

Beyond CRM: Customer Experience Management

Companies analyzed in this report include:

- Amdocs Ltd. (NYSE: DOX)
- Aran Technologies Ltd. (DBA Arantech)
- Compuware Corp. (Nasdaq: CPWR)
- IBM Corp. (NYSE: IBM)
- Kabira Technologies Inc.
- Ontology-Partners Ltd. (DBA Ontology Systems)
- Openet Telecom Inc.
- Oracle Corp. (Nasdaq: ORCL)
- Progress Software Corp. (Nasdaq: PRGS)
- Redknee Inc.
- SAP AG (NYSE: SAP)
- Telcordia Technologies Inc.
- Tibco Software Inc. (Nasdaq: TIBX)