

And the winner is: IBM Informix Dynamic Server

Submitted by eherber on Wed, 2008-12-31 12:19

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And the winner is: IBM Informix Dynamic Server

Informix

Overall Score:

91 - Exceptional



Criteria	Score	Satisfaction Level
Recommend	9.4	Exceptional
Integrity	9.3	Exceptional
Communication	8.7	Exceptional
Timeliness	9.0	Exceptional
Usability	9.4	Exceptional
Reliability	9.7	Exceptional
Customer Service	8.7	Exceptional
Budget	8.4	Exceptional
Expertise	9.2	Exceptional
Effectiveness	9.5	Exceptional

Excerpt

AS WE SEE IT

Most IT vendors are downright **afraid** of VendorRate.

Rating transparency scares most businesses because they **cannot control**

the message. The voices of their customers are only important when

muffled. As one customer satisfaction expert remarked, "Most vendors aren't

interested in customer satisfaction, they really want customer apathy. Their

attitude is "Just buy our products and leave us alone." With attitudes

such as this, it's no wonder companies struggle to identify reliable and

trusted IT vendors.

Good to see that IBM - at least for **Informix Dynamic Server :-)** - **didn't need** to be afraid when their customers rated this premium data server.

BTW, [SAP](#) [3] is on 3rd position of the **lowest rated vendors**. This is probably no surprise as they

Informix **Dynamic Server** - Powerful, Reliable, Secure - This website is powered by the wonderful Open Source CMS [Drupal](#)

continue to **force** their **IDS** based customers to migrate to other less efficient and less reliable data servers. The result of these forced migrations is that SAP **increases** their maintenance fees with the argument that the customer's environment is getting more and more **complex**. Isn't that paradox ? **It's time to wake up SAP !** Listen to your customers and listen to IBM who has already changed their [database strategy](#) [4] about 2 years ago. Wouldn't it make sense to **re-support** IBM's **flagship** OLTP data server that provides by far the best [high availability technology](#) [5] that will make even the **most critical** SAP systems run 24 hours a day, 7 days a week ?

Excerpt

INFORMIX

An **enthusiastic** and **vocal** customer base entered more than 140 ratings for Informix and entered some of the **most complete** and **informative** comments for any vendor.

International Informix Users Group (iiug.org), an independent Informix community, played a **key role** by encouraging their members to speak their mind using VendorRate. Many user groups are less complimentary of their vendors, so Informix ratings are a testament to the **high level** of customer satisfaction that Informix users receive.

With this loyal and enthusiastic customer base behind the product, it should be a **no-brainer** for IBM to sell IDS to **new customers**. Excellent references from existing customers using IDS for many years are clearly the **best sales argument**. Combining those references with a clever **marketing strategy** that includes serious **advertising** of the product would allow IBM to **increase** the IDS market share significantly.

So IBM why don't you just **begin** and make this world a [Smarter Planet](#) [6] by advertising the world's [smartest and greenest](#) [7] data server ?

2009 would be a perfect year to do that.

You can read the full [VendorRate](#) [8] report here:

- [The VendorRate Report 2008](#) [9]

Source URL: <http://www.informix-zone.com/vendorrates-informix>

Links:

- [1] <http://www.informix-zone.com/taxonomy/term/3>
- [2] <http://www.informix-zone.com/taxonomy/term/23>
- [3] <http://www.sap.com>
- [4] <http://www.informix-zone.com/ids-positioning>
- [5] http://www.youtube.com/watch?v=friHkV_WZx4
- [6] http://www.it-analysis.com/blogs/Fern_Halper/2008/11/ibm_and_the_smarter_planet.html
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