

Best in Customer Service

Highest Average Customer Ratings in This Area

SOFTWARE VENDOR	AVERAGE SCORE
AMS	5.00
EXTOL International Inc.	5.00
TUKAtech Inc.	5.00
Innovative Systems	4.95
Apparel Data Systems	4.90
eZCom Software Inc.	4.89
Blue Fox Porini USA	4.88
Information Solutions Inc.	4.86
Pointcarré	4.86
AS/AP Apparel Software	4.82
ComputerCare	4.81
ecVision Inc.	4.78
TradeCard	4.75
Yunique Solutions	4.75
Momentis Systems	4.70
OptiTex	4.70
Fast React	4.67
Magnal Solutions	4.67
Byte Software LLC	4.64
World Fashion Exchange	4.64
RunIt Systems	4.63
IT Resources	4.60
Apparel Business Systems LLC	4.57
Jonar Systems Inc.	4.57
GCS Software LLC Inc.	4.55
Xperia	4.55
Polygon Software	4.50
Business Management Systems Inc.	4.43
7thonline Inc.	4.40
SAP	4.38
Exact Software Co./frogfish solutions	4.38
Logility	4.33
SAS Institute Inc.	4.33
Celerant Technology Corp.	4.30
Lawson Software	4.30
i2 Technologies Inc.	4.29
TXT e-Solutions	4.18
PTC	4.14
Lectra	4.10
AL Systems	4.09
Computer Generated Solutions Inc.	4.07
Gerber Technology	4.00
New Generation Computing	4.00

Note: Maximum Score = 5.
Vendors whose scores tied are listed in alphabetical order.

SCORING KEY:

- 5 = Fantastic
- 4 = Good
- 3 = OK
- 2 = Somewhat Frustrating
- 1 = Very Bad

Quotable

Here is a sampling of comments that survey respondents volunteered about these vendors.

About eZCom Software ... “The staff and technical support team is very supportive and patient. They hold your hand and explain everything in detail so you understand what you are doing and why.”

About Information Solutions ... “I have worked with Information Solutions for almost eight years, and I find them to be a cut above the rest. It is rare in my dealings that you find a company that will put the best interest of a client ahead of their own. They do!!! They have a great product and have come through for us time and time again when we were in a crunch to meet the rigid requirements of our customers.”

About Business Management Systems (BMS) ... “I have worked with Business Management Systems for over 10 years. Although they are a relatively small company compared to some of their larger competitors, they are extremely professional and knowledgeable regarding garment industry procedures and system needs. Their service and quick response to issues and questions are commendable. We do not have to wait months to receive replies or fixes, as with some other companies.”

About SAP ... “SAP and my company have a good working relationship that should continue to prosper because of SAP’s commitment to provide future enhancements driven by its user groups. We look forward to all the new opportunities SAP provides.”

About Exact Software Co./frogfish solutions ... “Exact Software took the time to understand our company and the specific needs we had in terms of our software program. They were great to work with as we made the transition from the old to the new system.”

About Logility ... “Logility is a very customer-focused organization that designs its applications to provide value to multiple market segments including our own apparel market. They are consistently reviewing their tools and services in order to provide successes to their customers.”