

# Best in Design/CAD

Highest Average Customer Ratings in This Category

SOFTWARE VENDOR	Overall Satisfaction	Apparel Market Knowledge	ROI	User Buy-In/ User Friendliness	Customer Service	Average Score in Category
TUKAtech	9.91	5.00	4.91	4.91	5.00	29.73
Pointcarré	9.86	4.71	5.00	4.57	4.86	29.00
OptiTex	9.50	4.80	4.60	4.90	4.70	28.50
Polygon Software	9.00	4.33	4.33	4.33	4.33	26.30
Business Management Systems	8.50	4.25	4.00	3.75	4.50	25.00
Gerber Technology	8.13	4.50	4.00	3.88	3.75	24.25
Lectra	7.13	4.47	3.73	3.67	4.07	23.07

**Note:** Maximum Average Score = 30. Includes potential for 10 points for Overall Satisfaction, 5 points for Apparel Market Knowledge, 5 points for ROI, 5 points for User Buy-in/User Friendliness and 5 points for Customer Service. Vendors whose scores tied are listed in alphabetical order.

## BREAK-OUT LEADERS

OVERALL SATISFACTION	
TUKAtech	9.91
Pointcarré	9.86
OptiTex	9.50

**SCORING KEY:**

Respondents were asked: On a scale of 10 to 1, please indicate the likelihood that you would choose the vendor again and recommend this vendor to a colleague, with 10 = Very Likely to Recommend  
1 = Very Unlikely to Recommend

APPAREL MARKET KNOWLEDGE	
TUKAtech	5.00
OptiTex	4.80
Pointcarré	4.71

**SCORING KEY:**

5 = Extremely Knowledgeable  
4 = Strong  
3 = Good Enough  
2 = Basic Understanding  
1 = Very Little Understanding

ROI	
Pointcarré	5.00
TUKAtech	4.91
OptiTex	4.60

**SCORING KEY:**

5 = Very Positive  
4 = Above Average  
3 = Average  
2 = Somewhat Poor  
1 = Very Poor

USER BUY-IN/ USER FRIENDLINESS	
TUKAtech	4.91
OptiTex	4.90
Pointcarré	4.57

**SCORING KEY:**

5 = Outstanding  
4 = Successful  
3 = Pretty Good  
2 = Disappointing  
1 = Severely Lacking

CUSTOMER SERVICE	
TUKAtech	5.00
Pointcarré	4.86
OptiTex	4.70

**SCORING KEY:**

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