

ENLASO DELIVERS AS PROMISED

Over 98% of the Participants who Responded to this Year's Customer Satisfaction Survey Concurred that ENLASO Meets All of the Expectations as Defined in the Original Proposal or Scope of Work.

Likewise, Over 98% of the Participants who Responded Would Recommend ENLASO to Other Companies for Localization Services

The 2008 customer satisfaction survey consisted of our standard 14 questions to explore our customers' perceptions about working with ENLASO. With each question, respondents also had the option to share additional information and feedback with us. The survey took approximately 8-10 minutes to complete.

The survey was sent to our active customer contacts and the overall response rate of nearly 35% provides us with statistically significant data to represent our customers.

Our annual survey was designed to help ENLASO meet the quality objectives as outlined in our ISO 9001:2000 quality policy, providing the framework for ensuring customer satisfaction. Our quality policy supports these four objectives:

- Consistent, high quality localization services to our customers,
- Continual improvement to all aspects of our quality management system,
- The incorporation of technology approaches in our services,
- Competitive pricing for services.

The 2008 survey marks the third consecutive year that our standardized survey questions have been used to determine our customers' perspective in our success at meeting these objectives. By using the same questions each year, ENLASO is able to effectively compare the results with the findings from previous years.

Using the data provided through the survey, ENLASO is able to determine areas for continuous process improvement. While the overall results are very supportive of ENLASO as a preferred localization vendor, the open communication provided by the survey allows ENLASO to address customer-specific opportunities for improvement.

Survey Results

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

- 5 - Strongly Agree
- 4 - Agree
- 3 - Neutral
- 2 - Disagree
- 1 - Strongly Disagree

Communication/Responsiveness

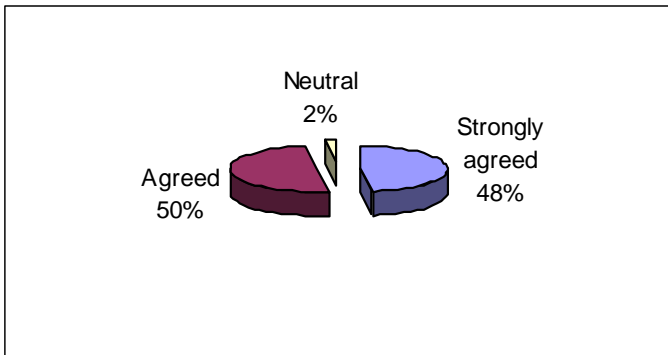
ENLASO responds to my requests for information in a timely manner.

98% strongly agree or agree with this statement, as compared to 93% in 2007. This reflects a 5% increase in this metric in the past year. No respondents disagreed with this statement this year, as compared to 2% disagreeing with the statement in 2007.

Customer Feedback

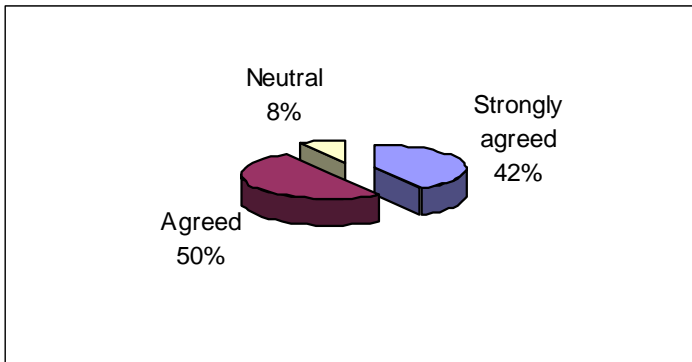
“Response is almost always immediate - no matter time of day or week.”

“My Project Manager is very responsive to any e-mail or phone call questions!”



ENLASO exhibits effective problem solving abilities when responding to my questions and requests

92% of customers who responded strongly agree or agree with this statement, as compared to 82% in 2007. This reflects a 10% increase in this metric in the past year. No respondents disagree with this statement this year, as compared to 2% who disagreed in 2007.



Customer Feedback

“Communication was excellent, as was speed of response.”

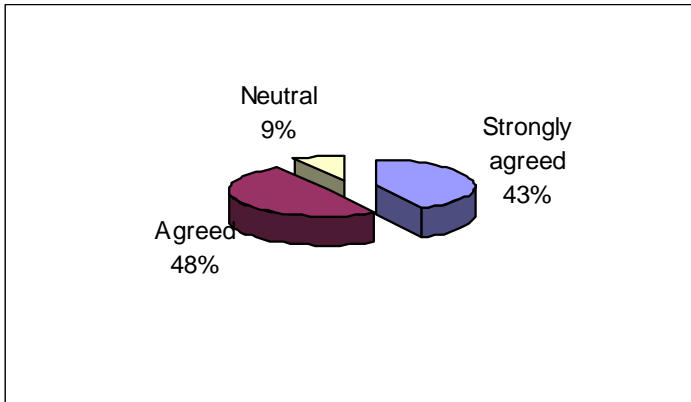
“Can't count the numbers of times your Project Manager has "saved my bacon" with good solutions and swift responses.”

“ENLASO does a great job of keeping me informed of the status of my job and any issues/questions that may arise.”

Understanding Customer Needs

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

91% of customers who responded strongly agree or agree with this statement, the same percentage we found in the 2007 survey. No respondents disagree with this statement this year.



Customer Feedback

“My Project Manager is not afraid to contact me with questions about my requests. They are also very flexible when we change our requests - whether the request is mid-project or back-to-back changes.”

“Our on-going project is very fluid and ENLASO does a great job of adapting.”

Delivery Focus/Deadlines

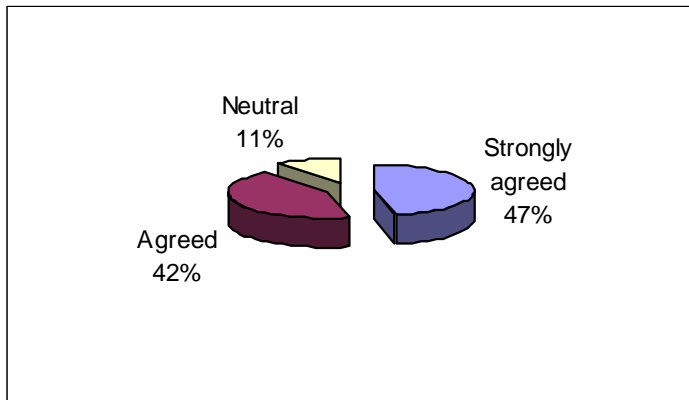
ENLASO understands the importance of and is committed to meeting final project milestones and delivery dates.

89% of customers who responded strongly agree or agree with this statement, as compared to 93% percent in 2007. No respondents disagree with this statement this year, as compared to 2% who disagreed in 2007. The slight decrease in overall agreement with this statement is being investigated as part of our ISO Quality System continuous process improvement strategy.

Customer Feedback

“Even when I give them ridiculous timelines, they always make it!”

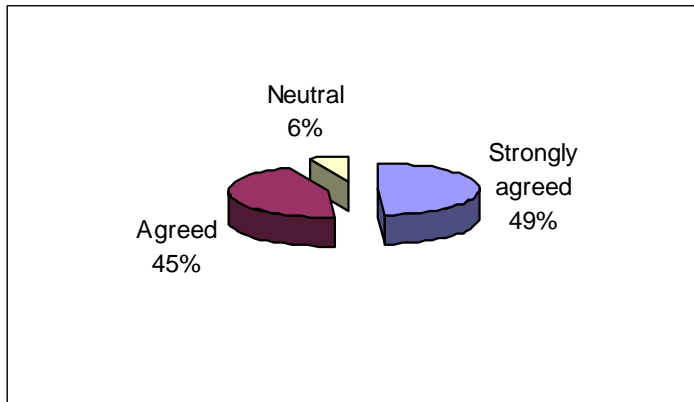
“ENLASO's main strength is to advise us if there is a problem with the project and it will be delayed.”



Cost Focus

ENLASO provides me with clear pricing information.

94% of customers who responded strongly agree or agree with this statement, as compared to 91% found in the 2007 survey. No respondents disagree with this statement this year, as compared to 2% who disagreed in 2007.



Customer Feedback

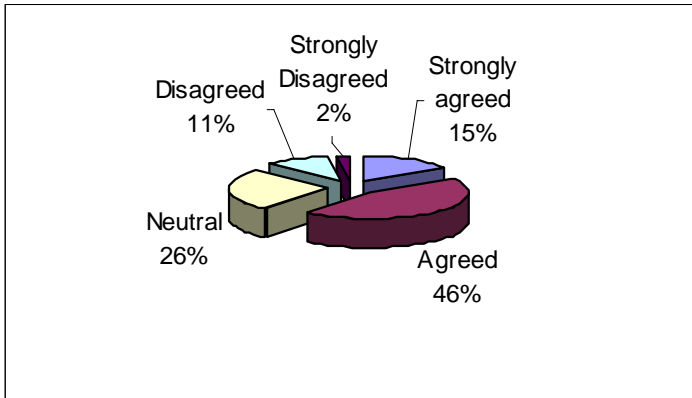
“The quotes are detailed, clear, and accurate.”

Considering the services offered, ENLASO provides competitive pricing.

87% of customers who responded strongly agree, agree or are neutral with this statement with 11% disagreeing. In 2007, only 2% disagreed with this statement. Translation and localization customers are historically very sensitive to pricing. The declining value of the dollar against foreign markets, while stimulating imports from the US, has a substantial impact on the costs of translation and localization. As a result, US-based translation services providers are at a cost disadvantage relative to foreign-based service providers. ENLASO believes the results for this statement reflect this disparity. ENLASO is discussing this with our customers to ensure a clear understanding of the pricing pressures with the current economy.

Customer Feedback

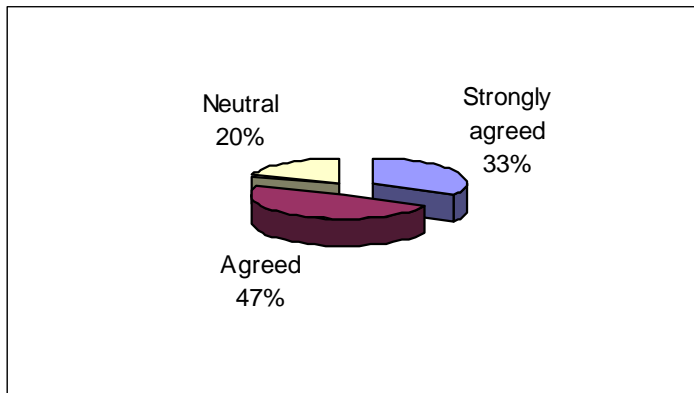
“In the last few years I have done price comparisons with other translation companies and ENLASO is competitive.”



Innovation/Initiative

ENLASO offers innovative solutions to problems and requests.

80% of customers who responded strongly agree or agree with this statement, as compared to 61% found in the 2007 survey. No respondents disagreed with this statement in either year. Survey results in 2007 led ENLASO to further strengthen our solutions-based approach to better meet customer needs, resulting into the increase in customer satisfaction reflected by this statement.



Customer Feedback

“ENLASO has offered many solutions to problems we face during our growth process.”

“ENLASO has changed the process for our on-going project and it seems to be working better.”

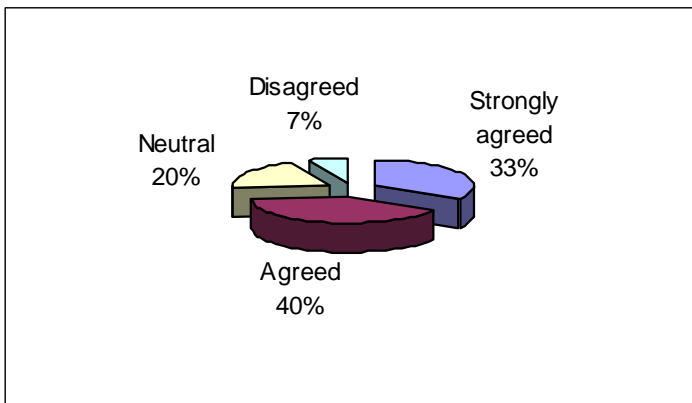
Technology

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

93% of customers who responded strongly agree, agree or are neutral with this statement with 7% disagreeing. In 2007, only 2% disagreed with this statement. ENLASO is investigating the specific instances where our technological solutions did not meet customer expectations.

Customer Feedback

“ENLASO offers effective technical expertise.”



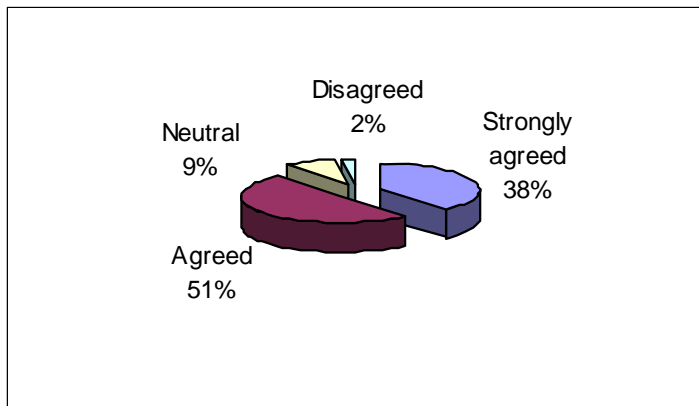
Quality

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

98% of customers who responded strongly agree, agree or are neutral with this statement with 2% disagreeing. Also in 2007, only 2% disagreed with this statement

Customer Feedback

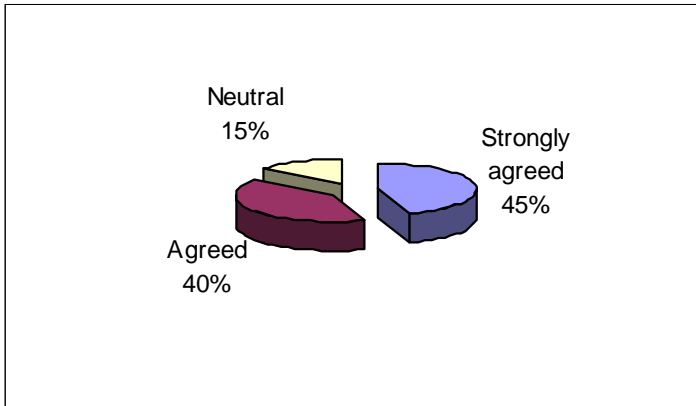
“We are amazed at issues which are brought up from our other translation vendor's work. ENLASO is extremely thorough.”



Account Management

ENLASO provides my account the attention I feel it requires.

85% of customers who responded strongly agree or agree with this statement with 15% being neutral. In 2007, 93% agreed with the statement with only 7% being neutral. In neither year did any customers disagree with the statement. ENLASO Sales is investigating account management support to ensure customers feel that their accounts receive all the attention they need.



Customer Feedback

“No complaints; I feel like I’m in good hands with ENLASO.”

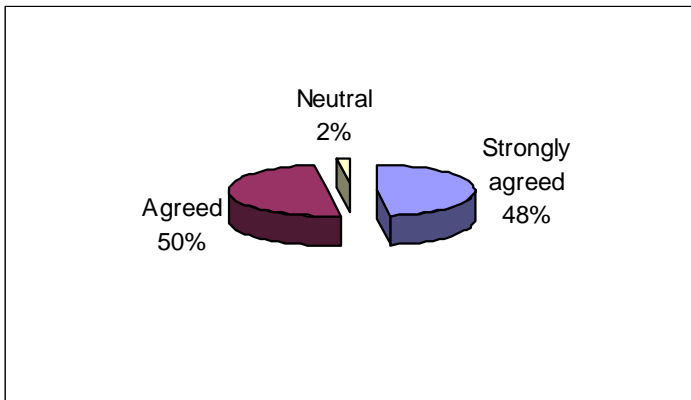
Project Management

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

98% of customers who responded strongly agree or agree with this statement with only 2% being neutral. In 2007, 95% strongly agreed or agreed with this statement with 5% being neutral. In neither year did any customers disagree with the statement. This reflects a 3% increase in overall satisfaction with ENLASO meeting or exceeding the project requirements.

Customer Feedback

“My Project Manager is the best! She's very flexible and always responsive and patient to meet our crazy needs!”

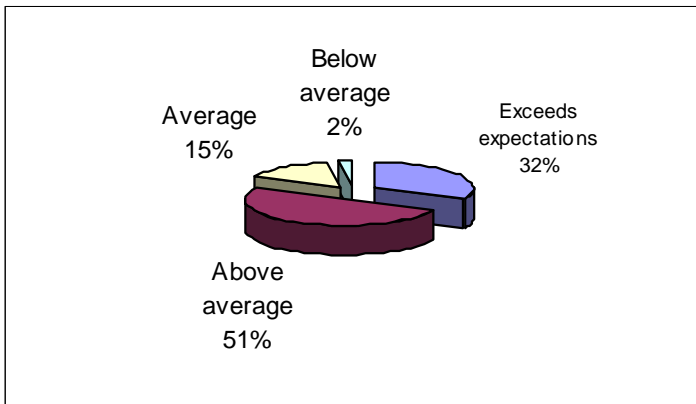


Overall Rating

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

83% of customers who responded felt that ENLASO was exceeding expectations or was above average, overall, with 15% believing ENLASO to be average in overall performance. In 2007, 86% strongly agreed or agreed with the statement with 12% being neutral. In both years, 2% disagreed with the statement.



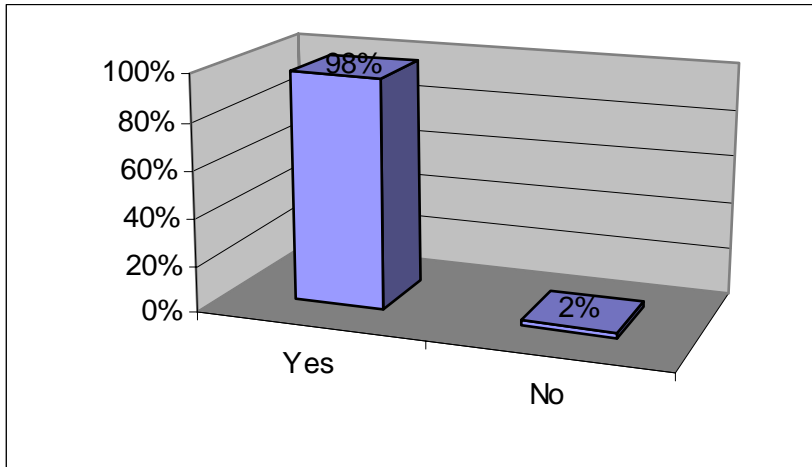
Customer Feedback

“ENLASO keeps us informed of our projects every step of the way...”

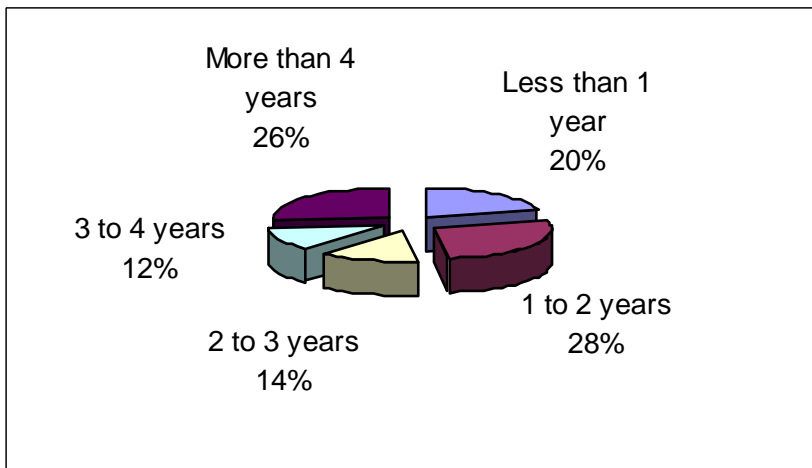
“The past two years have been exceptional. Even though we had a change in Project Managers, the management of our projects never faltered during the change.”

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

98% 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 25th, 2008 and closed on Thursday, July 3rd, 2008.
- 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.