

Rang 2005	URL	Création de valeur client Sous-total (50)	Adaptation de l'offre	Contenu	Fonctionnalités	Parcours client	Soutien/SAC	Expérience utilisateur Sous-total (30)	Ergonomie navigation	Ergonomie de l'interface	Ergonomie de contenu	Performance technologique	Transactions et sécurité	Communicabilité Sous-total (20)	Présentation	Texte	Index global
1	www.desjardinssecuritefinanciere.com	2.7	3.0	2.5	2.5	3.0	2.5	2.4	2.4	2.2	2.0	2.7	3.0	2.6	2.6	2.5	2.593
2	www.desjardins.com	2.6	2.5	3.0	3.0	2.5	2.0	2.6	2.6	2.4	2.5	2.6	3.0	2.4	2.2	2.5	2.565
3	www.metro.ca	2.4	2.5	3.0	2.5	2.0	2.0	2.1	1.9	2.0	2.3	2.5	2.0	2.7	2.8	2.5	2.365
4	www.videotron.com	2.3	2.0	2.5	2.5	2.0	2.5	2.2	2.0	2.5	2.4	2.3	2.0	2.5	3.0	2.0	2.319
5	www.bell.ca	2.2	2.0	2.0	2.0	2.0	3.0	2.5	2.6	1.9	2.5	2.5	3.0	2.3	2.6	2	2.310
6	www.rona.ca	2.4	2.0	2.5	3.0	2.5	2.0	2.2	2.1	2.0	2.5	2.3	2.2	2.2	2.4	2.0	2.306
7	www.fido.ca	2.2	2.0	2.0	2.0	2.5	2.5	2.3	2.0	2.3	2.3	2.5	2.5	2.5	3.0	2.0	2.287
8	www.aircanada.ca	2.2	1.5	2.5	2.5	2.0	2.5	2.4	2.3	2.1	2.5	2.5	2.8	2.3	2.8	1.8	2.286
9	www.hydro.qc.ca	2.2	2.0	2.5	2.5	1.5	2.5	2.0	1.5	2.1	1.9	2.5	1.8	2.7	2.6	2.8	2.222
10	www.sico.ca	2.4	2.5	2.5	2.5	2.5	2.0	1.8	1.4	1.9	1.5	2.4	1.8	2.4	2.8	2.0	2.220
11	www.telusquebec.com	2.3	2.5	2.0	2.5	1.5	3.0	2.0	2.3	2.0	1.6	2.3	1.8	2.3	2.8	1.8	2.198
12	www.yoplait.ca	2.1	2.0	2.5	2.0	2.5	1.5	2.2	1.7	2.5	2.4	2.6	2.0	2.4	3.0	1.8	2.196
13	www.saaq.gouv.qc.ca	2.0	2.0	2.5	2.0	1.5	2.0	2.3	1.9	2.7	1.9	1.9	3.0	2.4	2.6	2.3	2.165
14	www.gazmetro.com	2.2	2.5	2.5	2.0	2.0	2.0	2.0	1.7	1.7	2.1	2.2	2.3	2.3	2.6	2.0	2.161
15	www.inalco.com	2.3	2.5	2.5	2.0	3.0	1.5	2.1	2.2	2.2	2.1	2.4	1.6	1.9	1.8	2.0	2.156
16	www.archambault.ca	2.0	1.5	2.5	2.0	2.0	2.0	2.1	2.1	1.8	1.9	2.3	2.8	2.5	2.8	2.3	2.150
17	www.cogeco.ca	2.0	2.0	2.0	2.0	2.0	2.0	2.5	2.2	2.7	2.6	2.3	2.7	1.8	2.0	1.5	2.095
18	www.bnc.ca	2.1	2.0	2.0	2.5	2.0	2.0	2.2	2.0	2.1	1.1	2.5	3.0	2.0	2.0	2.0	2.093
19	www.lorealparis.ca	2.0	2.0	2.5	2.5	1.5	1.5	2.0	1.3	1.5	1.9	2.1	3.0	2.5	3.0	2.0	2.089
20	www.airtransat.com	2.2	2.0	2.5	2.0	2.0	2.5	1.8	1.7	1.8	1.8	1.7	2.3	2.1	2.2	2.0	2.072
21	www.reitmans.com	2.1	2.5	2.5	1.5	2.0	2.0	1.9	1.4	2.0	2.3	2.3	1.4	2.2	2.4	2.0	2.050
22	www.viarail.com	2.3	2.5	2.5	2.5	2.0	2.0	1.9	1.8	1.9	1.4	2.4	2.3	1.6	1.2	2.0	2.048
23	www.protectron.com	1.8	2.0	2.0	1.5	1.5	2.0	2.2	2.1	2.0	2.4	2.5	2.0	2.4	2.6	2.3	2.044
24	www.radiocanada.ca	2.0	2.0	2.5	2.0	2.0	1.5	2.0	1.7	2.1	1.8	2.4	2.0	2.2	2.2	2.3	2.044
25	www.megabloks.com	2.0	2.0	2.0	1.5	2.5	2.0	2.2	1.9	2.4	2.4	2.5	2.0	1.9	2.2	1.5	2.042