

How DWD Technology Group Rates With Its Clients?

Many questions come to mind when considering a new business relationship. The level and quality of that company's services as perceived by its current clients is of utmost importance. The data presented below represent results of DWD Technology Group **client satisfaction surveys** through December 2007.

| <u>Survey Questions - rated on a scale of 1 to 10</u> | <u>Avg Response</u> |
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| 1) The DWD team treats me with integrity, honesty and respect. Working with them is a pleasure. | 9.7 |
| 2) The DWD team displays a high level of knowledge and expertise. | 9.2 |
| 3) DWD is keeping pace with current technology in the computer software/hardware industry. | 9.3 |
| 4) The value of the services received from DWD corresponds with the fees charged. | 8.5 |
| 5) The DWD team is accessible and returns my messages promptly. | 9.2 |
| 6) My primary DWD contact has taken the time necessary to develop a thorough understanding of all expectations of our relationship. | 9.4 |
| 7) If my primary contact is out of the office, there is another individual that can service my account. | 8.7 |
| 8) The DWD team is active in our community, and the firm is a community leader. | 8.5 |
| 9) How can we improve our services to you? <i>"Improvement I am not sure. I really appreciate your consistent level of service."</i> <i>"I thought your service was wonderful and very helpful."</i> | |
| 10) What do you value most about your relationship with DWD? <i>"I feel I have a partnership with DWD both on the accounting & software divisions to help in the successful growth of the company."</i> <i>"Very pleasant group to work with. Very helpful with our inquiries. We wouldn't be where we are today without you. Thanks!"</i> <i>"Contacts have a good understanding of who we are and what we want."</i> <i>"Just good people with a high level of expertise."</i> | |
| 11) Additional Comments <i>"Your staff provides accurate information in a timely manner. They are patient and make sure we have a complete understanding of subject matters."</i> <i>"All of the staff I have had contact with, have always been very professional, courteous & helpful. I enjoy my relationship with DWD and look forward to continuing our friendship."</i> <i>"Will try to "walk you through" a problem without talking over your head."</i> | |