

Survey: Innovation & Commitment to the Platform?

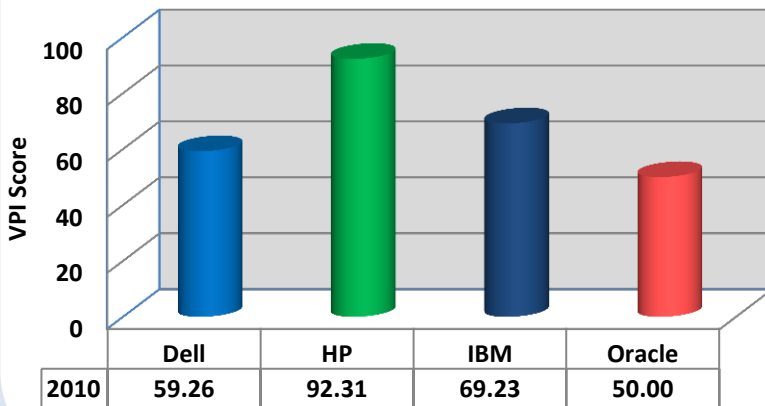
A major part of the **2010 GCG x86 Server Vendor Preference** survey is the Vendor Face-Off section. This is where we ask real-world data center personnel to rate the major x86 server vendors (Dell, HP, IBM, and Oracle) on a wide variety of technical, vendor support, and customer satisfaction criteria.

Vendors are rated in terms of their VPI score – a simple normalization technique we use to ensure that results aren't skewed. (For more details on the survey and methodology, click [here](#).) In simple terms, a VPI score of 100 is 'par'. Scores above 100 are good, and scores less than 100 – well, they're not so good.

It's also important to point out that there isn't an overall 'winner' or 'loser' in these surveys. We ask a lot of questions and cover a wide range of topics, some of which are more important to particular customers than to others. For example, some customers would value manageability more highly than performance, while others want high availability most of all. Are all x86 servers alike on these characteristics? According to the people who purchase, manage, and rely on them day-to-day, the answer is a resounding "No!"

In addition to all of the questions we ask about comparative hardware, software, and service offerings from the major x86 server vendors, we also ask our enterprise customers to gauge vendor innovation in general. This first question asks which vendor, in the minds of our survey respondents, has the greatest desire to drive x86 innovation.

Desire to Innovate in x86

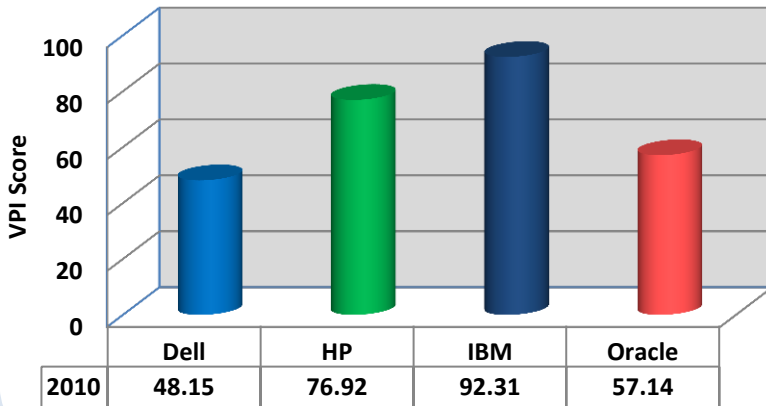


HP takes this category comfortably from rival IBM in 2010. What's interesting is that this result is a huge change from 2009, when Oracle (then Sun) led all of the other vendors by a wide margin.

According to our 2010 respondents, being purchased by Oracle might have dampened, if not doused entirely, the Sun hardware division's desire to drive the x86 platform forward.

So HP takes the honors when it comes to their burning desire to help evolve the x86 platform – does that mean that HP is the company who will bring those new features and functions to market? Not necessarily, according to our respondents...

Ability to Innovate in x86



IBM is widely seen as the vendor who has the most tools and resources geared to driving x86 innovation. IBM took this category from HP, who had won it for the previous three years.

We see this as more positive fallout from IBM's system introductions in early 2010. This result, and others in this edition of the survey, sends a message that customers see value in IBM's custom x86 technology. It's also translating into higher sales to an extent, although HP still holds a solid lead on that score.

If you're interested in finding out more about this survey (demographics, expanded results, detailed GCG analysis), [click here](#).

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