions Company Rating and Technology/Solution Rating considered more than 60 criteria in 14 subcategories.

About techconsult:

Research and analyst firm techconsult has been the partner for suppliers and consumers of

![LANCOM SYSTEMS]

digital technologies and services for 30 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. 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, cloud-based software-defined networking (SDN), and solutions for remote and mobile access.

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 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 a wholly owned subsidiary of the Munich-based technology group Rohde & Schwarz.

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