

Customer Satisfaction Metrics: Customers Recommend ENLASO Translation and Localization Services

A remarkable 100% of the participants who responded to this year's customer satisfaction survey would recommend ENLASO to other companies.

The 2009 ENLASO customer satisfaction survey consisted once again of our standard 14 questions to explore our customers' perceptions about working with ENLASO.

Nearly 40% of our active customer contacts responded to the survey, allowing us to collect statistically significant data to represent our customers.

The survey took approximately 10 minutes to complete. With each question, respondents also had the option to share additional information and feedback with us.

For the fourth consecutive year, ENLASO used standardized survey questions in order to best determine our customers' perspective regarding ENLASO's efforts to meet or exceed their expectations. Using the same questions each year allows us to effectively compare the results with the findings from previous years.

The annual customer satisfaction survey is designed to help ENLASO meet the quality objectives as outlined in our ISO 9001:2008 quality policy. Our quality policy provides the framework for ensuring customer satisfaction and 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 data provided to us through the annual customer satisfaction survey allow us to accurately identify opportunities for improvement in our quality system.

ENLASO greatly appreciates the feedback and open communication provided by the survey respondents. While it is rewarding for ENLASO to receive such accolades from our customers in the 2009 survey, management has carefully reviewed all comments from our customers who participated in the survey to identify possible opportunities for improvement for follow-up in the near future by our quality coordination team.

Please do not hesitate to contact Yves Lang or myself directly if you would like to share additional feedback or comments.

Sincerely,

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Survey Results

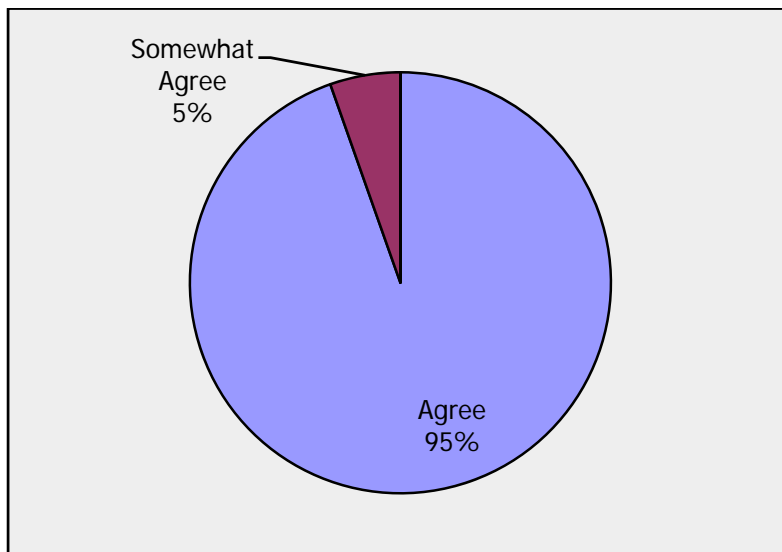
The surveyed customers were asked to rate the following statements using the rating system below:

- Agree
- Somewhat Agree
- Disagree

Communication/Responsiveness

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

95% of the respondents agree, and 5% somewhat agree with this statement. No respondents disagreed with this statement this year.



Actual Customer Feedback

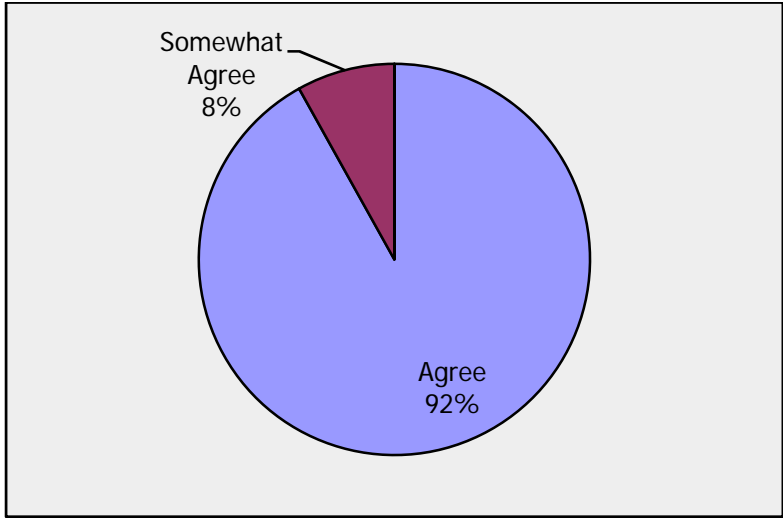
“I think ENLASO does a very good job for this area without any exceptions.”

“Our Project Manager's response time is fabulous.”

“I would describe any waiting we experience as miniscule.”

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

92% of customers who responded agree and 8% somewhat agree with this statement. No respondents disagreed with this statement this year.



Actual Customer Feedback

“ENLASO does a great job of keeping me informed.”

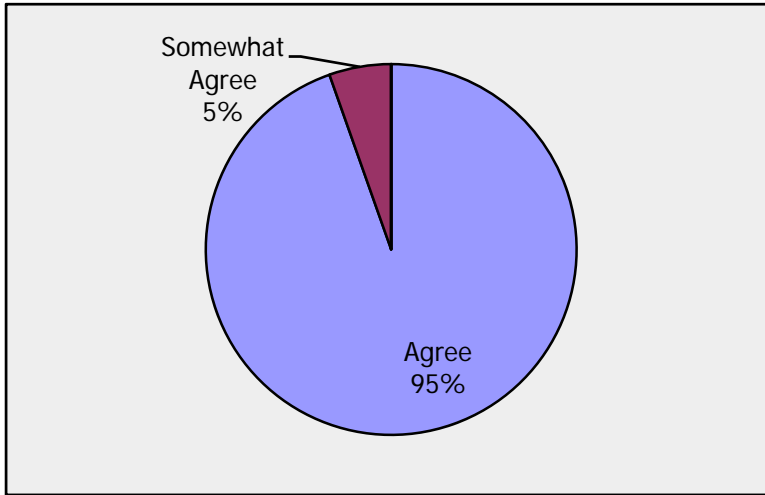
“As far as I know, ENLASO tries their best to get back to us with answers/solutions.”

“Communication was excellent.”

Understanding Customer Needs

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

95% of customers who responded agree with this statement and 5% somewhat agree with this statement. No respondents disagree with this statement this year.



Actual Customer Feedback

“Our Project Manager asks questions to help assure that ENLASO is meeting our project needs and expectations.”

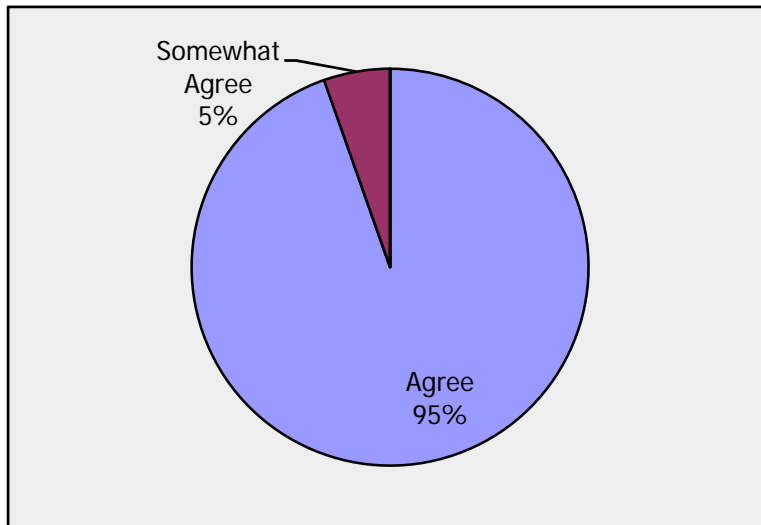
“Absolutely agree.”

“Our Account and Project Manager have been extremely flexible.”

Delivery Focus/Deadlines

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

95% of the respondents agree, and 5% somewhat agree with this statement. No respondents disagreed with this statement this year.



Actual Customer Feedback

“I appreciate that ENLASO provides a realistic delivery date and immediately informs me with any updates/changes.”

“Consistently meets or exceeds expectations.”

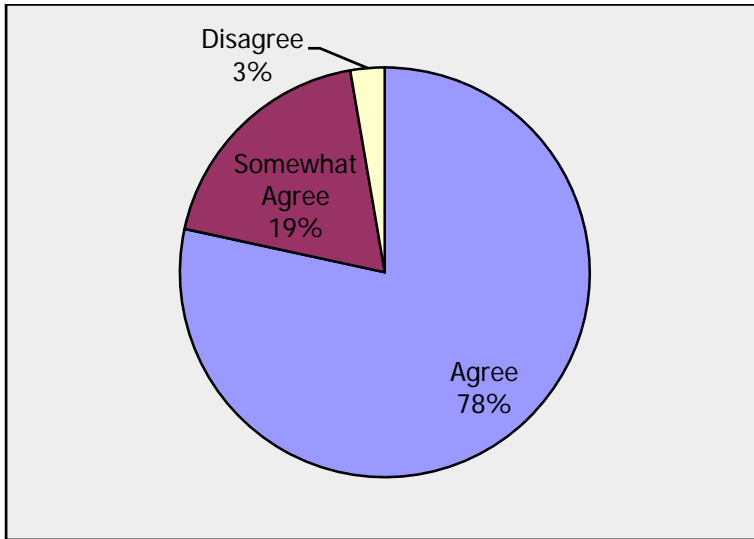
“You're great. Whenever we have a deadline to meet—you adjust your schedules to meet ours.”

“Absolutely—this is critical.”

Cost Focus

ENLASO provides me with clear pricing information.

97% of customers who responded either agree or somewhat agree with this statement. 3% of the respondents disagree with this statement.



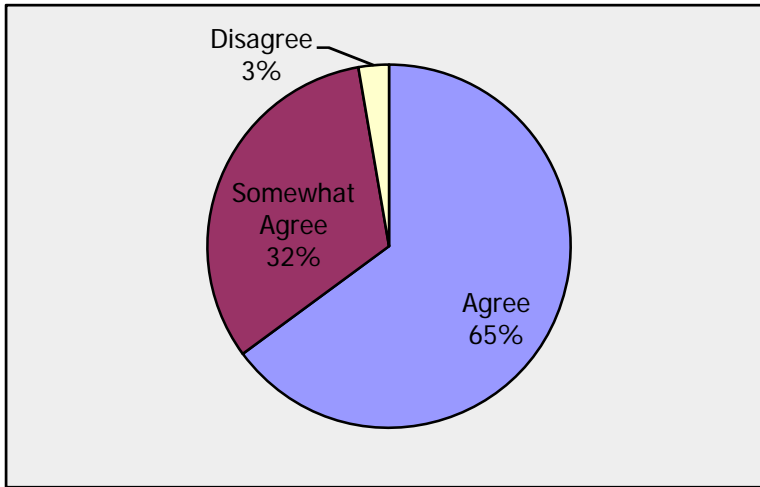
Actual Customer Feedback

“We received very detailed quotes and they were clear.”

“I believe I understand pricing, but it's always difficult explaining to internal customers. They particularly don't understand the charge for exact matches/repetitions.”

Considering the services offered, ENLASO provides competitive pricing.

97% of customers who responded strongly agree or somewhat agree with this statement with 3% disagreeing. In 2008, 11% of the respondents disagreed with this statement.



Actual Customer Feedback

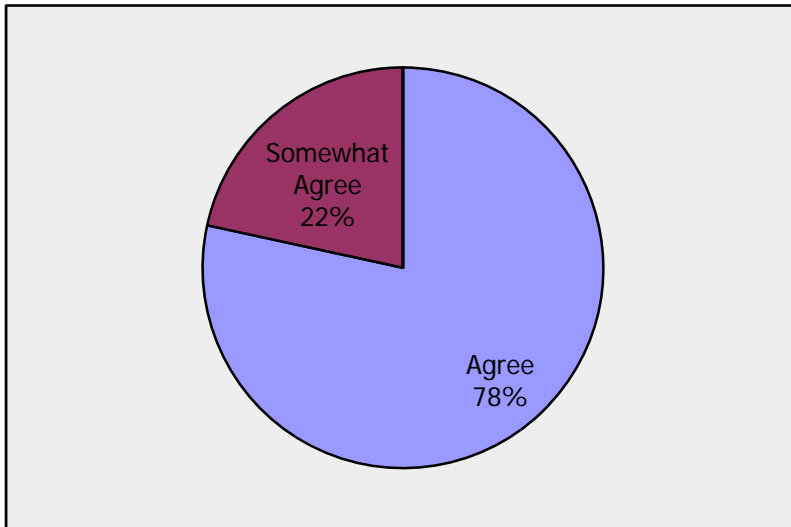
“ENLASO appears to be competitive to other companies that offer similar services.”

“Some costs have been higher than expected, but ENLASO was very flexible in finding a solution that worked for us.”

Innovation/Initiative

ENLASO offers innovative solutions to problems and requests.

78% of customers who responded agree with this statement and **22% somewhat agree**. No respondents disagreed with this statement this year.



Actual Customer Feedback

“One of the reasons we awarded the first project to ENLASO was the willingness to go above and beyond with offering technical expertise/solutions (prior to the project being awarded).”

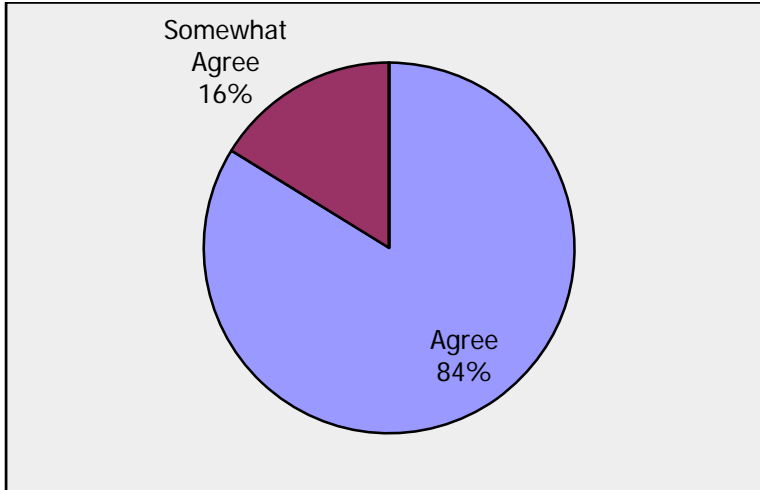
Technology

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

84% of customers who responded agree with this statement with **16% somewhat agreeing**. In 2008, 7% disagreed with this statement. No respondents disagreed with this statement this year.

Actual Customer Feedback

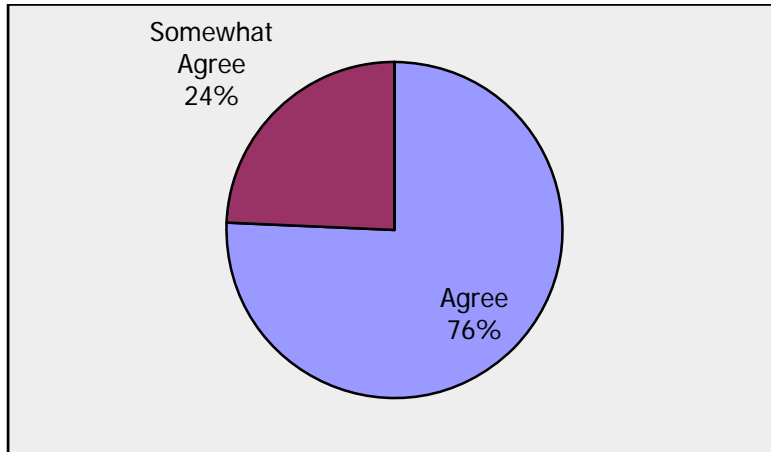
“The service we received was reliable from a technical perspective.”



Quality

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

76% of customers who responded agree with this statement and **24% somewhat agree** with this statement. No respondents disagreed with this statement this year compared to 2% in 2008.



Actual Customer Feedback

“We had several comments from our in-country experts that the quality was excellent—nice work!”

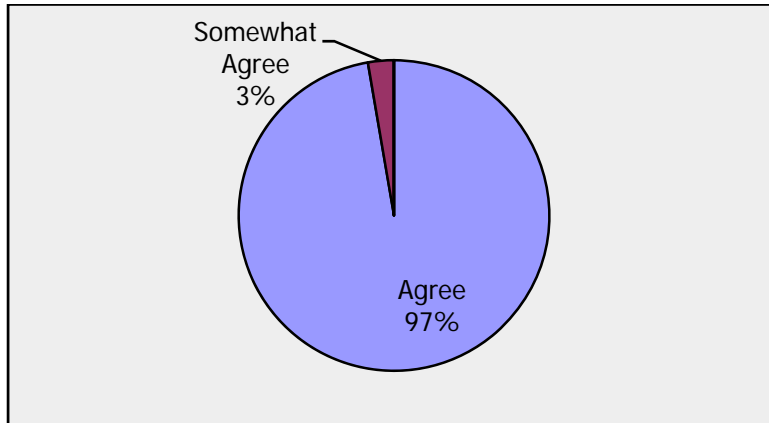
“We have had a few issues with translation quality but they were resolved efficiently with the team.”

“I was happy with the process. The team showed great patience in dealing with people who didn't always know what they were working with.”

Account Management

ENLASO provides my account the attention I feel it requires.

97% of customers who responded agree with this statement, compared to 85% in 2008. **3% somewhat agree** with this statement. No respondents disagreed with this statement this year.



Actual Customer Feedback

“We are very well taken care of even when one of the team members is out of the office.”

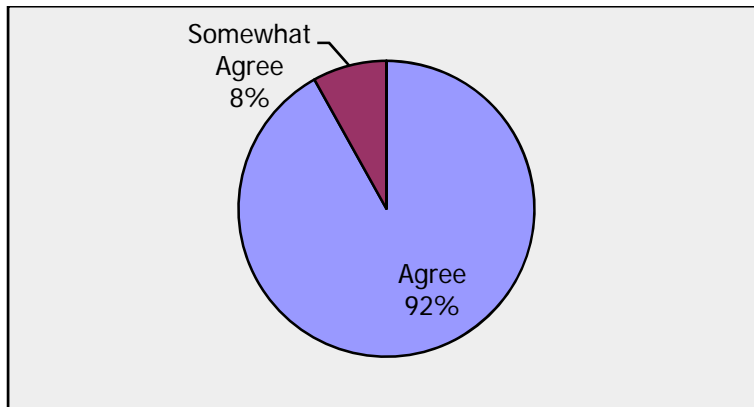
“This is why we switched to ENLASO in the first place. Our Project Manager is extremely attentive.”

“Absolutely agree. Our Project Manager is phenomenal!”

Project Management

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

92% of customers who responded agree with this statement with **8% somewhat agreeing**. No respondents disagreed with this statement this year.



Actual Customer Feedback

“Our project management team provides great service!”

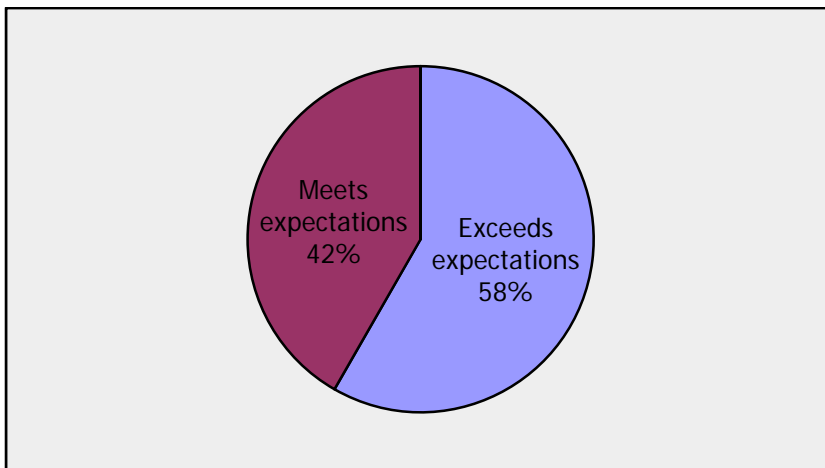
“We are a small account and the service was great.”

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:

- Exceeds expectations
- Meets expectations
- Fails to meet expectations

58% of customers who responded felt that ENLASO was exceeding expectations, 42% felt that ENLASO meets their expectations, and no respondents felt that ENLASO failed to meet their expectations.



Actual Customer Feedback

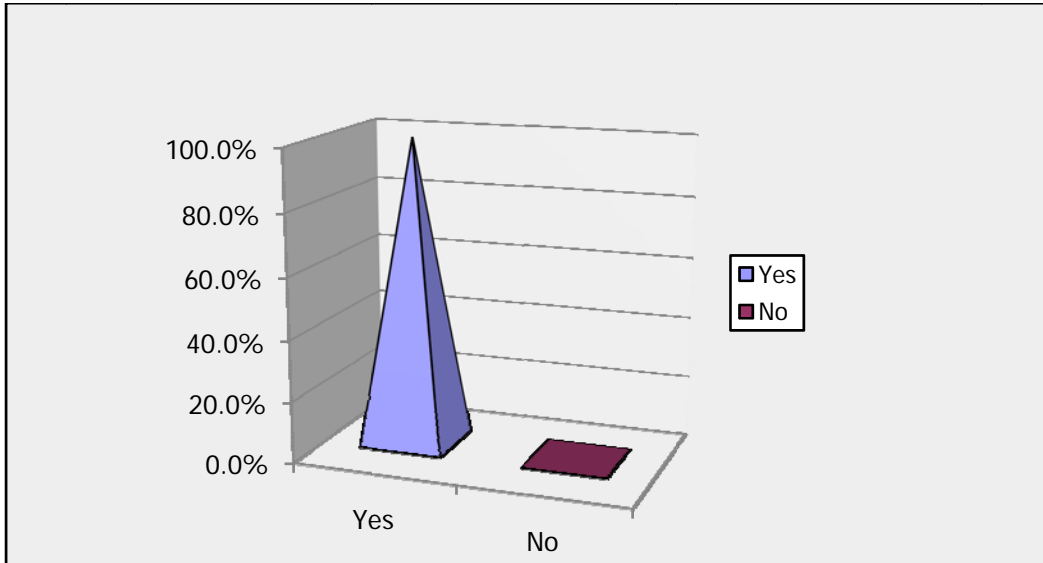
“Our project went so smoothly—I was expecting a lot more problems, but there were none!”

“The service was reliable and they took care of the project very well.”

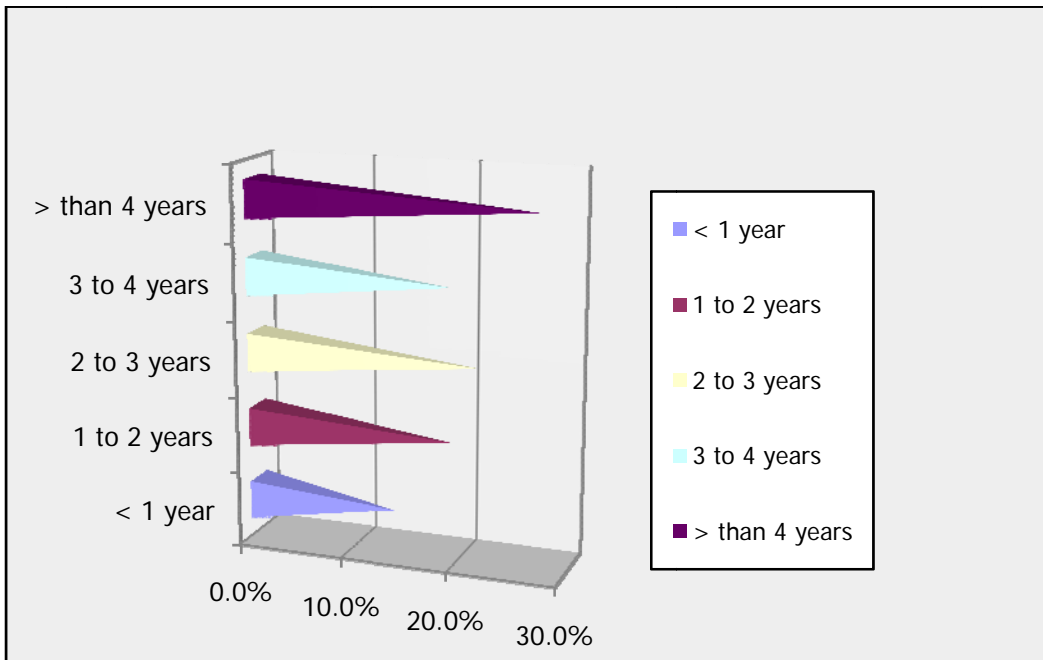
“Our account manager and project manager are both great to work with. Very seldom do we run into any issues.”

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

100%, compared to 98% last year, 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, July 21st, 2009 and closed on Thursday, August 14th, 2009.
- 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.