

techconsult Professional User Rating 2025: For the 6th time in succession, LANCOM is the best provider of Network Management & Monitoring

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Aachen, March 31, 2025—As confirmed by the latest “Professional User Rating: IT Operations” from techconsult: LANCOM Systems is Champion of Network Management & Monitoring once again. The German network-infrastructure and security supplier thus continues its run of successes over recent years. In an evaluation of various companies, LANCOM received the most user votes and excelled strongly in Service & Support. LANCOM is also the leader in trustworthiness and data governance (data protection/data security), where the gap to the runner-up is greatest.

The “Professional User Rating: IT Operations” is an independent annual user survey from the research and analyst firm techconsult. More than 3,150 application experts took part in the latest survey and rated services in six product areas, including Network Management & Monitoring. The manufacturers were evaluated as companies (provider rating) and by their solutions (solution/technology rating). Providers who achieve an outstanding rating in both dimensions are awarded the title of “Champion”.

With the LANCOM Management Cloud (LMC), LANCOM overcame the competition for the sixth time in succession in the category “Network Management & Monitoring” and is Champion among the 22 companies rated.

Provider rating: LANCOM leading in Service & Support

The Provider rating evaluates criteria that focus on the manufacturer of the solution. In the area of Service & Support, LANCOM clearly outperformed the competition and received the additional award “Best in Service & Support”. LANCOM also secured its leading position among its sales partners: No other provider achieved such high scores with its sales partners in terms of on-site availability, expertise, and the ability to compile individual offers. Furthermore, LANCOM impresses its users with excellent information, consulting, and training offerings, and it received the highest score in each case.



Leader in digital sovereignty, data protection, and data security

The biggest advantage over the second place is in the overall provider rating: LANCOM has a clear lead in terms of trustworthiness and data governance (data protection/data security). Overall, LANCOM scores “significantly above average” in 20 of the 32 ratings.

Solution ratings: Convincing performance, solution benefits, user-friendliness

The high level of acceptance and satisfaction with LANCOM as a provider is also confirmed by the Solution rating. Here, the LANCOM Management Cloud (LMC) rated second in the categories of performance, user-friendliness, and solution benefits. LANCOM was placed third for product loyalty and purchase recommendations.

Robert Mallinson, Co-Managing Director at LANCOM Systems, is proud: *“It is clear that we are on the right track with our focus on digital sovereignty. We have created market awareness for sovereign digital solutions that make no compromises in terms of data protection and security. As Managing Director of Sales, I am particularly pleased that our Service & Support, as well as our sales partners, are performing so outstandingly well. No other provider has a higher level of acceptance on these key issues.”*

As **Ercan Hayvali, responsible senior analyst at techconsult**, explains: *“This year’s PUR user survey once again confirms LANCOM’s top position in Network Management & Monitoring. The company leads the way in key categories such as Service & Support, Sales Partners, and Information Offerings. The current ratings confirm a marked continuity with the positive results of previous years. The high levels of user satisfaction and loyalty once again underline LANCOM’s position as a reliable partner for advanced network management solutions.”*

Further information

For an insight into the survey results, visit the [LANCOM website](#).



About the “Professional User Rating: IT Operations 2025“:

The “Professional User Rating: IT Operations 2025” (PUR IT-Ops) is an independent user survey from the research and analyst firm techconsult. Over 3150 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 digital technologies and services for 30 years. More than 35,000 interviews per year with decision-makers at the business and technology levels, solution users as well as technology and service providers form the neutral basis of our consulting and project activities.

In this way, consumers 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. When developing and implementing individual go-to-market strategies, providers benefit both strategically and tactically from the market-oriented support of our analysts and the tc partner network.

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



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