

ON A MISSION TO EXCEED CUSTOMERS' EXPECTATIONS

Nearly 98% of the customers who responded to the customer satisfaction survey said that their experience with ENLASO meets or exceeds their expectations.

In June 2007, ENLASO conducted its yearly, representative, customer satisfaction survey. The survey was sent to active customer contacts, and the 31% response rate once again exceeded our expectations.

The survey consisted of 14 questions, including the option to provide additional information and feedback. The survey took approximately 8-10 minutes to complete.

One of the main objectives of this survey was to gain valuable information on how to better measure our performance on a variety of very important aspects related to our business and services and how our customers perceive ENLASO as their localization vendor. Another very important aspect of this survey was to learn how we compared to last years' findings.

The positive responses that we received are very encouraging and confirm that our customers recognize our efforts and hard work. Nearly 86% of the customers that responded to the survey told us that we either exceed their expectations or that we perform above expectations. An additional 12% of our customers felt that we met their expectations. Nonetheless, we're on a mission to further improve overall customer satisfaction. Most of the feedback that we received was very positive; however, we also learned about potential areas of improvement; we take these comments very serious. You can count on that!

Everyone at ENLASO is dedicated to providing the best possible customer service while offering competitive pricing, meeting project timelines, and delivering high quality services.

Survey Results

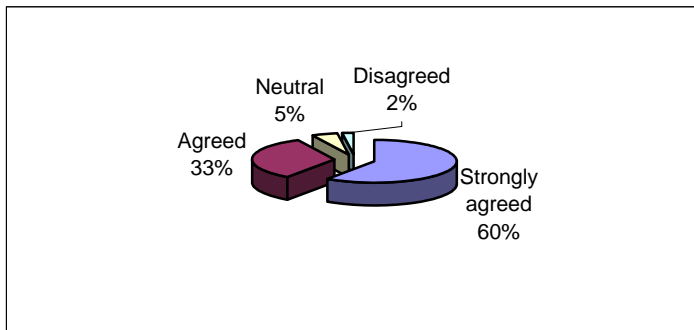
The surveyed customers were asked to rate the following statements using the rating system below:

- 5 - Strongly Agree
- 4 - Agree
- 3 - Neither agree nor disagree
- 2 - Disagree
- 1 - Strongly Disagree

Communication/Responsiveness

ENLASO responds to my requests for information in a timely manner.

60% of customers who responded to this question **strongly agreed**, **33% agreed**, **5% neither agreed nor disagreed**, and **2% disagreed** with this statement.



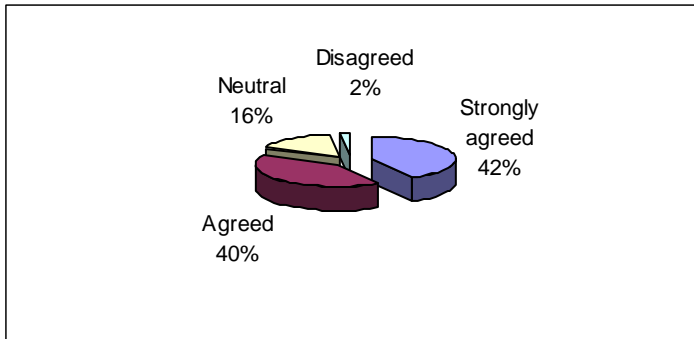
Customer Feedback

“Our program manager at ENLASO is very responsive to any questions or request we might have regarding the translation of our certification exams.”

“ENLASO has always gotten back to me right away when I have had questions. I really appreciate their timeliness and willingness to help me brainstorm problems.”

ENLASO exhibits pro-active problem solving abilities when responding to my questions and requests.

42% of customers who responded to this question **strongly agreed**, **40% agreed**, **16% neither agreed nor disagreed**, and **2% disagreed** with this statement.



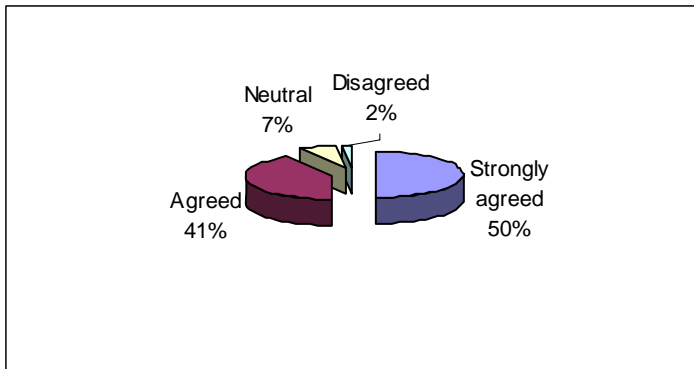
Customer Feedback

“My main contact and the others I have worked with at ENLASO are always very helpful and have given me very good suggestions and ideas for completing my projects.”

Understanding Customer Needs

ENLASO understands my initial project needs and is able to adjust to changing needs when necessary.

50% of customers who responded to this question **strongly agreed**, **41% agreed**, **7% neither agreed nor disagreed**, and **2% disagreed** with this statement.



Customer Feedback

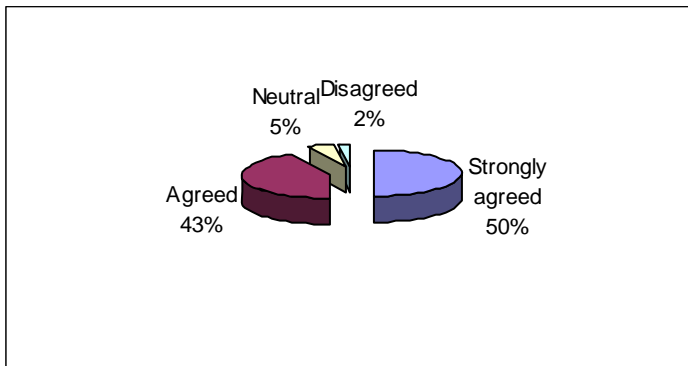
“We have some complex requirements and timelines and ENLASO has been great.”

“ENLASO has proven itself to be flexible and efficient when dealing with changes in my projects.”

Delivery Focus/Deadlines

ENLASO understands the importance of and is committed to meeting final project milestones and delivery dates.

50% of customers who responded to this question **strongly agreed**, **43% agreed**, **5% felt neutral**, and **2% disagreed** with this statement.



Customer Feedback

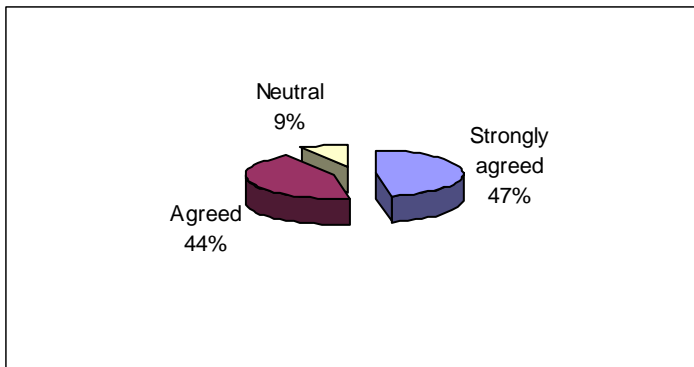
“ENLASO always helps us meet our deadlines without compromising the quality of our work.”

“ENLASO works very hard to meet our deadlines. Last year, we had a need to change delivery dates and ENLASO took all necessary steps to ensure the timely delivery of the translations.”

Cost Focus

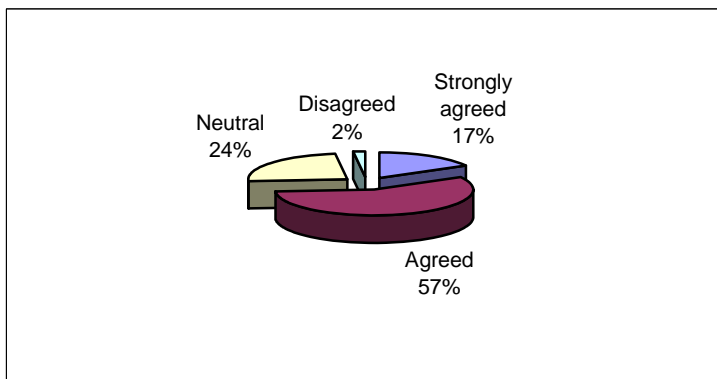
ENLASO provides me with clear pricing information.

47% of customers who responded to this question **strongly agreed**, **44% agreed**, and **9% felt neutral** about this statement.



Considering the services offered, ENLASO provides competitive pricing.

17% of customers who responded to this survey **strongly agreed**, **57% agreed**, **24% felt neutral**, and **2% disagreed** with this statement.



Customer Feedback

"The detailed quotes are great. I would also like to say that your change order tracking system is very simple, detailed, and easy to follow. A competitor is not as clear so when there are purchase order questions more time is spent tracking this information."

"ENLASO provides clear and accurate cost estimates."

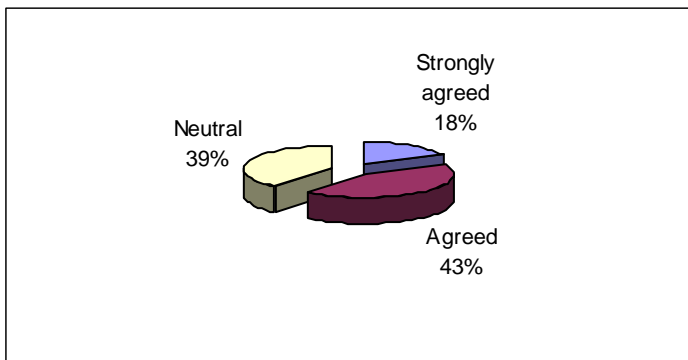
Customer Feedback

"I requested quotes from at least 3 other vendors and ENLASO was competitive."

Innovation/Initiative

ENLASO offers innovative solutions to problems and requests.

18% of customers who responded to this question **strongly agreed**, **43% agreed**, and **39% neither agreed nor disagreed** with this statement.



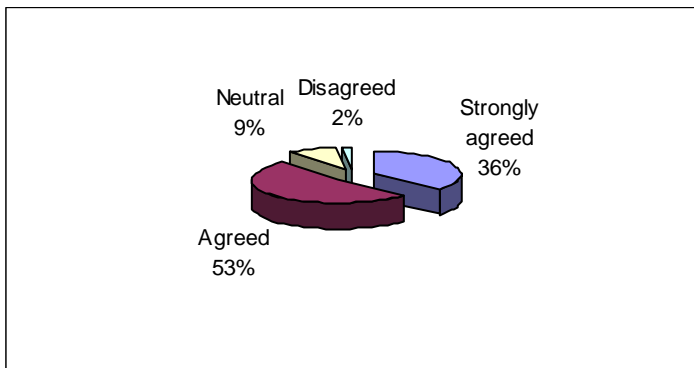
Customer Feedback

“ENLASO is a great resource for problem solving.”

Technology

As applied to my projects, ENLASO provides effective technical expertise.

36% of customers who responded to this question **strongly agreed**, **53% agreed**, **9% felt neutral**, and **2% disagreed** with this statement.



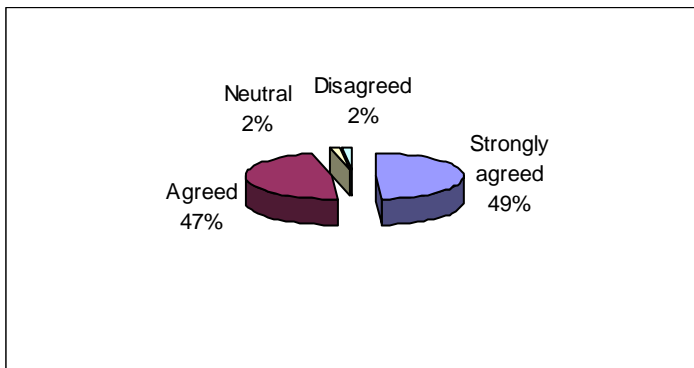
Customer Feedback

“ENLSO has superior understanding and utilization of translation memory tools.”

Quality

The overall quality of ENLASO's final deliverables meets my expectations.

49% of customers who responded to this question **strongly agreed**, **47% agreed**, **2% felt neutral**, and **2% disagreed** with this statement.



Customer Feedback

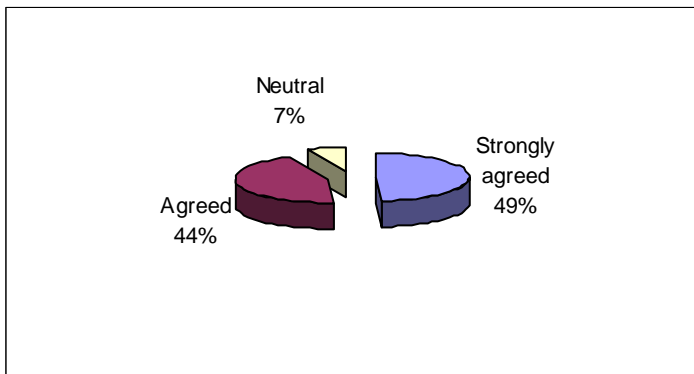
“ENLSO always delivers a high quality product.”

“We feel that the quality of the translation work has improved compared to our previous two translation providers.”

Account Management

ENLASO provides my account the attention I feel it requires.

49% of customers who responded to this question **strongly agreed**, **44% agreed**, and **7% neither agreed nor disagreed** with this statement.



Customer Feedback

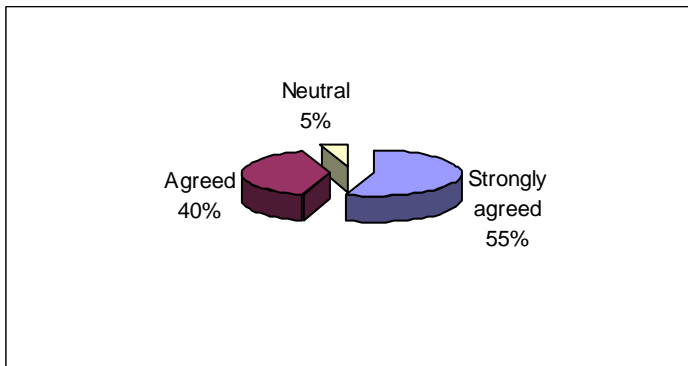
“I appreciate the personal attention to my projects.”

“Always responsive whenever I contact them.”

Project Management

My ENLASO project team meets all of the expectations defined in the original proposal or scope of work.

55% of customers who responded to this question **strongly agreed**, **40% agreed**, and **5% neither agreed nor disagreed** with this statement.



Customer Feedback

“ENLASO clearly understands the project proposals and works closely with us to meet our needs.”

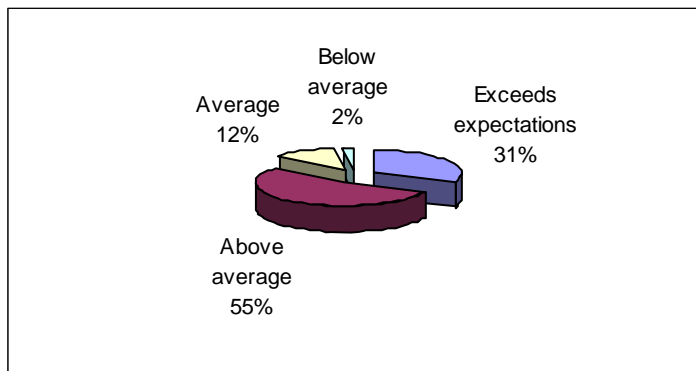
“Very impressed with the current team I am working with.”

Overall Rating

Using the rating system below, we then asked our customers, considering all of the points above, how does ENLASO perform in regards to their overall expectations:

- 5 – Exceeds expectations
- 4 – Above average
- 3 – Average
- 2 – Below average
- 1 - Unsatisfactory

31% of customers who responded to this question rated ENLASO as **excellent**, **55%** rated us as **good**, **12%** rated us as **average**, and **2%** rated us as **poor**.



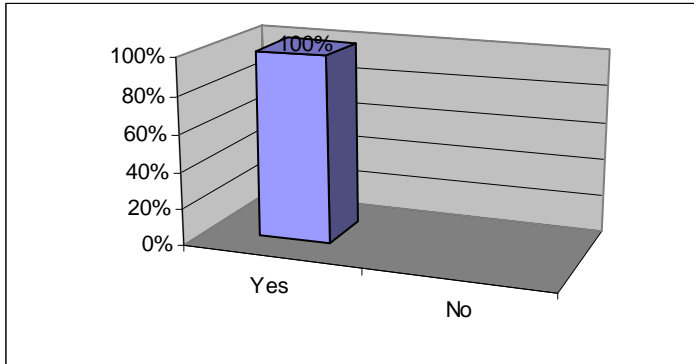
Customer Feedback

“It is a pleasure to work with ENLASO.”

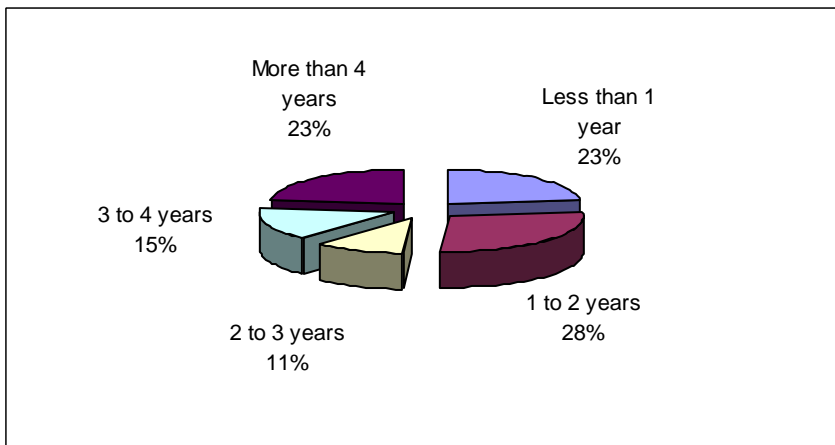
“Very professional, timely emails, and proactive!”

And last but not least, we asked if our customers would recommend ENLASO to other companies.

All of the customers who responded to this question would recommend ENLASO to other companies. Thank you!



The customers who responded to this survey worked with ENLASO on average for the following durations:



Survey details:

- This survey was first distributed on Tuesday, June 12th, 2007 and closed on Thursday, July 12th, 2007.
- The survey was designed and conducted by ENLASO.
- ENLASO sent this survey to active customers.
- The survey was conducted online.
- All numbers were rounded to the nearest whole number.