

2020 SPRING

CUSTOMER SUCCESS REPORT



QUALITY MANAGEMENT SOFTWARE CATEGORY



featured
customers

QUALITY MANAGEMENT SOFTWARE OVERVIEW

Quality management software (QMS) enables companies to maintain and evaluate the integrity of customer experiences and produced goods. The platform offers functionalities such as inventory inspection records, reporting and documentation related to adverse events (e.g. defective merchandise, complaints), preventive or corrective action forms, and assistance for process automation to decrease deviation.

QMS solutions typically integrate with product lifecycle management (PLM) tools, and provide governance, risk, and compliance features to ensure processes, working conditions, and equipment meet regulations. Manufacturing and supply enterprises can leverage QMS applications to audit the production procedure from beginning to completion, avoid potential issues and hazards, and boost revenue through constant business from satisfied customers.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report Award Levels



Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.





TRUSTED BY



ABOUT IBASET

iBASEt is a leading provider of manufacturing, quality and sustainment solutions that enable digital continuity across the enterprise. With 30+ years of experience in highly engineered, regulated industries, iBASEt simplifies the complex by empowering customers to gain real-time visibility, take control, and drive velocity across their operations and extended value chain. iBASEt works closely with industry leaders, including Lockheed Martin, Northrop Grumman, Rolls Royce, Pratt & Whitney, and Patricia Belgian Engine Center.

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Customer references from
happy iBASEt users

[VIEW ALL REFERENCES](#)



"Solumina uses built-in best practices that allow us to streamline our manufacturing process, creating more efficient and compliant operations, both internally and at our supplier sites."

Chris Mitchell
Executive Director, Cirrus Aircraft



"Dramatic improvement to manufacturing, quality control, and risk mitigation. Solumina manages inputs and outputs efficiently while providing very fast access to records."

Advanced Atomization Technologies



"Solumina is easy to use, both from the user side and the engineering development side. It was a great selling factor during our audits with the FAA."

Honda Aero, Inc



"We selected iBASEt because of their experience in managing the complex processes involved in manufacturing highly engineered products. We carefully evaluated our options and determined that Solumina's total cost of ownership, out of the box capabilities and rapid deployment can accelerate our return on investment."

Todd Kackley
Vice President and Chief Information Officer, Textron Systems