

When you're evaluating vendors to find the best multichannel service solution available, your search is over – RightNow is No. 1.

RightNow moved into Gartner's 2010 Leader Quadrant (top right) for both Contact Center and eService, according to the latest Gartner Magic Quadrant report. RightNow is the *only* vendor that occupies a leadership role in both categories.

RightNow made the largest one-year improvement of any vendor. Bolstered by internal development and a key acquisition of our Social solution (HiveLive) last September, RightNow's CX (customer experience) solution leaped from top-ranked niche player in 2009 to industry leader in 2010.

Gartner measures industry leaders along two axes:

- Ability to execute
- Completeness of vision.

For eService, Gartner ranked RightNow rated best along both axes.

For Contact Center, Gartner rated RightNow best in completeness of vision and near the top in ability to execute.

If you're a decision-maker charged with finding a solution that improves your customer service while controlling costs, the Gartner evaluation differentiates RightNow from other vendors.

RightNow's advantages:

- The most compelling vision of all vendors in the market
- The only vendor ranked a Magic Quadrant leader in both Contact Centers and eService
- Admittance into the ranks of industry leaders, whose best practices become available to improve your business processes.

Gartner listed these RightNow strengths:

- Continued improvement of contact center capabilities and simultaneous improvement of Web self-service and social experience
- The customer experience vision of RightNow founder and CEO Greg Gianforte
- Our modern GUI containing searchable content, integrated chat and email, and solid scripting capabilities that is attractive to consumer-oriented, customer service contact centers
- Our subscription-based SaaS model that is easy to set up and configure without needing heavy IT involvement
- RightNow's strong industry representation in high tech, government agencies, retail, education, travel, consumer electronics and branches of telecommunications.

RightNow dominates client success awards lists in the CX sector; our customers have won more Gartner and 1 to 1 Customer Awards than customers of any other vendor. Join award winners [iRobot](#), [Motorola](#), [Black & Decker](#), [Minnesota Online](#) and [Nikon](#) – to name a few of our 1,900-plus customers – in benefiting from experience gained in thousands of successful implementations.