

Customer Experience Management Still Needs to Bridge the Chasm

Companies analyzed in this report include:

- Aito Technologies
- Amdocs Ltd. (NYSE: DOX)
- Arantech
- IBM Corp. (NYSE: IBM)
- NetScout Systems Inc. (Nasdaq: NTCT)
- Nokia Siemens Networks
- The Now Factory Ltd.
- Oracle Corp. (Nasdaq: ORCL)
- Redknee Inc.
- SAP AG (NYSE: SAP)
- SAS Institute Inc.
- Tekelec Inc. (Nasdaq: TKLC)