

Computer Reseller News

The Magazin for specialist dealers, integrators and system vendors

- SPECIAL REPRODUCTION - Test winner

CRN Certified Program »firewall solution providers«

Small but potent

Over 120 certified partners of the six firewall solution providers Astaro, Cisco, gateProtect, Sonicwall, Symantec and Watchguard were asked how they rate the dealer support of the manufacturers: Being close to the market has proven to be advantageous for the two german vendors Astaro and gateProtect: With scores of 1.81 and 1.65 on a grade scale they reached the highest marks. Although the other four vendors also received the ,CRN Certified Program' certificate.

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In a recent study the munich based market research institute Infotab Research was assigned by CRN to conduct a survey on how the partners of the firewall vendors Astaro, Cisco, gateProtect, Sonicwall, Sy-

mantec and Watchguard rate the dealer support for their main firewall vendor. The german vendors were among the best of the survey: gateProtect reached an excellent score of 1.65, Astaro reached a very good 1.81. Cisco's dealer support was rated only with partners which have obtained one of Cisco's security certification levels: Premier, Silver and Gold. Cisco was able to rank as the best of the internationally operating vendors even though the score wasn't as high as in previous surveys.

Sonicwall (2.36) and Watchguard (2.43) ranked lower than Cisco. The most prominent security solution provider ranked lowest: Symantec (2.46). Also in the fields of technical support (2.59), quality and quantity of on site support (3.0) and pre- and postsales support (2.59) the dealers

rated Symantec very low. Protection against competitor overlap is also an issue which shows in Symantec's score of 2.95.

14:4 for gateProtect

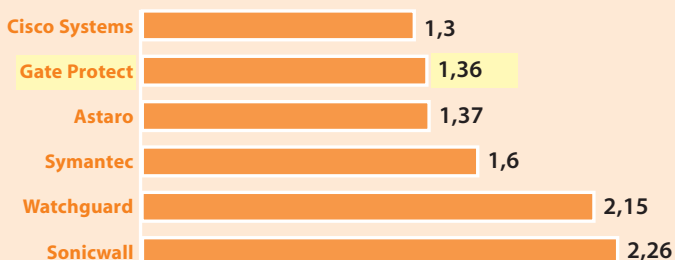
The Hamburger Sportverein (HSV) had a mediocre season, but today Hamburg has a new figurehead: the firewall solution provider gateProtect. The strong performance in supporting their dealers resulted in its good scores from the dealers: In the category Soft Facts, the factors cooperation, accessiblilty and response time of the contact persons or also in competence and cooperativeness of the employees the hamburg based company reached the highest marks. A look at the Hard Facts like marketing support reveals a similar picture: On 10 of 14 categories gateProtect left its competitors behind.

Supprising for many, the positive assessment from partners on the implementation of standards in Cisco's products: A score of 1.63 leaves its comptetitors behind – only gateProtect was able to match this score.

Strong brands are in demand !

How do you rate your most important firewall vendor?

channeltracks
Marktforschung im ITK-Handel



Source: Channeltracks/CMP-WEKA research + consulting / © CRN-Grafik 23/2004

Trust is one of the most important issues in the security business: Cisco, Astaro and gateProtect gain the most of it, Symantec isn't that far off though. Sonicwall and Watchguard should work a little more on their image.

Tested: Manufacturers of Firewalls

					
Reseller News	Reseller News	Reseller News	Reseller News	Reseller News	Reseller News
Astaro	Cisco Systems	Gate Protect	Sonicwall	Symantec	Watchguard

Hard Facts: Rating of marketing support

Technical Support	1,65	1,76	1,25	2,00	2,59	2,15
On Site Support	2,31	2,38	1,69	2,53	3,00	2,33
Presales Support	1,85	2,06	1,62	2,10	2,58	2,16
Postsales Support	1,89	2,32	1,23	2,28	2,79	2,37
Customer Activities	2,33	2,24	2,28	2,69	2,29	2,60
Propagation of Leads	2,37	3,61	2,18	3,82	2,88	3,50
Training	1,79	2,06	2,10	2,05	2,06	2,42
Marketing Support	2,20	2,35	1,96	2,20	1,85	3,10
Project Support	1,79	2,05	1,45	1,95	2,44	2,32
Financial Support	3,00	3,25	2,54	3,54	3,08	3,47
Project Financing	2,00	2,60	2,50	3,24	3,00	3,91
Provision of Demo-Installations	1,24	2,94	1,52	2,37	2,44	2,32
Protection against Competitor overlap	1,60	2,89	1,44	2,19	2,95	1,93
Procurement of cooperation with other partners	2,00	2,63	2,38	3,38	3,29	2,42
Overall Score	2,00	2,51	1,87	2,60	2,66	2,64

Soft Facts: Rating of Cooperation

Quality of the provided information by the vendor	2,50	1,90	1,71	1,85	2,21	2,10
Form of the provided information	2,00	1,80	1,61	1,95	1,84	2,10
Reachability by Telephone	1,45	2,55	1,36	2,40	2,68	2,55
Problem Support	1,60	2,20	1,22	2,10	2,39	2,55
Communication with the vendor	1,50	1,90	1,18	2,05	2,32	2,35
Accessibility of the vendor	1,60	2,65	1,32	2,42	2,56	2,40
Technical Competence of the employees	1,50	1,80	1,39	1,72	2,16	1,95
Market Competence of the employees	2,12	2,26	2,04	2,11	2,22	2,15
Cooperativeness of the employees	1,25	2,00	1,14	1,68	1,84	1,70
Overall Score	1,72	2,12	1,44	2,03	2,25	2,21

Image of the Vendor

Takes Customers Seriously	1,30	1,65	1,07	1,75	1,84	1,80
Is a nondiscriminatory against its partners	1,20	2,30	1,15	1,80	1,85	2,00
Is flexible and unbureaucratic	1,50	2,90	1,50	2,35	2,90	2,55
I would recommend this vendor to my friends	1,25	1,85	1,11	1,68	2,15	1,80
Values customers	1,30	1,95	1,11	2,00	2,15	1,90
Has a good reputation	1,37	1,30	1,36	2,26	1,60	2,15
Overall Score	1,32	1,99	1,22	1,97	2,08	2,03
Final Score	1,81	2,33	1,65	2,36	2,46	2,43

CRN Certified Program

The resellers rate the performance of the vendors on a grade scale from one (excellent) to six (bad). To expose which vendor attends the Channel intensively CRN awards the certificate »CRN Certified Program«.

The performance is assessed in three categories: marketing support (Hard Facts), Cooperativeness (Soft Facts) and Image.

Hard Facts scores are multiplied by three in the Final Score. The certificate is awarded if the Final Score is better than 2.5.

For Further information ...

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