Another top ranking: Users vote LANCOM as the sole “Champion” in an independent VPN survey

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Results from the techconsult Professional User Rating 2018

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Aachen, January 29, 2018—LANCOM Systems, the leading German manufacturer of network infrastructure solutions for business customers and the public sector, has emerged as the sole Champion of the recent security survey by the analysts techconsult. In the user survey “Professional User Rating Security Solutions (PUR-S)”, LANCOM achieved top ratings for its solutions in terms of innovation, customer satisfaction, performance, sustainability, as well as the likelihood of product recommendation. In doing so LANCOM has achieved a pleasing repeat success: LANCOM was previously awarded the title “Champion” in the 2017 survey and emerged from the study as the best-placed VPN provider.

This large-scale survey interviewed more than 2,100 companies about their satisfaction with the solutions they employ. 70 individual criteria were evaluated in 14 categories. The survey included all major providers of security solutions who are active in the German market.

In terms of the manufacturer and the solution ratings, LANCOM achieved results that are far above average and clearly outpaced its competitors in numerous categories.

LANCOM achieved absolute peak performance in terms of customer satisfaction, its innovative capabilities, and the performance of its VPN solutions—including individual aspects such as reliability, update policy, as well as service & support. LANCOM scored particular highly thanks to the expertise of its staff at its in-house support center. And as in the previous year, LANCOM also received top marks for its close-knit and highly competent network of sales partners. For the first time, however, LANCOM achieved a top ranking for its commitment to sustainability.

Thanks to an outstanding overall rating, LANCOM this year emerges as the sole Champion of Professional User Ratings for VPN. The above-average customer satisfaction is ultimately reflected by the highest score in the question of the probability of repeat purchases and recommendations.

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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.

Rohde & Schwarz Networks and Cybersecurity background:

Rohde & Schwarz Networks and Cybersecurity GmbH is the leading German manufacturer of networking solutions for business customers and the public sector. LANCOM offers professional users secure, reliable and future-proof infrastructure solutions for local-area and multi-site networks (WAN, LAN, WLAN), as well as centralized network management based on software-defined networking technologies (SD-WAN, SD-LAN, SD-WLAN). The LANCOM routers, gateways and WLAN solutions are developed and manufactured in Germany, and a selection of the VPN portfolio is certified by the German Federal Office for Information Security (BSI) for the protection of particularly sensitive networks and critical infrastructures (EPCIP). Rohde & Schwarz Networks and Cybersecurity has its headquarters in Würselen near Aachen, Germany. Customers include small and medium-sized enterprises, government agencies, institutions, and major corporations from Germany, Europe and, increasingly, worldwide.

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