

The ASP Best Support Websites of 2026

Name of Person Submitting this Site? (Required)

Email Address of Person to Contact Regarding this Site? (Required)

What Business does this Website Support? Tell Us a Bit About it. (Required)

What Product(s)/Service(s) does this Website Support? Tell us a Bit About Them.
(Required)

What Were the Three Biggest Challenges You Were trying to Overcome with this Site this
Year? (Required)

What are the Three Key Features that You Ask the Judges to Look at Carefully? (Required)

*Site Improvement Processes, the Questions Below are Used by the Judges to Score These Sections. The Above Areas are Scored by **Using** Those Sections of Your Site.*

Strategy for Site Management and Ongoing Development. What Metrics does the Site Use to Determine the Most Important Site Needs. How does the Site Continue to Develop and Improve. (Required)

Managing and Maintaining Site Engagement with All Stakeholders.

- Which of these does the Site Use? Alpha/Beta Previews/Access, Usability Studies, Customer Design Council (at Exec Level) and User Level.

How does the Site do Operational Management of Site Processes, Systems, and Content?

- How do you Implement and Maintain Your Strategy Day-to-Day?

- Describe the Site's Robust KM Processes, & Standards-Driven Content Management Processes?

Lessons Learned with the Site this Year.

Transactional Activity Metrics.

- Which of These Metrics does the Site Use? CSAT, NPS, Customer Effort Scores, Google Analytics, Google Tag Manager Content management metrics.

- How does the site measure and manage content from initial development, publication, updates, into retirement/archives/deletion.

- How does the site measure content quality, content recency, ease of use?
- How does the site measure content findability/search quality/search results quality via search, app/tools quality.

Overall metrics and analytics strategy to guide site management and ongoing development.

- How does the site measure outcomes: case deflection, content update cycle time, publish cycle time, etc.?
- Do site developers use formal usability studies, customer A/B testing, multivariate testing?

- How do site developers balance holistic analytics versus organizational goals?
- Do site developers measure demonstrated business value? How?
- Do site developers measure demonstrated hard business ROI? How?

Your site will be judged by five or more independent judges. You will receive a report detailing the average judges' scores for the 25 separate categories that are judged, including screen shots of examples in some cases. Please assign and test usernames and password so that the judges can test how your site actually works.

Username(s)

Password(s)

Product serial number if needed

Site url (only one site per entry)

- ☐ Large (over \$1billion in total corporate revenues)
- ☐ Medium (over \$100 million, but less than 1 billion), or
- ☐ Small (under \$100 million) size company.
- ☐ Very Small (under \$25 million) size company.