

Global dataVPN: Raising the Bar

Comparative Assessment of Service Providers



Rationale

The purpose of the report is to show:

- Where customer satisfaction with global operators has increased or decrease.
- Who among the global dataVPN suppliers is raising the bar to new levels.

Benefits

- Find out who has made the biggest contribution to raising the world benchmark to new levels.
- Customer Satisfaction results of key market players at your fingertips
- Independent market assessment from a trusted source
- At a glance assessment of the service providers vis-à-vis competitors
- Promotional opportunities from triumphs in outperforming competitors
- Opportunity to see changes in user perceptions over time
- Validation of internal key performance indicators
- Second dataset to compare to internal satisfaction and experience measures
- Staff education and motivation opportunities

Awards



Table of Contents

- Abstract
- Table of Contents
- Introduction to Analysis
- Satisfaction Results
 - AT&T
 - BT
 - Cable Wireless
 - NTT Com
 - Orange Business Services
 - Telefonica
 - T-Systems
 - Verizon Business
- Methodology
- Definitions
- Appendix

New World Records – Categories

