Group Product Reviews -- Product Review Request

Product Group:

** Please Read SC Lab product “Return Policy” below as it has changed **

Product delivery and retrieval arrangements are to be made by providers at their own expense. A pre-paid return shipping label must be included by the provider as part of the original test package when delivered to the lab. If, SC Lab does not receive a pre-paid return shipping label or a courier account number and/or return shipping documents as part of the original contents in the box delivered for group review - the lab will assume that the product does not need to be returned. After 30 days from the receipt of a shipment WITHOUT the above shipping documents/courier account, SC Labs reserves the right to dispose of the product in any way it deems necessary. Licensed software, whether on disk or within appliances, will be destroyed to avoid violating licensing agreements.

Please check applicable box designated below:
☐ Software Return Shipping Label Included  ☐ Hardware Return Shipping Label Included

Special Comments: Please read carefully. These are details that will appear in the finished review:

a.) Please ensure product names are in the appropriate format.

b.) A basic price and support offering descriptions must be provided. This is the information that will appear in the review and upon which your score is based. Failure to provide this information WILL exclude your product from the review. If license keys are required; these keys and ALL components to be evaluated MUST be sent at the time that the product is provided to SC Labs. Please make sure that the keys and all components to be evaluated are part of the INITIAL product provisioning.

c.) If a product delivered to the lab is; DOA, not working properly, missing parts/software or missing licenses, a one-time email notification will be sent to the contact as shown on the completed product form. If the lab does not receive a reply back within 24 hours, the product WILL be removed from the group review.

ALL ITEMS BELOW MARKED  *  ARE REQUIRED TO COMPLETE YOUR SUBMISSION

*Product name:  
*Company name:  
*Version:  

*Basic price *US $:

* Tel:  
*Email:  
*Web:

* Support Offerings:

IMPORTANT INSTRUCTIONS: It is important that we have the above information before commissioning this review. Please fill in Appendices A and B, then return completed form along with hi resolution product photo (300dpi, 5”x 5”) in jpg or png format to: jdyt2@comcast.net

US TEST LAB SHIPPING ADDRESS

Regards,

Dr. Peter Stephenson, CISSP (Ret), VSM, SC Technology Editor
GROUP PRODUCT REVIEW CATEGORY:

GENERAL DESCRIPTION OF PRODUCTS THAT FIT IN THIS CATEGORY:

MINIMUM SPECIFIC FEATURES REQUIRED FOR INCLUSION IN THIS GROUP PRODUCT REVIEW (please check all items that apply to your product submission) – we reserve the right to exclude products that do not meet the minimum requirements):

- Intended for use in an enterprise environment
- Centralized Management (Console)
- Security Feature and/or Function
- Other ____________

Please provide a brief description on how your product meets the above criteria from a technical perspective. (Max 350 words)

Example: Acme Widgets Secure Widget Detector uses multiple radio interfaces to detect rogue widgets on the network. The central reporting console logs the MAC address of all unauthorized rogue widgets that appear on the network.

Please provide the minimum system requirement for your product (Software Products Only)

Please describe technical specifications for a typical installation environment

Example: Acme Widgets Secure Widget Detector is most often installed on Windows 2003 Advanced Server with SQL Server 2005 and Jakarta Web Server.

Please list the vendor and/or types of devices supported.

Example: Acme Widget Access Point LBC 5150
AcmeCo Wireless All models
Support options can be difficult to extract from vendor web sites. In order to ensure that we have correct information about your customer support options please provide the following:

☐ Basic no-cost support offered
   Type and for what duration? __________________________________________________________

☐ 8x5 or ☐ 7x24?

Fee-based options: _____________________________________________________________
   What is the fee? $________

Do you offer different levels of support? ☐ Yes ☐ No
   What are the levels? _________________________________________________________________

☐ Phone support?

☐ Email Support

Does your website have a support feature? ☐ Yes ☐ No

Is it a knowledgebase? ☐ Yes ☐ No

Is it a FAQ list? ☐ Yes ☐ No

Our General Test Procedures are attached. Please note that by returning this form you acknowledge that you have read and accept those procedures.

ALL OF THIS INFORMATION MUST BE PROVIDED

NAME OF PERSON COMPLETING THIS FORM: ____________________________________________

TITLE OF PERSON COMPLETING THIS FORM: __________________________________________

EMAIL FOR PERSON COMPLETING THIS FORM: _________________________________________

PHONE FOR PERSON COMPLETING THIS FORM: _________________________________________

NAME OF PR CONTACT: ____________________________________________________________

PHONE AND EMAIL OF PR CONTACT: ________________________________________________

UK/EMEA CONTACT NAME: _________________________________________________________

PHONE AND EMAIL OF UK/EMEA CONTACT: _________________________________________

NAME OF TECHNICAL CONTACT: ____________________________________________________

PHONE AND EMAIL OF TECH. CONTACT: _____________________________________________
These are the criteria appearing in our generic (baseline) test matrix. Under each category there is a list of generic criteria that the tester evaluates as appropriate.

Finally, each product group has individual tests designed specifically for the group and each group has a unique test bed configuration designed to facilitate testing of the product types within the group.

The criteria for each major category are listed below as they appear in our generic test matrix.

**EASE-OF-USE**

- Management interface intuitiveness
- Task efficient
- Learning curve
- Integratable with other products
- Easy to work with
- Ease of fixing problems
- Defined set up procedure
- Intuitive installation of
- Errors encountered
- User friendly
- Automation/scripting
- Installation verification
- Stable installation
- Bundled hardware and software
- Installation log file
- Intuitive user interface
- User tutorials or wizards
- Predefined reports
- Graphical reports

**FEATURES**

- Expected features?
- Missing features?
- Standout features?
- Features of little use?
- Function of advertised features?
- Integrated database
- Scripting language

**PERFORMANCE**

(Criteria in this category are graded as "strong" or "weak")

- Typical condition performance
- Performance under attack
- Command response
- Event information

**DOCUMENTATION**

- Understandable documentation
- Effective documentation
- Online manuals
- Installation documentation
- User oriented manuals
- Supplemental documentation

**SUPPORT**
• Telephone support?
• Web-based downloads?
• Online forum?

VALUE FOR MONEY

• Purchase for your own company?
• Appropriately priced?
• Extra fees?
• Updates included?
• Life cycle costs?
• In the context in which the product is used, is it priced appropriately given its overall cost of ownership and its scores in other categories?

OVERALL RATING

The rating from each of the scores awarded by the reviewer in the individual categories is averaged to achieve the Overall Rating.