PRODUCT SCORECARD

C2 ATOM

IT Service Management - Midmarket

Improving and Accelerating Enterprise Software Evaluation and Selection

95 Jacques-Cartier Blvd S, Suite 400
Sherbrooke, Quebec
Canada

18195626610

https://www.linkedin.com/company/sherweb

550 Employees

52

Reviews

C2 ATOM
Product Scorecard Contents

How to Use the Scorecard

The Product Scorecard is a comprehensive report designed to help clients make better purchasing decisions.

Data in the report is collected from real end users' of the product and analyzed in an exhaustive fashion with extensive data analytics.

Use this report to understand whether this product is right for your organization.

INFO~TECH
RESEARCH GROUP

NUMBER OF REVIEWS
52

C2

C2 ATOM

IT SERVICE MANAGEMENT - MIDMARKET

C2 ATOM is an all-in-one service desk software to easily manage requests, assets and tasks through a codeless ITIL-Ready platform. This IT service management solution is a powerful tool allowing your teams to collaborate and provide great service for the whole organization. It's also a quick-to-install ITSM tool built for reaching your ultimate automation potential, whether you provide internal IT support, customer service or managed services.

550 Employees
www.sherweb.com

95 Jacques-Cartier Blvd S, Suite 400
Sherbrooke, Quebec
Canada

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend. The Net Emotional Footprint Score measures user emotional response ratings of the vendor (e.g. trustworthy, respectful, fair).

Software Reviews
GOLD MEDAL 2022

8.2/10 COMPOSITE SCORE

Likeliness to Recommend

Promoters		70%	
Passives		26%	
Detractors		4%	

RANK OUT OF 12
3rd

LIKELINESS TO RECOMMEND
87%

IT SERVICE MANAGEMENT - MIDMARKET CATEGORY

Plan to Renew

Definitely Will		68%
Probably Will		32%
Probably Not		0%
Definitely Not		0%

RANK OUT OF 12
1st

PLAN TO RENEW
100%

IT SERVICE MANAGEMENT - MIDMARKET CATEGORY

Satisfaction that Cost is Fair Relative to Value

Delighted		28%
Highly Satisfied		59%
Almost Satisfied		13%
Disappointed		0%

RANK OUT OF 12
8th

SATISFACTION
79%

IT SERVICE MANAGEMENT - MIDMARKET CATEGORY

INFO~TECH
RESEARCH GROUP

Vendor Capability Satisfaction

When making the right purchasing decision, use peer satisfaction ratings to decipher C2 ATOM's strengths and weaknesses, and determine which capabilities matter most to you. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each core vendor capability providing an ability to understand satisfaction across several business and IT competencies.

How satisfied are you with the following C2 ATOM capabilities?

Business Value Created

Ranked 4th of 12 in IT Service Management - Midmarket

29% OF CLIENTS ARE DELIGHTED

The ability to bring value to the organization.
Software needs to create value for employees, customers, partners, and, ultimately, shareholders. This data expresses user satisfaction – or lack thereof – with the product's business value.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

79% SATISFACTION
78% CATEGORY AVERAGE

Quality of Features

Ranked 8th of 12 in IT Service Management - Midmarket

18% OF CLIENTS ARE DELIGHTED

The ability to perform at or above industry standards.
Feature quality is just as important as quantity. Use this data to determine if this product will do what you're purchasing it to do, easily, intuitively, reliably, and effectively.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

76% SATISFACTION
78% CATEGORY AVERAGE

Availability and Quality of Training

Ranked 1st of 12 in IT Service Management - Midmarket

27% OF CLIENTS ARE DELIGHTED

Quality training allows employees to take full advantage of the software.
Effective and readily available training enables users to get the most out of the software you've chosen. Use this section to make sure your vendor's training programs and materials measure up.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

78% SATISFACTION
73% CATEGORY AVERAGE

Vendor Support

Ranked 6th of 12 in IT Service Management - Midmarket

35% OF CLIENTS ARE DELIGHTED

The ability to receive timely and sufficient support.
The importance of vendor support will vary for each organization depending on internal capabilities, but there will always be issues that only the vendor can resolve.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

78% SATISFACTION
77% CATEGORY AVERAGE

Usability and Intuitiveness

Ranked 8th of 12 in IT Service Management - Midmarket

26% OF CLIENTS ARE DELIGHTED

The ability to reduce training due to intuitive design.
End user learning curves cost the organization money. Pay attention to your end users' technical ability to determine how important UX is in your purchase.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

76% SATISFACTION
76% CATEGORY AVERAGE

Ease of Customization

Ranked 2nd of 12 in IT Service Management - Midmarket

32% OF CLIENTS ARE DELIGHTED

The ability to scale the solution to a business' unique needs.
Don't get bogged down in a difficult customization; use this data to make sure you can easily achieve the functionality you need for your particular situation.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

80% SATISFACTION
73% CATEGORY AVERAGE

Ease of Data Integration

Ranked 6th of 12 in IT Service Management - Midmarket

20% OF CLIENTS ARE DELIGHTED

The ability to seamlessly integrate data.
Use this data to determine whether the product will cause headaches or make data integration easy.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

76% SATISFACTION
75% CATEGORY AVERAGE

Breadth of Features

Ranked 9th of 12 in IT Service Management - Midmarket

21% OF CLIENTS ARE DELIGHTED

The ability to perform a wide variety of tasks.
Users prefer feature rich software that enables them to perform diverse series of tasks. This data expresses user satisfaction with the product's breadth of features.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

76% SATISFACTION
77% CATEGORY AVERAGE

Product Strategy and Rate of Improvement

Ranked 3rd of 12 in IT Service Management - Midmarket

27% OF CLIENTS ARE DELIGHTED

The ability to adapt to market change.
Vendors who don't stay on top of emerging needs and trends won't enable you to meet your business goals. Use this data to separate innovators from imposters.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

79% SATISFACTION
74% CATEGORY AVERAGE

Ease of IT Administration

Ranked 8th of 12 in IT Service Management - Midmarket

29% OF CLIENTS ARE DELIGHTED

Ease of use of the backend user interface.
This data indicates whether IT personnel will be able to resolve issues and perform configurations efficiently and effectively.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

77% SATISFACTION
78% CATEGORY AVERAGE

Ease of Implementation

Ranked 11th of 12 in IT Service Management - Midmarket

20% OF CLIENTS ARE DELIGHTED

The ability to implement the solution without unnecessary disruption.
Successfully implementing new software is necessary to realize its full value and promote end user adoption. This data indicates whether or not the product is easy to implement.

DEGREE OF SATISFACTION
- Delights
- Highly Satisfies
- Almost Satisfies
- Disappoints

74% SATISFACTION
80% CATEGORY AVERAGE

Product
Feature Satisfaction

Pay attention to the features you need for your scenario by evaluating peer feature satisfaction ratings. Tolerate low scores on features that do not impact your business, instead focus on scores being high for features that matter. A scale of satisfaction ranging from Disappoints, Almost Satisfies, Highly Satisfies, and Delights is applied to each feature core to the IT Service Management - Midmarket market.

How satisfied are you with the following C2 ATOM features and functionalities?

IT SERVICE MANAGEMENT - MIDMARKET

MANDATORY FEATURES

Service Catalog

31%
OF CLIENTS ARE DELIGHTED

Ability to request products and services through an online catalog that integrates into the ticketing system; may include an app store.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked **3rd**
of 12 in IT Service Management - Midmarket

80% SATISFACTION
75% CATEGORY AVERAGE

Integrated Knowledge Management

25%
OF CLIENTS ARE DELIGHTED

Database integrated with ticketing system for sharing information between technicians, single source or able to federate multiple sources into a single search.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked **5th**
of 12 in IT Service Management - Midmarket

78% SATISFACTION
77% CATEGORY AVERAGE

End User Self Serve

30%
OF CLIENTS ARE DELIGHTED

Intuitive portal designed for end users to create incident tickets, request services, and access status and FAQs.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked **6th**
of 12 in IT Service Management - Midmarket

80% SATISFACTION
79% CATEGORY AVERAGE

Multi-Site Functionality

23%
OF CLIENTS ARE DELIGHTED

Central management of dispersed technicians, multiple time zones, operational hours, and automated shift reassignments.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked **10th**
of 12 in IT Service Management - Midmarket

76% SATISFACTION
78% CATEGORY AVERAGE

Reporting

10%
OF CLIENTS ARE DELIGHTED

Straightforward data storage with ability to create any reports easily. Dashboards for any role with ability to easily build and modify.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked **12th**
of 12 in IT Service Management - Midmarket

61% SATISFACTION
74% CATEGORY AVERAGE

SECONDARY FEATURES

Technician Administration

31%
OF CLIENTS ARE DELIGHTED

Easily designed forms, templates, task management, and workflows using codeless customization.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked **5th**
of 12 in IT Service Management - Midmarket

80% SATISFACTION
78% CATEGORY AVERAGE

Multi Device Capability

25%
OF CLIENTS ARE DELIGHTED

Intuitive interface for any device for any role (end user, technician, approver) providing access via web or native mobile app for end users and technicians.
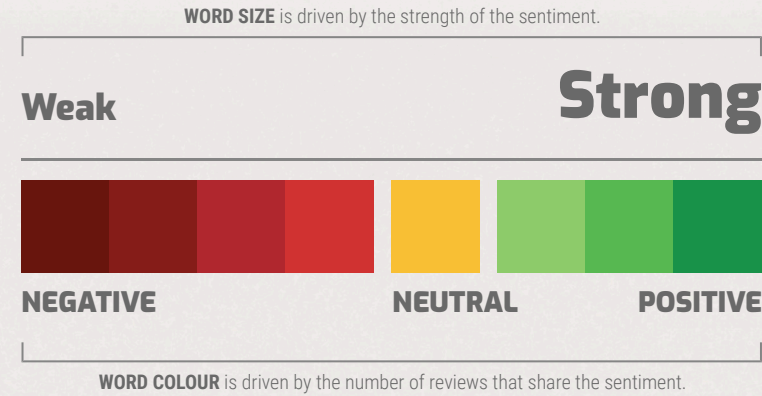
DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked **8th**
of 12 in IT Service Management - Midmarket

78% SATISFACTION
77% CATEGORY AVERAGE

Integration With IT Tools

24%
OF CLIENTS ARE DELIGHTED

Integration with tools to assist the user which enable connection from within the ticket, capturing information as it is created.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked **8th**
of 12 in IT Service Management - Midmarket

74% SATISFACTION
74% CATEGORY AVERAGE

End User Support Solutions

21%
OF CLIENTS ARE DELIGHTED

Tools to benefit end users such as single sign-on to self-serve, password reset, screen capture in ticket, dynamic FAQ matching to ticket key words.

DEGREE OF SATISFACTION
Delights
Highly Satisfies
Almost Satisfies
Disappoints

Ranked **10th**
of 12 in IT Service Management - Midmarket

77% SATISFACTION
79% CATEGORY AVERAGE

C2 ATOM
Word Cloud

As organizations become more and more dependent on software to automate and streamline operations, users are developing strong emotional connections to their applications and vendors. The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by its users. Use this at-a-glance summary to evaluate the vendor-client relationship and product effectiveness. Additional data about each of the emotional sentiments can be found on the following pages.

WORD SIZE is driven by the strength of the sentiment.

Weak   **Strong**

NEGATIVE   NEUTRAL   POSITIVE

WORD COLOUR is driven by the number of reviews that share the sentiment.

APPRECIATES INCUMBENT STATUS   INSPIRING
CLIENT FRIENDLY POLICIES   OVER DELIVERED   GENEROSITY
CLIENT'S INTEREST FIRST   EFFECTIVE   ALTRUISTIC
CONTINUALLY IMPROVING   FRIENDLY NEGOTIATION
LOVE EFFICIENT   TRANSPARENT   CARING   RELIABLE
SAVES TIME   FAIR   INTEGRITY   CRITICAL
HELPS INNOVATE   RESPECTFUL   TRUSTWORTHY
ENABLES PRODUCTIVITY
SECURITY PROTECTS   PERFORMANCE ENHANCING
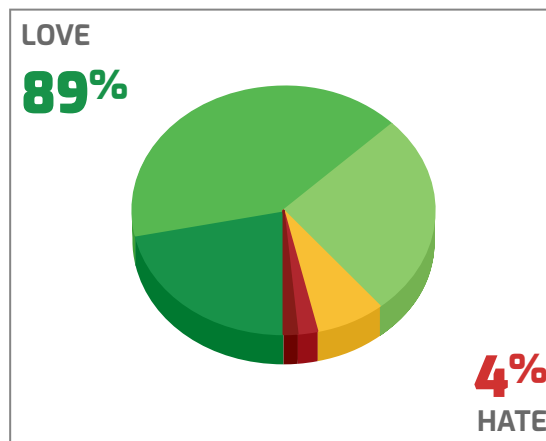
C2 ATOM
Emotional Footprint

Importance to Professional Success

How important is C2 ATOM to your current professional success?

CRITICAL
90%

1%
IRRELEVANT

B2B purchasing decisions not only rely on data and facts, but also gut instinct and emotional inputs. A vendors' Emotional Footprint can influence whether a client chooses to do business with the organization. The information displayed below represents the emotional sentiment held by end users of the software based on their experience with the vendor. Responses are captured on an eight-point scale.
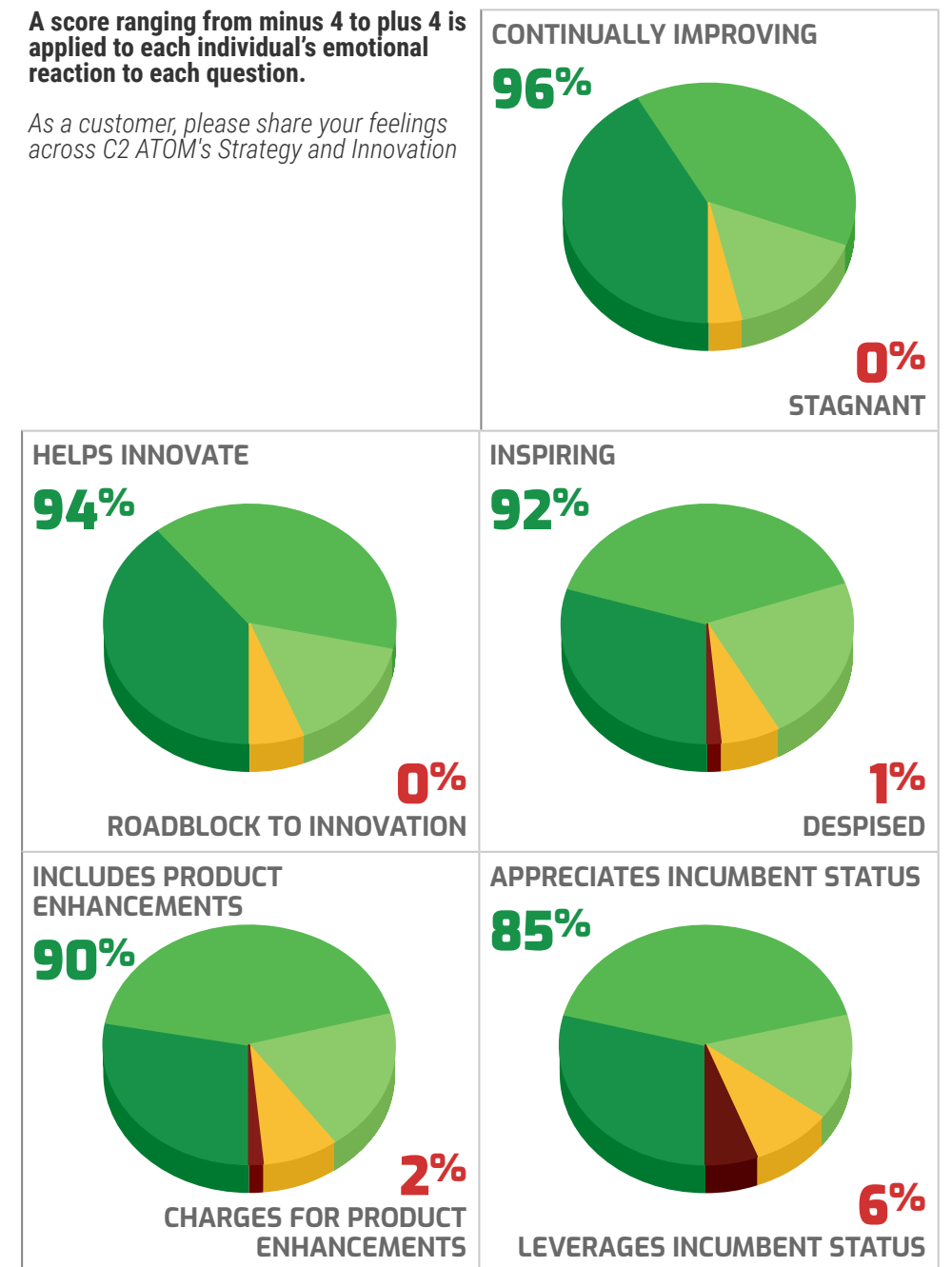
EMOTIONAL SPECTRUM SCALE

| -4 | -3 | -2 | -1 | +1 | +2 | +3 | +4 |

NEGATIVE   NEUTRAL   POSITIVE

Strength of Emotional Connection

Overall, describe the strength of your emotional connection to C2 ATOM

LOVE
89%

4%
HATE
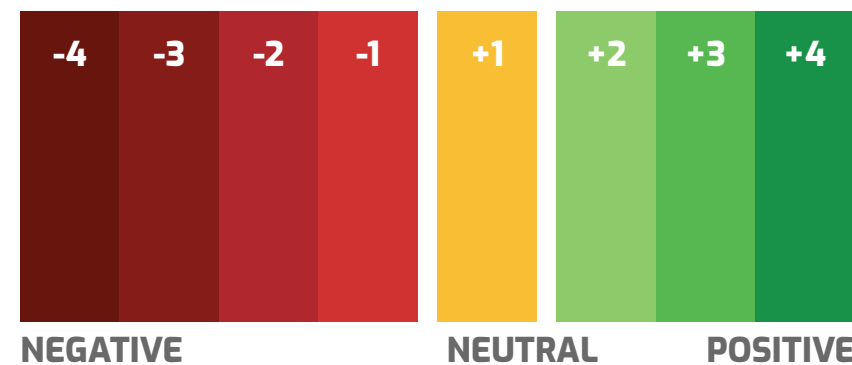
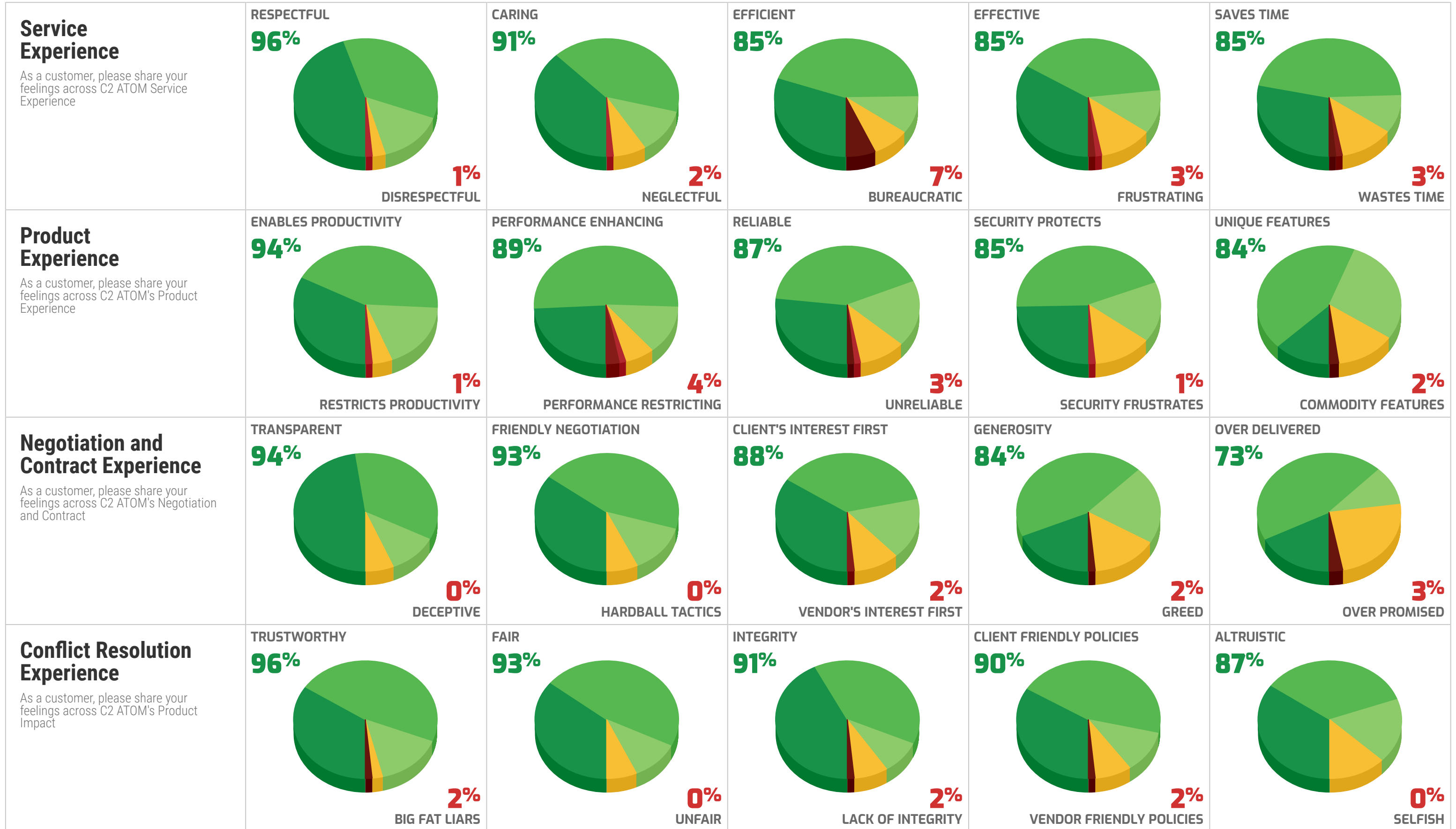**% POSITIVE** - **% NEGATIVE** = **NET EMOTIONAL FOOTPRINT**

NET EMOTIONAL FOOTPRINT **+87**
C2 ATOM

Strategy and Innovation

A score ranging from minus 4 to plus 4 is applied to each individual's emotional reaction to each question.

As a customer, please share your feelings across C2 ATOM's Strategy and Innovation

CONTINUALLY IMPROVING
96%

0%
STAGNANT

HELPS INNOVATE
94%

0%
ROADBLOCK TO INNOVATION

INSPIRING
92%

1%
DESPISED

INCLUDES PRODUCT ENHANCEMENTS
90%

2%
CHARGES FOR PRODUCT ENHANCEMENTS

APPRECIATES INCUMBENT STATUS
85%

6%
LEVERAGES INCUMBENT STATUS

Service Experience

As a customer, please share your feelings across C2 ATOM Service Experience

RESPECTFUL	CARING	EFFICIENT	EFFECTIVE	SAVES TIME
96%	**91%**	**85%**	**85%**	**85%**
1%	**2%**	**7%**	**3%**	**3%**
DISRESPECTFUL	NEGLECTFUL	BUREAUCRATIC	FRUSTRATING	WASTES TIME

Product Experience

As a customer, please share your feelings across C2 ATOM's Product Experience

ENABLES PRODUCTIVITY	PERFORMANCE ENHANCING	RELIABLE	SECURITY PROTECTS	UNIQUE FEATURES
94%	**89%**	**87%**	**85%**	**84%**
1%	**4%**	**3%**	**1%**	**2%**
RESTRICTS PRODUCTIVITY	PERFORMANCE RESTRICTING	UNRELIABLE	SECURITY FRUSTRATES	COMMODITY FEATURES

Negotiation and Contract Experience

As a customer, please share your feelings across C2 ATOM's Negotiation and Contract

TRANSPARENT	FRIENDLY NEGOTIATION	CLIENT'S INTEREST FIRST	GENEROSITY	OVER DELIVERED
94%	**93%**	**88%**	**84%**	**73%**
0%	**0%**	**2%**	**2%**	**3%**
DECEPTIVE	HARDBALL TACTICS	VENDOR'S INTEREST FIRST	GREED	OVER PROMISED

Conflict Resolution Experience

As a customer, please share your feelings across C2 ATOM's Product Impact

TRUSTWORTHY	FAIR	INTEGRITY	CLIENT FRIENDLY POLICIES	ALTRUISTIC
96%	**93%**	**91%**	**90%**	**87%**
2%	**0%**	**2%**	**2%**	**0%**
BIG FAT LIARS	UNFAIR	LACK OF INTEGRITY	VENDOR FRIENDLY POLICIES	SELFISH

PRODUCT SCORECARD | Executive Summary | Vendor Capability Satisfaction | Product Feature Satisfaction | Emotional Footprint | Reasons for Leaving & Joining | Module Satisfaction | Implementation | Staffing & Ownership | Selection Decisions | Market Size Comparison | Comparisons | Versions | Comments | 8

Relationships and Interaction

When interacting with C2 ATOM your peers express the following positive and negative sentiments across several teams. Use this to assess this vendors' service orientation and ease of partnership.

Based on your interactions and relationships with C2 ATOM, please summarize what you experienced
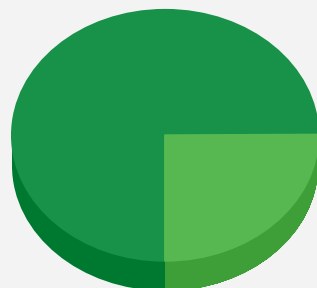
96% POSITIVE SENTIMENTS

2% NEGATIVE SENTIMENTS

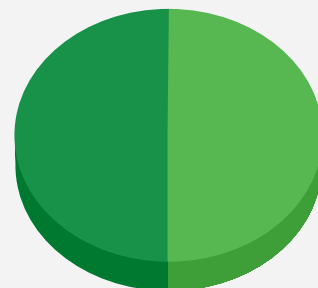NET RELATIONSHIP FOOTPRINT
+94

Sales Team

EFFECTIVE / KNOWLEDGEABLE
100%

FRIENDLY / CARING
100%

INEFFECTIVE / UNHELPFUL **0%**

INDIFFERENT / UNPLEASANT **0%**

Technical and Product Specialists

EFFECTIVE / KNOWLEDGEABLE
92%
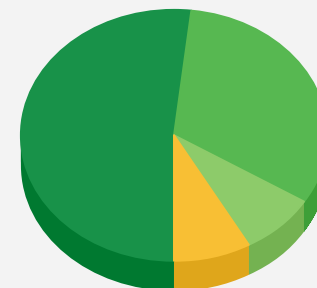
FRIENDLY / CARING
96%

INEFFECTIVE / UNHELPFUL **0%**
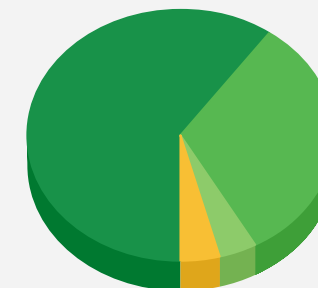
INDIFFERENT / UNPLEASANT **0%**

Client Service Team

EFFECTIVE / KNOWLEDGEABLE
95%
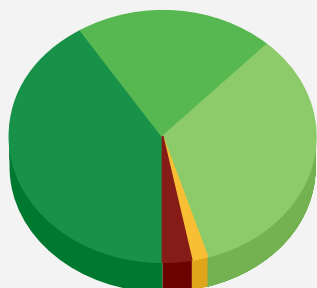
FRIENDLY / CARING
97%
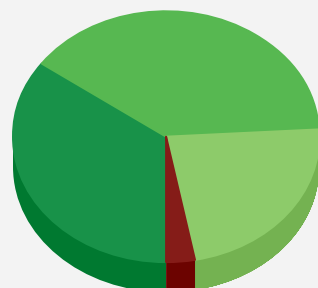
INEFFECTIVE / UNHELPFUL **3%**

INDIFFERENT / UNPLEASANT **3%**

Leadership Team
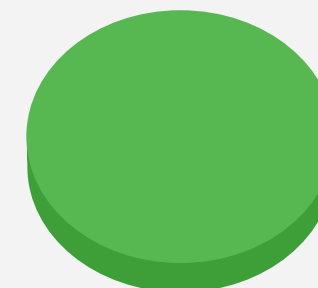
EFFECTIVE / KNOWLEDGEABLE
100%
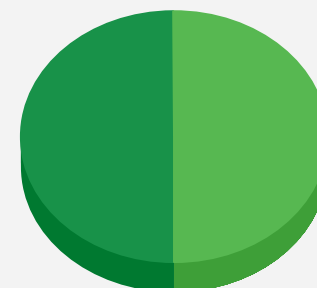
FRIENDLY / CARING
100%

INEFFECTIVE / UNHELPFUL **0%**

INDIFFERENT / UNPLEASANT **0%**

Leaving
C2 ATOM

When leaving a vendor try to understand whether the move has increased or decreased satisfaction to determine if it was the right decision. Assess how many people are leaving and why to determine if selecting them is the right decision.

Which product did you use prior to Sherweb Inc? How much more or less satisfied are you with Sherweb Inc than you were with your previous vendor? Why did you switch?
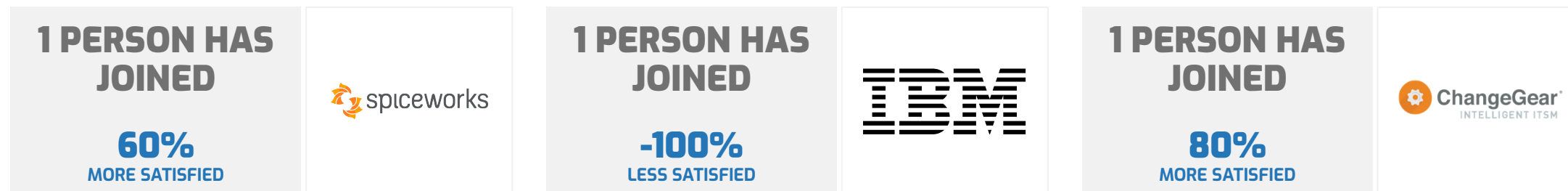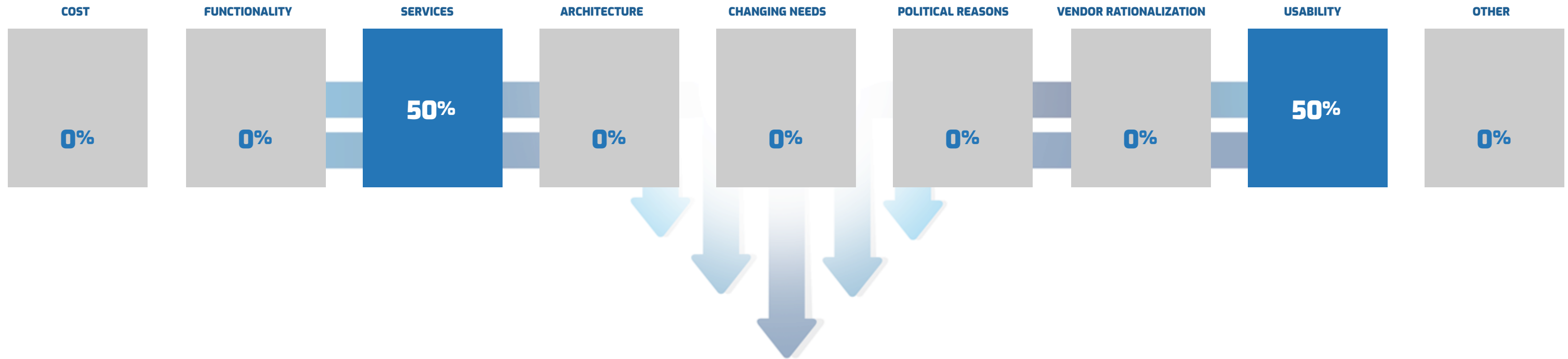
C2

2 people have reported leaving
C2 ATOM

PEOPLE ARE
30%
LESS SATISFIED WITH THEIR NEW VENDOR ON AVERAGE

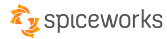# Primary Reason for Leaving C2 ATOM

Companies face different issues with different vendors that spark a need to change software. See the top reasons peers tend to leave C2 ATOM and who they tend to leave for.

COST	FUNCTIONALITY	SERVICES	ARCHITECTURE	CHANGING NEEDS	POLITICAL REASONS	VENDOR RATIONALIZATION	USABILITY	OTHER
0%	0%	50%	0%	0%	0%	0%	50%	0%

1 PERSON HAS JOINED

spiceworks

60%
MORE SATISFIED

1 PERSON HAS JOINED

IBM

-100%
LESS SATISFIED

1 PERSON HAS JOINED
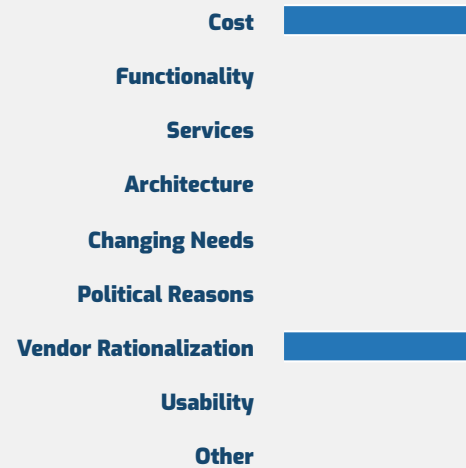
ChangeGear
INTELLIGENT ITSM

80%
MORE SATISFIED

Joining C2 ATOM

See why clients left which previous vendors for C2 ATOM and their average increase or decrease in satisfaction with that move. Determine if your reasons for selecting match the most common ones, and predict your own change in satisfaction by looking at your peers.
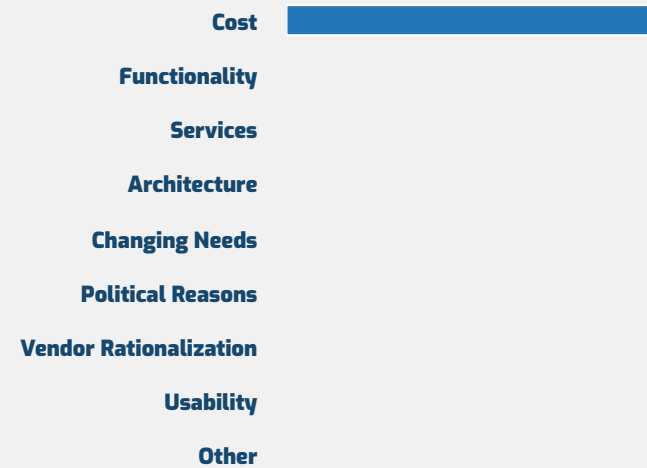
2 PEOPLE HAVE LEFT
spiceworks

PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

1 PERSON HAS LEFT
BMC HELIX ITSM

PRIMARY REASON FOR LEAVING

- Cost
- Functionality
- Services
- Architecture
- Changing Needs
- Political Reasons
- Vendor Rationalization
- Usability
- Other

90% MORE SATISFIED WITH

100% MORE SATISFIED WITH

C2

3 people are 95% more satisfied with C2 ATOM over their previous vendor on average

What Discounts are Available?

Every company provides discounts, but pricing flexibility changes per vendor.

Have you been able to negotiate a discount or price reduction?

51%
OF ORGANIZATIONS HAVE RECEIVED DISCOUNTS AT INITIAL PURCHASE OR AT RENEWAL

Primary Reason For Discount

Reasons for discounts vary. Analyze the most popular types of discounts provided from C2 ATOM.

Please select the primary reason for the discount or price reduction.
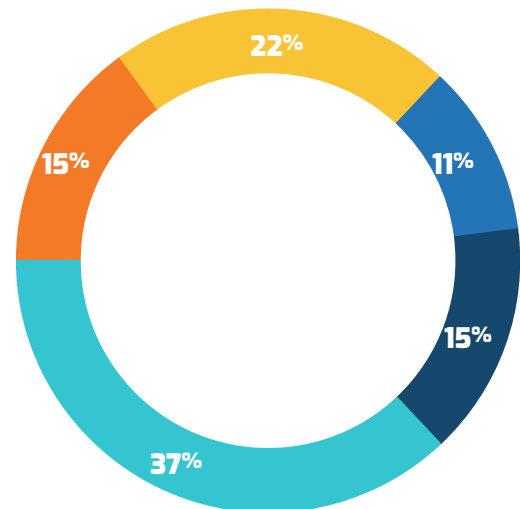
Legend
- Multi-Year Commitment
- Optimized Usage or Licenses
- Threatened to Switch Vendors
- Vendor Management and Negotiation Tactics
- Volume Purchase

Donut: 22%, 11%, 15%, 37%, 15%

Discount % Provided

What percent discount or price reduction did you receive or negotiate from the initial list price?

% OF RESPONDENTS

Bar chart: 0% → 49%, 1-5% → 7%, 11-25% → 22%, 51+% → 22%
% OF DISCOUNT
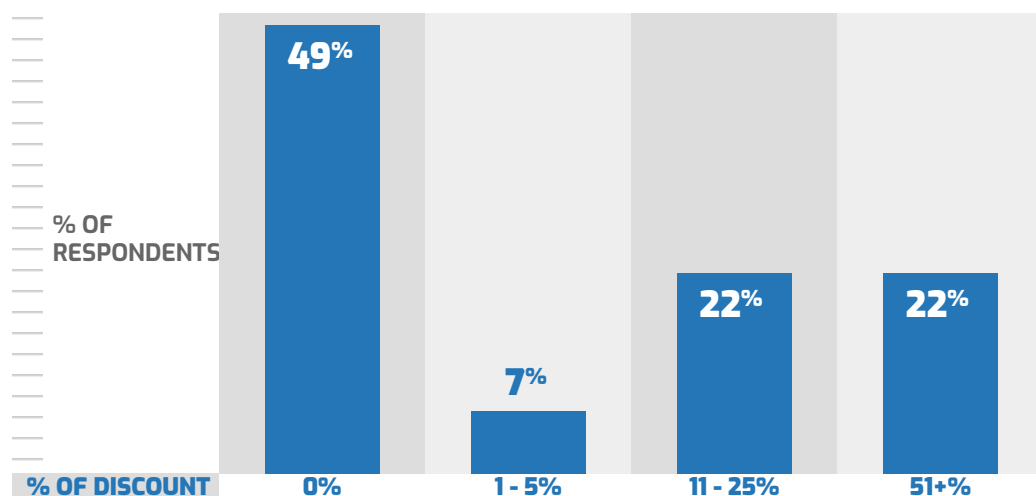
What are Clients of C2 ATOM Planning to Spend Next Year?

Please indicate your expected percentage increase or decrease due to adding or removing modules or services next year, as well as the expected percentage increase or decrease in cost per license.

Based on satisfaction, and broken up into buckets of thirds, see whether satisfaction correlates with anticipated spend.

BOTTOM 3RD RANKED SATISFACTION	MIDDLE 3RD RANKED SATISFACTION	TOP 3RD RANKED SATISFACTION
COST PER LICENSE ↑ 6%	COST PER LICENSE ↑ 48%	COST PER LICENSE ↑ 33%
# OF LICENSES ↑ 23%	# OF LICENSES ↑ 67%	# OF LICENSES ↑ 35%
ADD-ON COSTS ↑ 8%	ADD-ON COSTS ↑ 51%	ADD-ON COSTS ↑ 33%

Implementation
VS Satisfaction

See how popular different types of implementation can influence satisfaction with C2 ATOM, the time taken to implement the product, and the cost associated. Use cost, time, and satisfaction levels to make the right decision for you.

Range

Smallest Value — Greatest Value

First Quartile | Median | Third Quartile
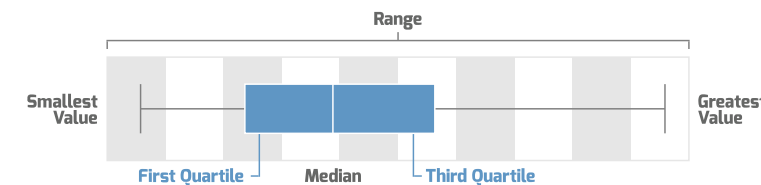
IMPLEMENTATION TYPE % of respondents		IMPLEMENTATION SATISFACTION	AVG WEEKS	WEEKS TO IMPLEMENT	AVG COST	COST TO IMPLEMENT
Independent Implementation	20%	79%	6.8	5 10 15 20 25 30 35 40 45 50	$79,729	25k 50k 75k 100k 125k 150k 175k 200k 225k
With the Vendor	66%	75%	9.2	12 24 36 48 60 72 84 96 108	$15,418	10k 20k 30k 40k 50k 60k 70k 80k 90k
With the Vendor and a Third Party	9%	67%	4.3	2.4 3.2 4 4.8 5.6 6.4 7.2 8 8.8 9.6	$127,112	115k 120k 125k 130k 135k 140k 145k 150k 155k 160k
Minimal Implementation Required	4%	66%	10.0	4.5 6 7.5 9 10.5 12 13.5 15 16.5 18	$23,708	22.5k 22.8k 23.1k 23.4k 23.7k 24k 24.3k 24.6k 24.9k 25.2k

Training

How much have you spent on formal user and administrative training in the last year? How much do you need to spend on training in order to receive the most out of the product? See how the amount spent on training influences likeliness to recommend. Determine whether it's worth paying for training at all.

0%
of Companies Spent Zero Dollars on Training

NO TRAINING

Average Likeliness to Recommend

Organizations Experience a ▬▬

Change in Likeliness to Recommend When They Spend an Average of

-- ON TRAINING

Average Likeliness to Recommend

Organizations Experience a ▬▬

Change in Likeliness to Recommend When They Spend an Average of
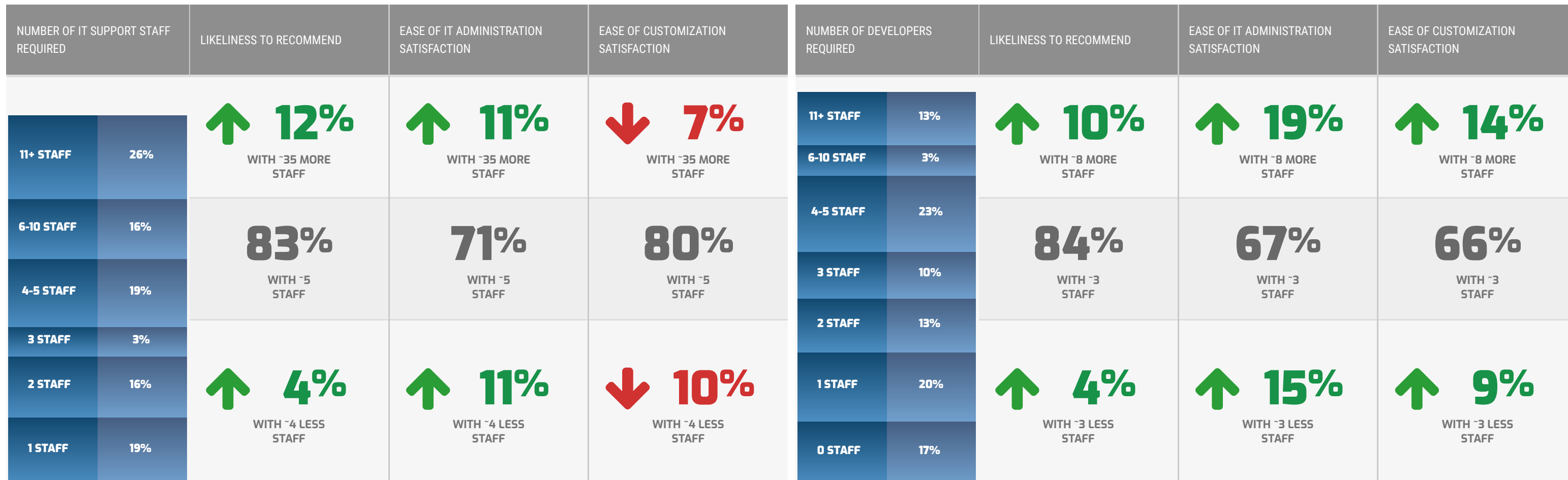
-- ON TRAINING

Average Likeliness to Recommend
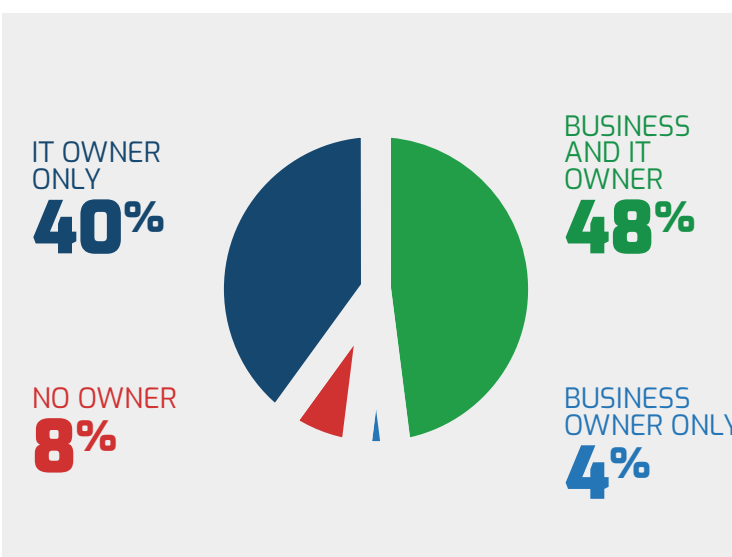
Staffing and Ownership

Be prepared. Ensure you staff the maintenance of C2 ATOM correctly or risk dissatisfaction. See how likeliness to recommend, satisfaction with the ease of IT administration and satisfaction with the ease of customization correlates with the amount of staff supporting and maintaining the software. Determine how many support staff and developers you'll need to be successful and what they'll cost.
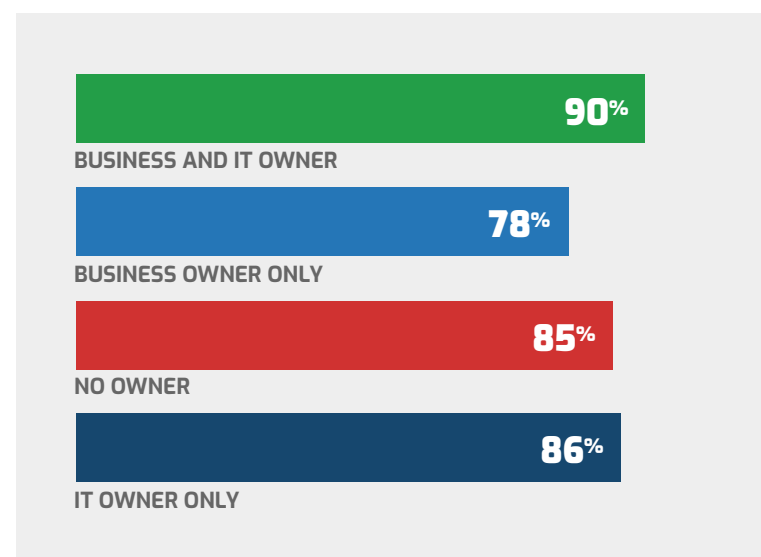
NUMBER OF IT SUPPORT STAFF REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	26%	↑ 12% WITH ~35 MORE STAFF	↑ 11% WITH ~35 MORE STAFF	↓ 7% WITH ~35 MORE STAFF
6-10 STAFF	16%	83% WITH ~5 STAFF	71% WITH ~5 STAFF	80% WITH ~5 STAFF
4-5 STAFF	19%			
3 STAFF	3%			
2 STAFF	16%	↑ 4% WITH ~4 LESS STAFF	↑ 11% WITH ~4 LESS STAFF	↓ 10% WITH ~4 LESS STAFF
1 STAFF	19%			

NUMBER OF DEVELOPERS REQUIRED		LIKELINESS TO RECOMMEND	EASE OF IT ADMINISTRATION SATISFACTION	EASE OF CUSTOMIZATION SATISFACTION
11+ STAFF	13%	↑ 10% WITH ~8 MORE STAFF	↑ 19% WITH ~8 MORE STAFF	↑ 14% WITH ~8 MORE STAFF
6-10 STAFF	3%			
4-5 STAFF	23%	84% WITH ~3 STAFF	67% WITH ~3 STAFF	66% WITH ~3 STAFF
3 STAFF	10%			
2 STAFF	13%			
1 STAFF	20%	↑ 4% WITH ~3 LESS STAFF	↑ 15% WITH ~3 LESS STAFF	↑ 9% WITH ~3 LESS STAFF
0 STAFF	17%			

Staff Salaries

SALARY	SUPPORT	
$100K +	14%	👤 $140K 👤 $130K 👤 $130K
$76 - $100K	9%	👤 $98K 👤 $93K
$51 - $75K	14%	👤 $57K 👤 $53K 👤 $52K
$31 - $50K	59%	👤 $45K 👤 $45K 👤 $45K 👤 $45K 👤 $44K 👤 $40K 👤 $38K 👤 $38K MORE
<= $30K	5%	👤 $29K

SALARY	DEVELOPERS	
$100K +	28%	👤 $135K 👤 $125K 👤 $125K 👤 $110K 👤 $105K
$76 - $100K	0%	
$51 - $75K	44%	👤 $65K 👤 $65K 👤 $65K 👤 $61K 👤 $61K 👤 $61K 👤 $57K 👤 $57K
$31 - $50K	28%	👤 $45K 👤 $38K 👤 $37K 👤 $34K 👤 $31K
<= $30K	0%	

Established Clear Ownership

IT OWNER ONLY **40%**

BUSINESS AND IT OWNER **48%**

NO OWNER **8%**

BUSINESS OWNER ONLY **4%**

Ownership Satisfaction

|	
BUSINESS AND IT OWNER	90%
BUSINESS OWNER ONLY	78%
NO OWNER	85%
IT OWNER ONLY	86%

How Selection Decisions are Made

Spend the right amount of time making your decision. See how formal peers' selection processes are to allocate appropriate resourcing for this project.
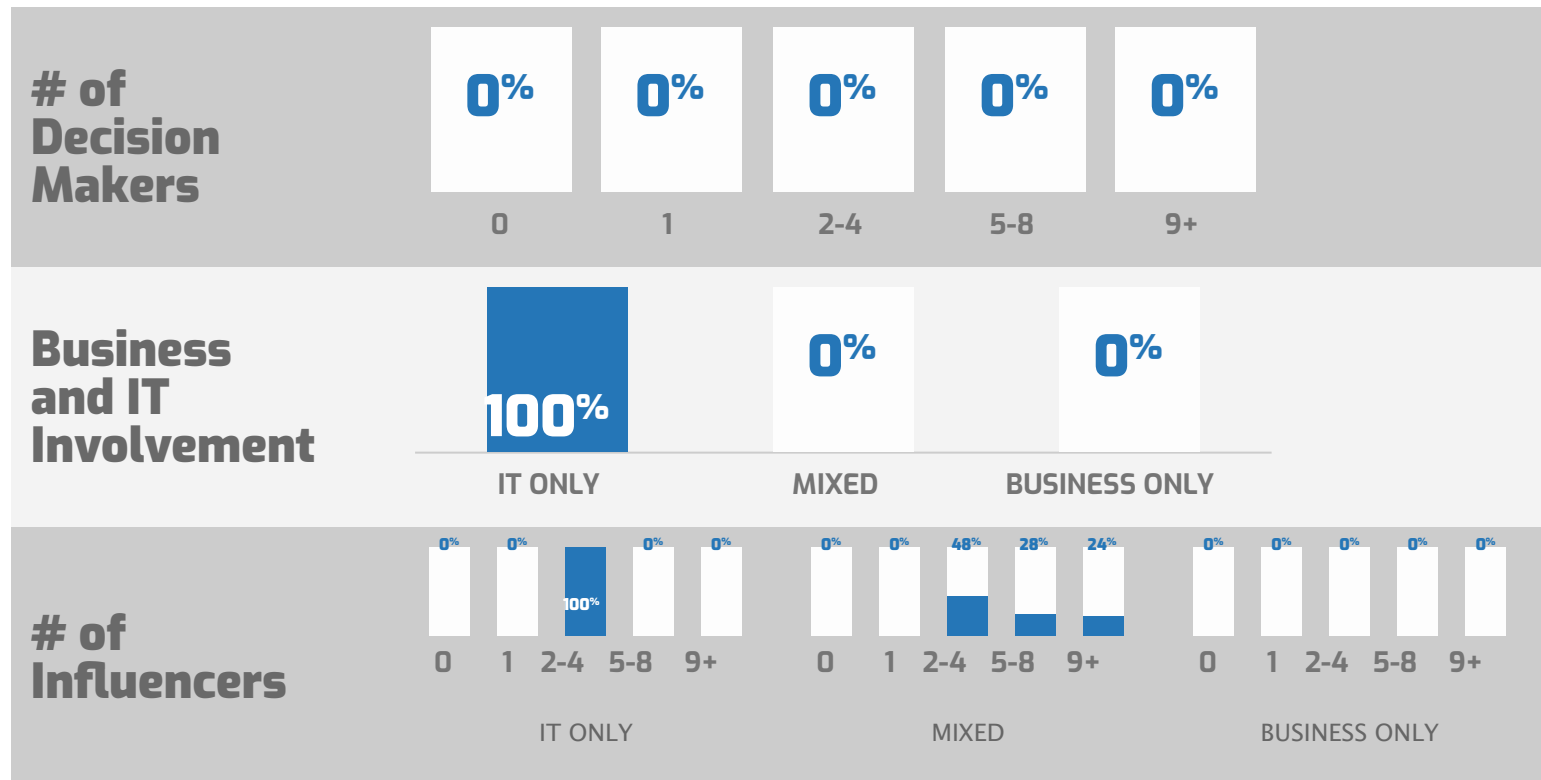
How much time and effort (in weeks) was spent making your selection decision?

1 WEEK	2 WEEKS	3-5 WEEKS	6-10 WEEKS	11-20 WEEKS	21+ WEEKS
4%	11%	43%	29%	11%	4%

% OF RESPONDENTS
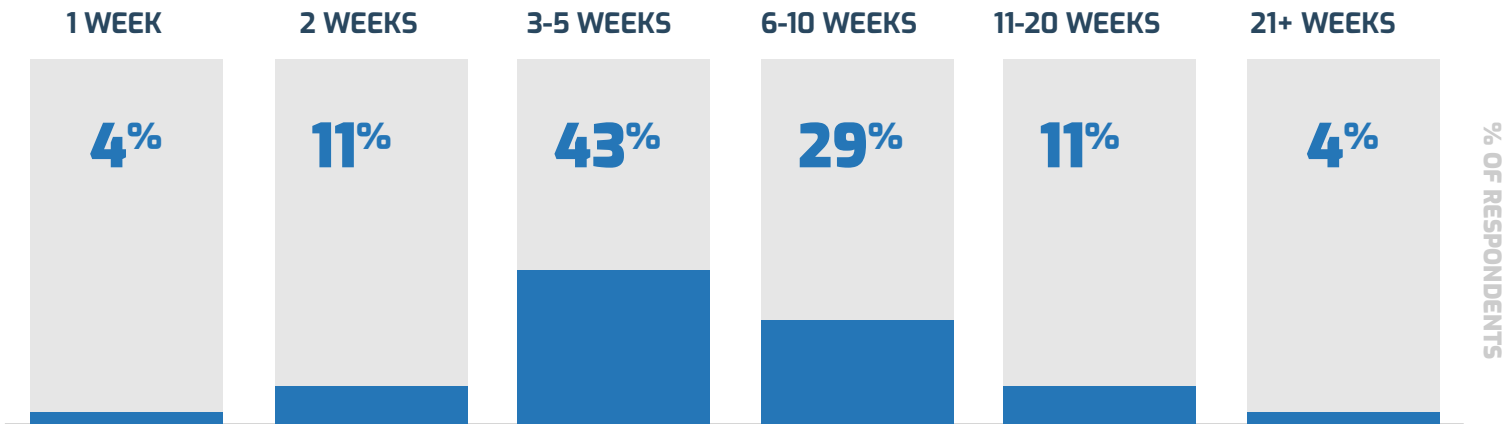
Who Made the Selection

Involve the right people when purchasing. See who peers' involved in the decision to ensure you're involving the right mix of business and IT.

How many people were involved in the following capacities during this vendor selection decision?

# of Decision Makers

0	1	2-4	5-8	9+
0%	0%	0%	0%	0%

Business and IT Involvement

IT ONLY	MIXED	BUSINESS ONLY
100%	0%	0%

# of Influencers

	IT ONLY					MIXED					BUSINESS ONLY			
0	1	2-4	5-8	9+	0	1	2-4	5-8	9+	0	1	2-4	5-8	9+
0%	0%	100%	0%	0%	0%	0%	48%	28%	24%	0%	0%	0%	0%	0%

Selection Methodology

FORMAL INFORMAL

Software that is integral to the business needs a full, formal, front-to-back selection process which takes time and resources. Some software can be purchased with less involvement. Understand what process you should undertake.
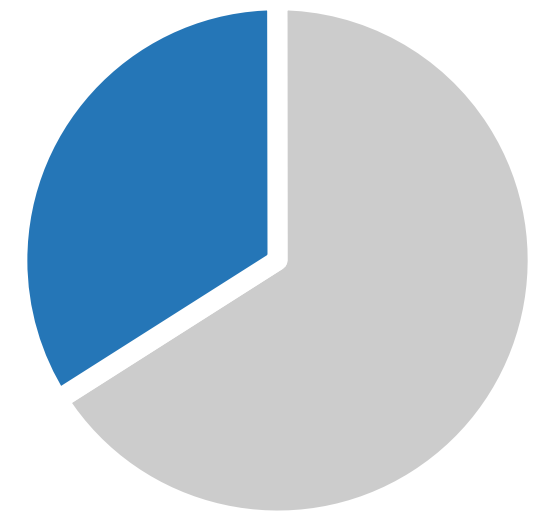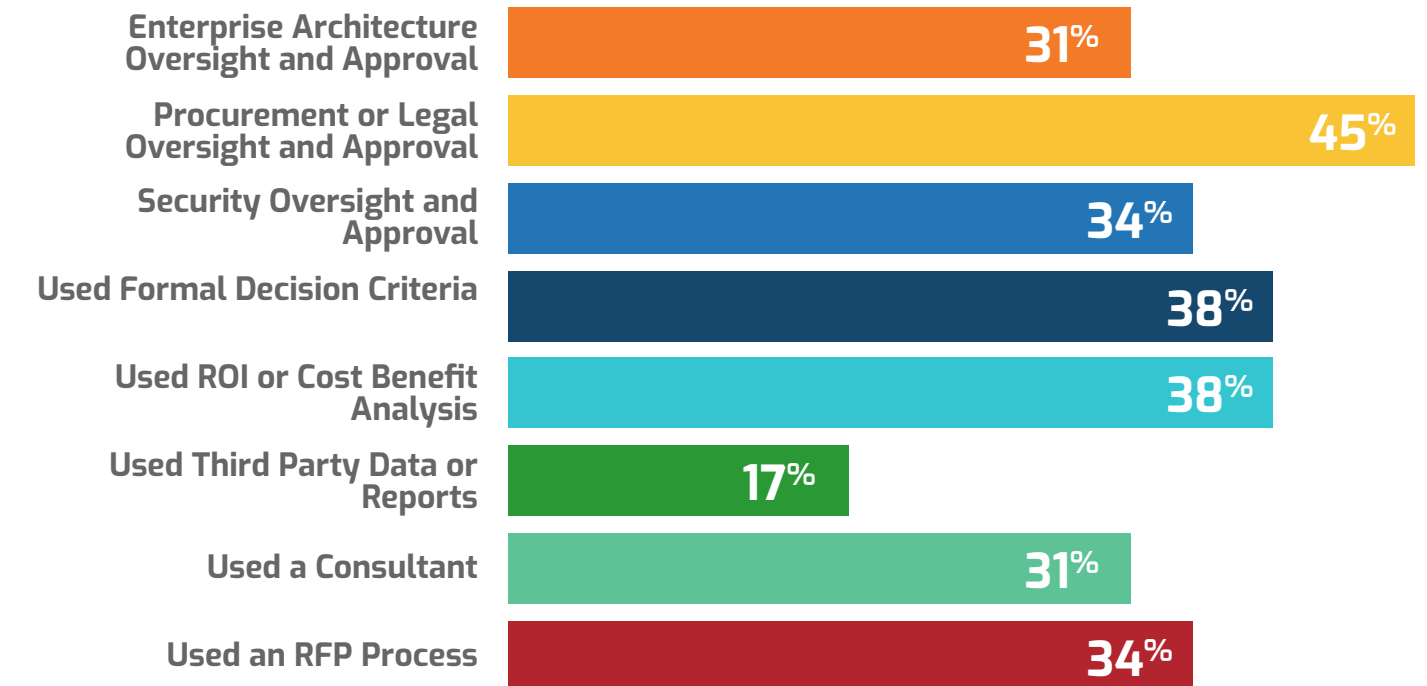
Selection Process, Oversight, and Approval

What processes, oversights, and approvals were used in your evaluation and selection process?

Discover the most popular types of selection processes, oversights, and approvals used for C2 ATOM. Because companies may use more than one process when selecting software, these percentages don't necessarily add to 100%.

Enterprise Architecture Oversight and Approval	31%
Procurement or Legal Oversight and Approval	45%
Security Oversight and Approval	34%
Used Formal Decision Criteria	38%
Used ROI or Cost Benefit Analysis	38%
Used Third Party Data or Reports	17%
Used a Consultant	31%
Used an RFP Process	34%

How Effective is the Selection Process

82% EFFECTIVE

Years of Ownership

See how longevity of ownership affects satisfaction across the product.

In what year did you implement C2 ATOM?

# OF YEARS	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
1	--	--	--	--	--
2	--	--	--	--	--
3	6%	90%	85%	76%	100%
4	33%	94%	87%	85%	100%
5	27%	88%	80%	76%	100%
6-10	33%	80%	69%	70%	100%
11+	--	--	--	--	--
AVERAGE		**87%**	**77%**	**76%**	**100%**

Involvement of Customers

See how involvement with the product affects satisfaction across the product. Because users can be involved with a product in more than one capacity, the % of Respondents column doesn't necessarily add to 100%.

What is or was the nature of your involvement with this product?

INVOLVEMENT	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
IT LEADER OR MANAGER	63%	87%	78%	77%	100%
IT DEVELOPMENT, INTEGRATION, AND ADMINISTRATION	62%	87%	77%	76%	100%
END USER OF APPLICATION	31%	83%	75%	75%	100%
INITIAL IMPLEMENTATION	27%	85%	75%	73%	100%
VENDOR MANAGEMENT AND RENEWAL	15%	89%	75%	73%	100%
VENDOR SELECTION AND PURCHASING	15%	89%	79%	80%	100%
BUSINESS LEADER OR MANAGER	10%	82%	68%	71%	100%
OTHER	--	--	--	--	--
AVERAGE		**87%**	**77%**	**76%**	**100%**

Role of Customers

See how department or seniority affects satisfaction across the product.

Please select your current role.

ROLE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
INFORMATION TECHNOLOGY	73%	87%	79%	76%	100%
VENDOR MANAGEMENT	--	--	--	--	--
HUMAN RESOURCES	--	--	--	--	--
CONSULTANT	8%	93%	74%	76%	100%
C-LEVEL	8%	93%	80%	81%	100%
OPERATIONS	6%	81%	67%	72%	100%
INDUSTRY SPECIFIC ROLE	2%	78%	71%	68%	51%
PUBLIC SECTOR	2%	78%	70%	89%	100%
FINANCE	2%	89%	64%	56%	51%
SALES AND MARKETING	--	--	--	--	--
STUDENT OR ACADEMIC	--	--	--	--	--
OTHER	--	--	--	--	--
AVERAGE					

Usage Level of Customers

See how the frequency of interaction with the product affects satisfaction.

How often do you use the features and functionality of this software?

USAGE	% OF RESPONDENTS	HOW LIKELY TO RECOMMEND?	VENDOR CAPABILITY	FEATURES AND FUNCTIONALITY	LIKELY TO RENEW
DAILY	83%	88%	77%	76%	100%
WEEKLY	12%	86%	82%	78%	100%
OCCASIONALLY	6%	86%	77%	74%	100%
RARELY OR NEVER	--	--	--	--	--
PREVIOUSLY USED	--	--	--	--	--
AVERAGE		**87%**	**77%**	**76%**	**100%**

INFO~TECH
RESEARCH GROUP

Multi-Category Overview
C2 ATOM
IT Service Management - Midmarket

The composite satisfaction score (Composite Score) is an average of four different areas of evaluation: Net Emotional Footprint, Vendor Capabilities, Product Features, and Likeliness to Recommend.

CATEGORY	COMPOSITE SCORE	LIKELINESS TO RECOMMEND	PLAN TO RENEW	COST SATISFACTION
IT SERVICE MANAGEMENT - MIDMARKET `Scorecard Category` IT Service Management software supports the processes carried out by an IT department's service desk, in the course of service delivery, incident management, problem management, and service request fulfillment.	**8.2**/10	87%	100%	79%
IT SERVICE MANAGEMENT IT Service Management software supports the processes carried out by an IT department's service desk, in the course of service delivery, incident management, problem management, and service request fulfillment.	**8.2**/10	**87%**	**100%**	**79%**
IT ASSET MANAGEMENT IT asset management software automates and supports the set of business practices that typically join financial, contractual, and inventory functions to support life cycle management and strategic decision-making for the IT environment. Assets include all elements of software and hardware that are found in the business environment.	**8.2**/10	**85%**	**100%**	**84%**

Andre R.

Role: Information Technology
Industry: industry_government
Involvement: IT Leader or Manager

Recommends 10/10

Fantastic product. Easy to configure

What differentiates C2 ATOM from other similar products?

Can be use for follow up by any kind of company

What is your favorite aspect of this product?

How to configure C2Atom for your needs

What do you dislike most about this product?

A bit slow when searching

What recommendations would you give to someone considering this product?

Fantastic product and easy to follow your tickets.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
3	Breadth of Features	10
3	Business Value Created	5
4	Ease of Customization	10
3	Ease of Data Integration	5
4	Ease of Implementation	3
3	Ease of IT Administration	8
4	Product Strategy and Rate of Improvement	7
3	Quality of Features	7
4	Usability and Intuitiveness	10
4	Vendor Support	15

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	End User Self Serve	1
3	End User Support Solutions	2
4	Integrated Knowledge Management	3
3	Integration With IT Tools	0
3	Multi Device Capability	0
4	Multi-Site Functionality	1
2	Reporting	0
4	Service Catalog	1
3	Technician Administration	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	0
Cost	0
Existing Relationship	3
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	2

Genviève S.

Role: Information Technology
Industry: industry_insurance
Involvement: IT Development, Integration, and Administration

Recommends 10/10

Fantastic product!

What differentiates C2 ATOM from other similar products?

Easily customizable

What is your favorite aspect of this product?

User friendly

What do you dislike most about this product?
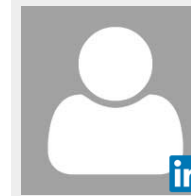
Don't have any logs of ressources connexions

What recommendations would you give to someone considering this product?

Go for it! Really good product!

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	-
4	Breadth of Features	-
4	Business Value Created	-
4	Ease of Customization	-
4	Ease of Data Integration	-
4	Ease of Implementation	-
4	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
4	Quality of Features	-
4	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	End User Self Serve	-
4	End User Support Solutions	-
4	Integrated Knowledge Management	-
4	Integration With IT Tools	-
4	Multi Device Capability	-
4	Multi-Site Functionality	-
4	Reporting	-
4	Service Catalog	-
4	Technician Administration	-

Simon R.

Role: Consultant
Industry: industry_manufacturing
Involvement: IT Leader or Manager

Recommends 9/10

Must have setup

What differentiates C2 ATOM from other similar products?

web base setup

What is your favorite aspect of this product?

web base setup

**What do you dislike most about this product?**

Portal feature

What recommendations would you give to someone considering this product?

i would recommend it

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	4
2	Breadth of Features	4
3	Business Value Created	4
2	Ease of Customization	4
2	Ease of Data Integration	4
2	Ease of Implementation	4
3	Ease of IT Administration	4
2	Product Strategy and Rate of Improvement	4
3	Quality of Features	4
2	Usability and Intuitiveness	4
3	Vendor Support	4

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	4
2	End User Support Solutions	4
3	Integrated Knowledge Management	4
3	Integration With IT Tools	4
3	Multi Device Capability	4
3	Multi-Site Functionality	4
3	Reporting	4
3	Service Catalog	4
3	Technician Administration	4

COST, ORGANIZATION, AND ARCHITECTURAL FIT	
Architectural Fit	1
Cost	2
Existing Relationship	1
Managing Risk	1
Political Reasons	1
Previously Installed	1
Sales Experience	1
Skill and Staff Fit	1
Social Responsibility	1
Vendor Market Share	1
Vendor Reputation	1

INFO~TECH
R E S E A R C H   G R O U P

Wells S.

Role: Information Technology
Industry: industry_technology
Involvement: IT Leader or Manager

Recommends 10/10

Try it and You will never regret!

What differentiates C2 ATOM from other similar products?

The service of C2 ATOM differs from other similar because it's a recognised product that is known for production of great value

What is your favorite aspect of this product?

I love the aspect of their customer service representative

What do you dislike most about this product?

I don't dislike nothing but it's kinda expensive

What recommendations would you give to someone considering this product?

A trial first for better service

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	-
4	Breadth of Features	-
4	Business Value Created	-
3	Ease of Customization	-
3	Ease of Data Integration	-
3	Ease of Implementation	-
3	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
3	Quality of Features	-
4	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	-
2	End User Support Solutions	-
3	Integrated Knowledge Management	-
3	Integration With IT Tools	-
2	Multi Device Capability	-
3	Multi-Site Functionality	-
3	Reporting	-
3	Service Catalog	-
3	Technician Administration	-
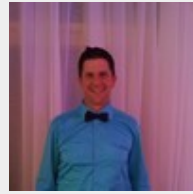
Daniel L.

Role: Information Technology
Industry: industry_machinery
Involvement: IT Leader or Manager

Recommends 9/10

Easy to use and configure - 1001 opportunities!

What differentiates C2 ATOM from other similar products?

highly customizable softwares - it is possible to configure almost everything. When it is not, the development team at C2 are enhancing the solution to meet their customer needs.

What is your favorite aspect of this product?

the personalization we can do depending of the Resources / Managers needs for all different departments.

What do you dislike most about this product?

Sometime, we are missing documentation on how to configure request, create workflows, etc. I know that there is some many possibilities, it is hard to create a clear documentation on all subjects, but still a little more documentation for administrator would be required.

What recommendations would you give to someone considering this product?

lots of work for configuration, but the best software if you want it adapted to your needs and businesses

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	0
3	Breadth of Features	0
3	Business Value Created	0
4	Ease of Customization	0
3	Ease of Data Integration	10
3	Ease of Implementation	0
4	Ease of IT Administration	0
4	Product Strategy and Rate of Improvement	0
3	Quality of Features	0
4	Usability and Intuitiveness	15
4	Vendor Support	15

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	0
4	End User Support Solutions	0
4	Integrated Knowledge Management	15
3	Integration With IT Tools	0
3	Multi Device Capability	0
4	Multi-Site Functionality	0
3	Reporting	15
4	Service Catalog	10
4	Technician Administration	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	10
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0

Sebastien R.

Role: Information Technology
Industry: industry_healthcare
Involvement: IT Leader or Manager

Recommends 10/10

Fantastic product from Quebec

What differentiates C2 ATOM from other similar products?

coming from Quebec

What is your favorite aspect of this product?

love the cloud aspect of the solution

What do you dislike most about this product?

something lots of things to do for closing ticket

What recommendations would you give to someone considering this product?

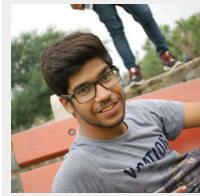enjoy and nice product to increase and track production

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
-	Availability and Quality of Training	7
4	Breadth of Features	5
3	Business Value Created	1
3	Ease of Customization	0
3	Ease of Data Integration	5
3	Ease of Implementation	2
3	Ease of IT Administration	2
3	Product Strategy and Rate of Improvement	0
4	Quality of Features	5
3	Usability and Intuitiveness	0
4	Vendor Support	10

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	5
3	End User Support Solutions	5
2	Integrated Knowledge Management	0
3	Integration With IT Tools	1
3	Multi Device Capability	0
3	Multi-Site Functionality	0
3	Reporting	2
3	Service Catalog	10
3	Technician Administration	5

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	10
Existing Relationship	0
Managing Risk	0
Political Reasons	5
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	5
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	5

INFO~TECH
RESEARCH GROUP

Ashu G.

Role: Information Technology
Industry: industry_technology
Involvement: IT Development, Integration, and Administration

Neutral 8/10

"Excellent all-in-one solution"

What differentiates C2 ATOM from other similar products?

The tool is extremely adaptable and simple to use. The organisation behind it is always listening to our new worries and projects, and there is always a way to make our wacky ideas work.

What is your favorite aspect of this product?

The programme is entirely web-based, with no fat client like its predecessor, and it is integrated with SQL Server, allowing for easy report creation with SSRS. C2 pays attention to their customers. Every month, they introduce new features that improve their product. They concentrate the updates on what is vital to the clients and on what is used in the IT industry.

What do you dislike most about this product?

lack of customisation in the various displays, database complexity to generate our own reports

What recommendations would you give to someone considering this product?

C2 ATOM is an all-in-one solution that encourages best industry practises.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	4
3	Breadth of Features	4
4	Business Value Created	4
3	Ease of Customization	4
2	Ease of Data Integration	4
3	Ease of Implementation	4
4	Ease of IT Administration	4
2	Product Strategy and Rate of Improvement	4
3	Quality of Features	4
3	Usability and Intuitiveness	4
3	Vendor Support	4

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
2	End User Self Serve	3
3	End User Support Solutions	3
3	Integrated Knowledge Management	3
4	Integration With IT Tools	3
3	Multi Device Capability	3
3	Multi-Site Functionality	3
-	Reporting	3
2	Technician Administration	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	2
Cost	3
Existing Relationship	2
Managing Risk	2
Political Reasons	2
Previously Installed	2
Sales Experience	2
Skill and Staff Fit	2
Social Responsibility	2
Vendor Market Share	2
Vendor Reputation	2

Jonathan B.

Role: Information Technology
Industry: industry_energy
Involvement: IT Leader or Manager

Recommends 10/10

One of the best ITSM product

What differentiates C2 ATOM from other similar products?

The features it provide for the price. C2 Entreprise listen to their clients and they always add new features to their product.

What is your favorite aspect of this product?

The ability to custom almost every parts of the product.

What do you dislike most about this product?

Nothing I can recall.

What recommendations would you give to someone considering this product?

Give this product a chance even if it's a Quebec company. They aim for the best with their software and they got it.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	2
3	Breadth of Features	0
3	Business Value Created	10
3	Ease of Customization	15
4	Ease of Data Integration	0
3	Ease of Implementation	4
3	Ease of IT Administration	10
3	Product Strategy and Rate of Improvement	0
3	Quality of Features	4
3	Usability and Intuitiveness	15
4	Vendor Support	10

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	5
3	End User Support Solutions	0
3	Integrated Knowledge Management	4
3	Integration With IT Tools	0
4	Multi Device Capability	0
3	Multi-Site Functionality	0
3	Reporting	0
4	Service Catalog	10
3	Technician Administration	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	7
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0
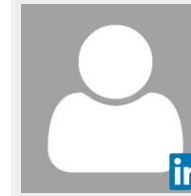
Marleigh B.

Role: Consultant
Industry: industry_healthcare
Involvement: IT Leader or Manager

Recommends 9/10

Great product

What differentiates C2 ATOM from other similar products?

It was the most cost effective solution for our company

What is your favorite aspect of this product?

The implementation team was great

What do you dislike most about this product?

Nothing comes to mind

What recommendations would you give to someone considering this product?

Use a formal RFP process

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	-
3	Breadth of Features	-
3	Business Value Created	-
3	Ease of Customization	-
3	Ease of Data Integration	-
3	Ease of Implementation	-
3	Ease of IT Administration	-
3	Product Strategy and Rate of Improvement	-
3	Quality of Features	-
3	Usability and Intuitiveness	-
3	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	-
3	End User Support Solutions	-
3	Integrated Knowledge Management	-
3	Integration With IT Tools	-
3	Multi Device Capability	-
3	Multi-Site Functionality	-
3	Reporting	-
3	Service Catalog	-
3	Technician Administration	-

Liz B.

Role: Information Technology
Industry: industry_food_beverage
Involvement: IT Leader or Manager

Neutral 8/10

Easy implementation process

What differentiates C2 ATOM from other similar products?

It is a very easy to use product.

What is your favorite aspect of this product?

The ease of use and implementation process.

What do you dislike most about this product?

There isn't anything I dislike.

What recommendations would you give to someone considering this product?

Highly recommend evaluating this product.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	-
2	Breadth of Features	-
3	Business Value Created	-
4	Ease of Customization	-
4	Ease of Data Integration	-
3	Ease of Implementation	-
3	Ease of IT Administration	-
4	Product Strategy and Rate of Improvement	-
3	Quality of Features	-
3	Usability and Intuitiveness	-
4	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	End User Self Serve	-
3	End User Support Solutions	-
4	Integrated Knowledge Management	-
3	Integration With IT Tools	-
3	Multi Device Capability	-
3	Multi-Site Functionality	-
4	Reporting	-
3	Service Catalog	-
3	Technician Administration	-

andrew j.

Role: Information Technology
Industry: industry_engineering
Involvement: Vendor Selection and Purchasing

Recommends 10/10

Fantastic product!

What differentiates C2 ATOM from other similar products?

It is a unique software in the market, it does not present any failure when it comes to working and it performs operations in time

What is your favorite aspect of this product?

I love this software, it is very helpful, it makes my work more comfortable and automates many tasks. The attention offered by this product does not compare with anything.

What do you dislike most about this product?

I do not dislike any aspect of this software.

What recommendations would you give to someone considering this product?

I recommend buying your products and services as it has a good compatibility and this helps make it easier to implement and be a more effective software

Core Competitive Dimensions

| VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	3
3	Breadth of Features	3
4	Business Value Created	4
3	Ease of Customization	2
4	Ease of Data Integration	4
4	Ease of Implementation	5
4	Ease of IT Administration	3
4	Product Strategy and Rate of Improvement	3
4	Quality of Features	2
4	Usability and Intuitiveness	2
4	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	End User Self Serve	3
4	End User Support Solutions	3
4	Integrated Knowledge Management	3
4	Integration With IT Tools	2
4	Multi Device Capability	3
3	Multi-Site Functionality	3
3	Reporting	3
4	Service Catalog	3
4	Technician Administration	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	4
Cost	3
Existing Relationship	3
Managing Risk	4
Political Reasons	3
Previously Installed	3
Sales Experience	3
Skill and Staff Fit	2
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3
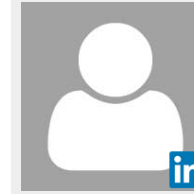
jose g.

Role: C-Level
Industry: industry_technology
Involvement: IT Leader or Manager

Recommends 9/10

good product.

What differentiates C2 ATOM from other similar products?

This system helps users to manage and automate requests and tasks, which is an excellent tool and is very useful, it is easy to install and easy to understand. It has helped me a lot and I think it is an incredible application.

What is your favorite aspect of this product?

I like C2 ATOM because they make frequent updates to the software to correct errors in including more tools and functions, it is fully customizable, it has very good development and support.

What do you dislike most about this product?

I have almost never had problems with this application, I do not see any detail to complain about. I found it very useful.

What recommendations would you give to someone considering this product?

I personally recommend this application, I think it is worth investing in it. This system helps us a lot to solve our problems and adapts to our needs. It has a technical support capable of solving our doubts and problems instantly.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
4	Availability and Quality of Training	3
3	Breadth of Features	3
4	Business Value Created	4
3	Ease of Customization	2
4	Ease of Data Integration	3
4	Ease of Implementation	3
3	Ease of IT Administration	3
3	Product Strategy and Rate of Improvement	2
4	Quality of Features	4
3	Usability and Intuitiveness	3
4	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	End User Self Serve	4
3	End User Support Solutions	3
3	Integrated Knowledge Management	4
3	Integration With IT Tools	3
4	Multi Device Capability	3
4	Multi-Site Functionality	3
3	Reporting	2
3	Service Catalog	3
3	Technician Administration	2

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	4
Cost	4
Existing Relationship	3
Managing Risk	2
Political Reasons	2
Previously Installed	3
Sales Experience	4
Skill and Staff Fit	3
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3

Stephen E.

Role: C-Level
Industry: industry_construction
Involvement: IT Leader or Manager

Recommends **10/10**

excellent software.

What differentiates C2 ATOM from other similar products?

It has a good support and good evolution of the product. Easy to use and flexibility.

What is your favorite aspect of this product?

tiene una interfaz unica, adaptability, ease of moving through the screens. es una excelente herramienta.

What do you dislike most about this product?

lack of customization in the various screens, complexity of the database to get our own reports

What recommendations would you give to someone considering this product?

If you want a professionnal ITSM software that is focus on your clients and is easy to use, implement and have a fantastic company behing it that is always listionning to their clients and update their software to meets their client's needs, go with C2 Atom

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	4
3	Breadth of Features	3
4	Business Value Created	2
3	Ease of Customization	3
4	Ease of Data Integration	4
3	Ease of Implementation	3
4	Ease of IT Administration	4
4	Product Strategy and Rate of Improvement	2
3	Quality of Features	4
3	Usability and Intuitiveness	3
4	Vendor Support	2

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	2
3	End User Support Solutions	5
4	Integrated Knowledge Management	3
4	Integration With IT Tools	3
4	Multi Device Capability	3
4	Multi-Site Functionality	2
3	Reporting	2
3	Service Catalog	3
4	Technician Administration	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Cost	4
Existing Relationship	4
Managing Risk	4
Political Reasons	2
Previously Installed	2
Sales Experience	4
Skill and Staff Fit	3
Social Responsibility	3
Vendor Market Share	2
Vendor Reputation	4

carl s.

Role: C-Level
Industry: industry_technology
Involvement: IT Leader or Manager

Recommends **10/10**

C2 ATOM recommended for the business community

What differentiates C2 ATOM from other similar products?

It is different from the competition since with this it is possible to track the data of all the services that our company can offer internally. Most of our departments will use C2 Atom in the near future. that's why I prefer C2 atom

What is your favorite aspect of this product?

C2 Atom is the most flexible and intuitive tool to use. The organization behind him is always listening to our new concerns and projects, and there is always a way to make our idea no matter how crazy the jobs are, so I love how it works!

What do you dislike most about this product?

I have no complaint about C2 ATOM because it has only brought benefits to me, and certainly for you too.

What recommendations would you give to someone considering this product?

C2 ATOM is an all-in-one solution with flexibility and promotes the best practices in the industry. !!!! which I recommend to the entire business community to acquire this product immediately! do not stay out and join C2 ATOM.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
3	Breadth of Features	3
2	Business Value Created	4
3	Ease of Customization	3
3	Ease of Data Integration	3
2	Ease of Implementation	3
4	Ease of IT Administration	3
4	Product Strategy and Rate of Improvement	3
3	Quality of Features	3
3	Usability and Intuitiveness	2
2	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	3
3	End User Support Solutions	4
4	Integrated Knowledge Management	3
4	Integration With IT Tools	3
3	Multi Device Capability	4
2	Multi-Site Functionality	3
4	Reporting	3
2	Service Catalog	3
4	Technician Administration	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	2
Cost	4
Existing Relationship	3
Managing Risk	4
Political Reasons	2
Previously Installed	3
Sales Experience	3
Skill and Staff Fit	2
Social Responsibility	3
Vendor Market Share	3
Vendor Reputation	3
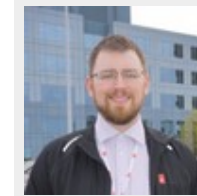
Stephen C.

Role: Information Technology
Industry: industry_retail
Involvement: IT Leader or Manager

Recommends **9/10**

C2 Atom helps us focus on the work at hand.

What differentiates C2 ATOM from other similar products?

Great support team behind the product, it evolves rapidly.

What is your favorite aspect of this product?

My favorite aspect of C2 Atom is the CMDB and how I can easily import or sync my data from other IT systems.

What do you dislike most about this product?

I wish the reports out of the box were better. Fortunately that's an easy fix.

What recommendations would you give to someone considering this product?

Take your time implementing, ensure you have all your requirements and service catalog fully thought out. Once you implement CMDB you can really leverage that in your service catalog and that's where some of the big benefit comes.

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	3
4	Breadth of Features	3
4	Business Value Created	7
3	Ease of Customization	2
3	Ease of Data Integration	7
3	Ease of Implementation	2
3	Ease of IT Administration	4
4	Product Strategy and Rate of Improvement	3
3	Quality of Features	3
3	Usability and Intuitiveness	5
3	Vendor Support	3

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	4
3	End User Support Solutions	3
3	Integrated Knowledge Management	5
3	Integration With IT Tools	7
3	Multi Device Capability	2
-	Multi-Site Functionality	0
2	Reporting	4
3	Service Catalog	5
3	Technician Administration	3

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	3
Cost	7
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	4
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	4

Jason M.

Role: Information Technology
Industry: industry_retail
Involvement: IT Leader or Manager

Recommends 10/10

Great product! Tons of features!

What differentiates C2 ATOM from other similar products?

Value and cost

What is your favorite aspect of this product?

Ease of use and feature set

What do you dislike most about this product?

Not applicable

What recommendations would you give to someone considering this product?

Take the time and do it right

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	-
3	Breadth of Features	-
4	Business Value Created	-
3	Ease of Customization	-
3	Ease of Data Integration	-
3	Ease of Implementation	-
4	Ease of IT Administration	-
3	Product Strategy and Rate of Improvement	-
3	Quality of Features	-
4	Usability and Intuitiveness	-
3	Vendor Support	-

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	-
3	End User Support Solutions	-
3	Integrated Knowledge Management	-
3	Integration With IT Tools	-
3	Multi Device Capability	-
3	Multi-Site Functionality	-
3	Reporting	-
4	Service Catalog	-
3	Technician Administration	-
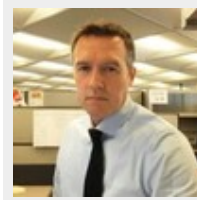
Luc P.

Role: Operations
Industry: industry_banking
Involvement: IT Development, Integration, and Administration

Recommends 9/10

Great product, ease of use and great stability

What differentiates C2 ATOM from other similar products?

Quicker than most for opening and processing tickets

What is your favorite aspect of this product?

easy Interface

What do you dislike most about this product?

Reporting capabilities

What recommendations would you give to someone considering this product?

go ahead with confidence but avaluates your needs in terms of reporting features

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
3	Availability and Quality of Training	10
3	Breadth of Features	4
3	Business Value Created	25
2	Ease of Customization	5
3	Ease of Data Integration	5
1	Ease of Implementation	1
1	Ease of IT Administration	1
3	Product Strategy and Rate of Improvement	5
2	Quality of Features	5
3	Usability and Intuitiveness	10
3	Vendor Support	13

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
3	End User Self Serve	0
3	End User Support Solutions	0
4	Integrated Knowledge Management	0
2	Integration With IT Tools	0
-	Multi Device Capability	0
3	Multi-Site Functionality	0
2	Reporting	10
3	Service Catalog	0
2	Technician Administration	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	0
Cost	6
Existing Relationship	0
Managing Risk	0
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	0
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0

Philippe C.

Role: Information Technology
Industry: industry_government
Involvement: IT Development, Integration, and Administration

Recommends 9/10

Great product, easy to use and good customisation

What differentiates C2 ATOM from other similar products?

Great level of customisation

What is your favorite aspect of this product?

The cmdb and the updates

What do you dislike most about this product?

Lack a middle level interface between the portal and the full resource

What recommendations would you give to someone considering this product?

Ask around the current customer base

Core Competitive Dimensions

VENDOR CAPABILITY SATISFACTION		VENDOR CAPABILITY IMPORTANCE
2	Availability and Quality of Training	0
4	Breadth of Features	5
3	Business Value Created	5
4	Ease of Customization	5
3	Ease of Data Integration	5
3	Ease of Implementation	5
3	Ease of IT Administration	5
4	Product Strategy and Rate of Improvement	0
3	Quality of Features	5
3	Usability and Intuitiveness	5
4	Vendor Support	5

PRODUCT FEATURE SATISFACTION		PRODUCT FEATURE IMPORTANCE
4	End User Self Serve	0
3	End User Support Solutions	0
2	Integrated Knowledge Management	0
3	Integration With IT Tools	5
-	Multi Device Capability	5
-	Multi-Site Functionality	0
2	Reporting	5
4	Service Catalog	5
3	Technician Administration	0

COST, ORGANIZATION, AND ARCHITECTURAL FIT

Architectural Fit	5
Cost	5
Existing Relationship	5
Managing Risk	5
Political Reasons	0
Previously Installed	0
Sales Experience	0
Skill and Staff Fit	5
Social Responsibility	0
Vendor Market Share	0
Vendor Reputation	0

PRODUCT SCORECARD

Executive Summary | Vendor Capability Satisfaction | Product Feature Satisfaction | Emotional Footprint | Reasons for Leaving & Joining | Module Satisfaction | Implementation | Staffing & Ownership | Selection Decisions | Market Size Comparison | Comparisons | Versions | Comments

25