

InsightSoftware.com Customer Satisfaction Survey 2010

We regularly ask our customers to comment, anonymously if they wish, on how we are doing and what we could improve. Customers are asked to score us in five different areas: **Product Satisfaction, Customer Service, Enhancement Responsiveness, Maintenance Value** and **Training**.

The results below are from our latest satisfaction survey, together with the increase/decrease based on the previous survey results.

Area	Score	Change +/-
Product Satisfaction	Excellent	+1.52%
Customer Service	Excellent	+1.43%
Enhancement Responsiveness	Very Good	-0.17%
Maintenance Value	Very Good	-0.34%
Training	Good	-3.57%

We also asked our customers these two important questions:

Question

If you had to make the decision again, would you buy from InsightSoftware.com

Perfect

+2.70%

Would you recommend InsightSoftware.com to others?

Perfect

+2.70%

Each area is scored on a scale of 1 to 5, with 1 being the worst score and 5 the best. These scores are then translated into an average percentage and graded. A **Perfect** score is achieved for a score of 100%. **Excellent** is 90-99%. **Very Good** is 80-89%, **Good** is 70-79%.