eG Innovations

eG Enterprise Named a Champion in the 2024 Application Performance Management Emotional Footprint Report

Software Reviews Champion 2 Years 2023 – 2024

Software users have made their voices heard in the **2024 Application Performance Management Emotional Footprint Report**, where vendors were rated across key customer relationship metrics and value drivers. **eG Enterprise received leading scores in several key areas.**
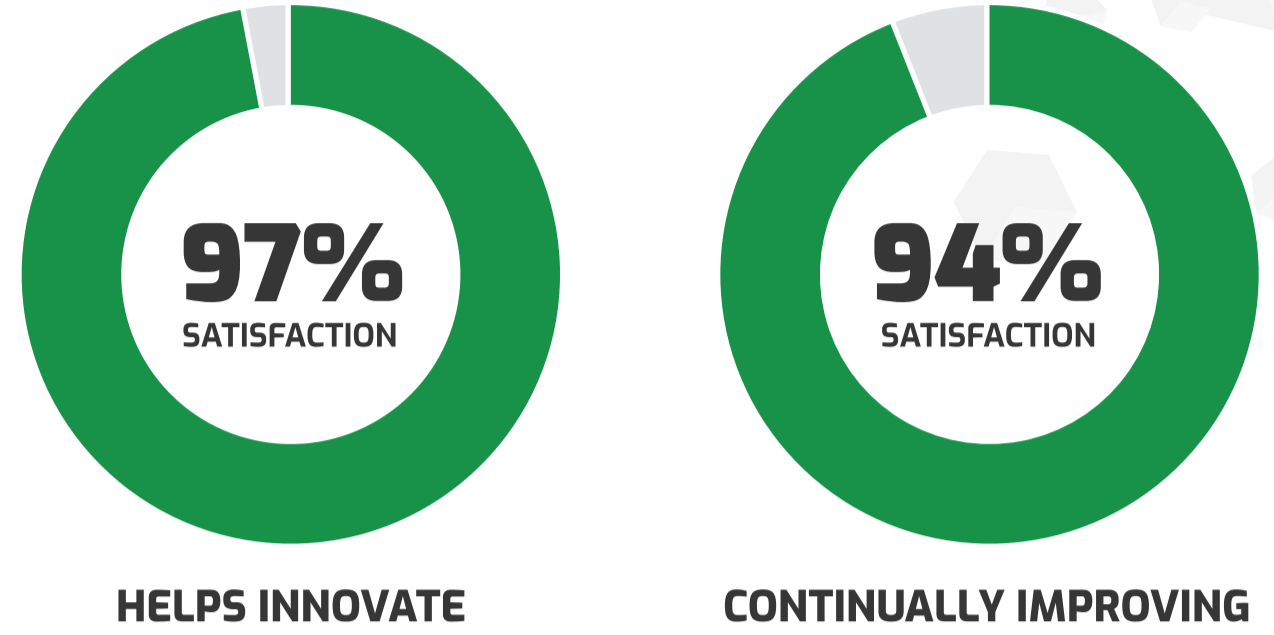
Service Experience

A great customer experience begins with a great employee experience.

CARING — SATISFACTION **100%**

EFFECTIVE — **97%**

SAVES TIME — **97%**

Product Impact

100% of clients indicated that their partnership with eG Innovations has resulted in an increase in day-to-day business productivity and enhanced performance.

RELIABLE — SATISFACTION **100%**

ENABLES PRODUCTIVITY — **100%**

PERFORMANCE ENHANCING — **100%**

Strategy & Innovation

Relationships are built on a software partner's ability not only to react but also to proactively innovate in response to client needs.

97% SATISFACTION — HELPS INNOVATE

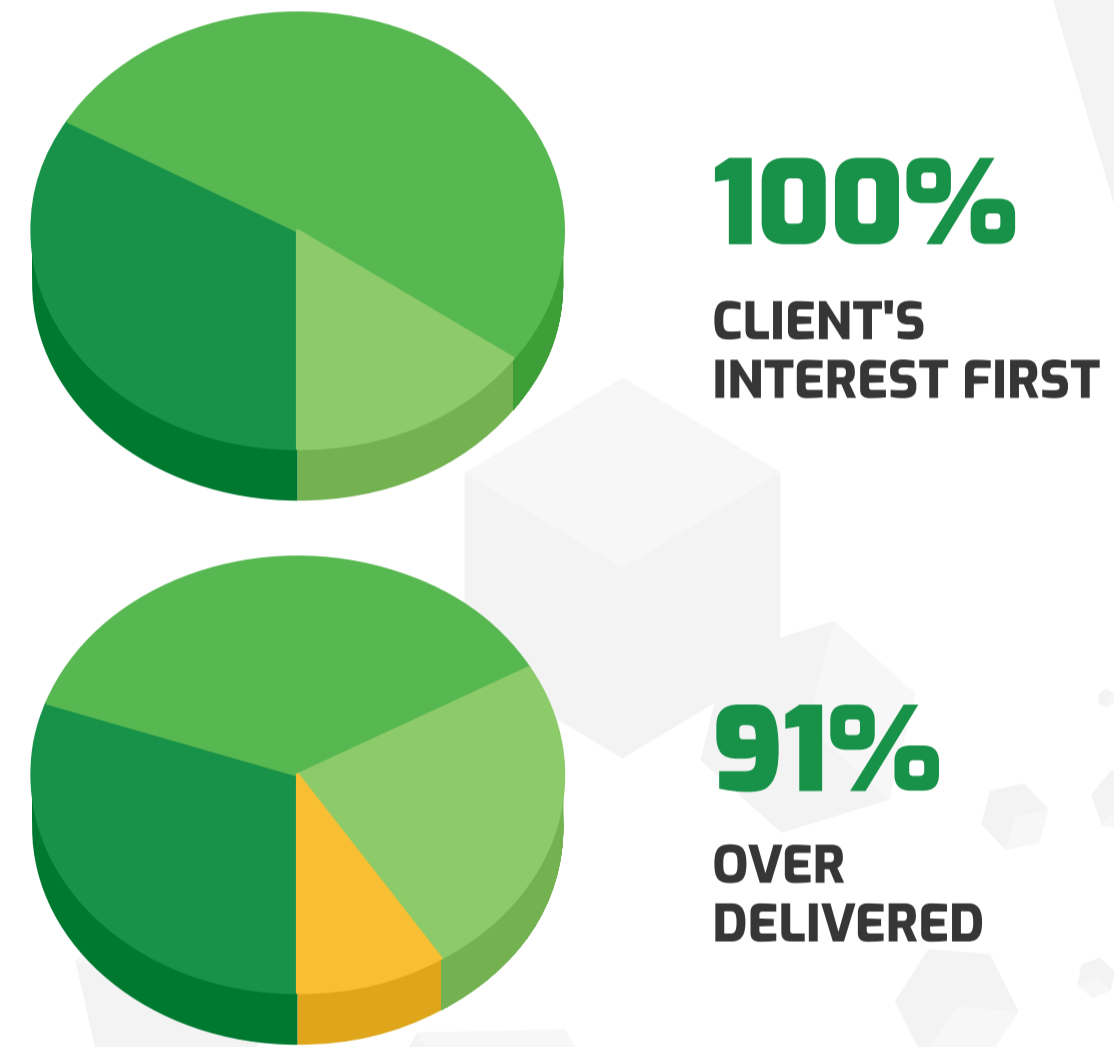**94% SATISFACTION** — CONTINUALLY IMPROVING

Negotiation & Contract

The first genuine glimpse into a software partner emerges during the negotiation and contracting phase. This phase helps establish the foundation for the relationship with the organization.

100% CLIENT'S INTEREST FIRST

91% OVER DELIVERED

Emotional Footprint Word Cloud

The SoftwareReviews Word Cloud aggregates the most commonly experienced pain points and prevailing opinions held by users. This at-a-glance summary highlights the vendor-client relationship and product effectiveness.

NEGATIVE — NEUTRAL — POSITIVE

INCLUDES PRODUCT ENHANCEMENTS TRUSTWORTHY
OVER DELIVERED CARING ALTRUISTIC
UNIQUE FEATURES CONTINUALLY IMPROVING
SAVES TIME LOVE CRITICAL RELIABLE
RESPECTFUL PERFORMANCE ENHANCING
EFFICIENT INTEGRITY
HELPS INNOVATE FAIR TRANSPARENT
FRIENDLY NEGOTIATION ENABLES PRODUCTIVITY
GENEROSITY INSPIRING CLIENT FRIENDLY POLICIES
CLIENT'S INTEREST FIRST EFFECTIVE

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eG Enterprise Named APM Champion Twice by SoftwareReviews

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EBook: Beyond Uptime: A Deep Dive into Application Performance Monitoring

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SoftwareReviews

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