Independent study finds: Users rate LANCOM as “Champion” of VPN solutions

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Results from the techconsult Professional User Rating 2017

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Aachen, February 06, 2017—LANCOM Systems, the leading German manufacturer of network infrastructure solutions for busi¬ness customers and the public sector, has emerged as Champion of the recent security survey by industry analyst firm techconsult. In the user survey “Professional User Rating Security Solutions (PUR-S)”, LANCOM achieved top ratings for its VPN solutions in terms of customer satisfaction, performance, service & support, as well as the likelihood of product recommendation.

In this large-scale survey more than 2,400 companies were interviewed about their satisfaction with the solutions they employ. 70 individual criteria in 14 categories were rated according to the two aspects “Company Rating” and “Technology/Solution Rating”.

Top position for satisfaction, performance, support & service

LANCOM achieved results that are far above-average both in terms of the Company Rating and the Solution Rating. In the overall solution rating, the company is a clear number 1, leaving its competitors far behind.

LANCOM achieved absolute peak performance in terms of customer satisfaction and the performance of its VPN solutions—including individual aspects such as reliability, maintenance/update policy, as well as service & support. LANCOM scored particularly high thanks to the expertise of its support center staff and the fast problem solving capabilities.

LANCOM also achieved top marks for its tightly-knit and highly competent network of sales partners.

Thanks to an outstanding overall rating, LANCOM emerges as the top-ranked Champion of Professional User Ratings for VPN. A level of customer satisfaction that is far above average is also reflected in the maximum number of points in the question about the likelihood of resale and recommendation.

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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