

















## Q1 – 2010 Client Satisfaction Survey Results

As a Microsoft Gold Certified Partner, ServerLogic gets measured against the best of the best. So when our clients told us that we exceeded every measure when compared to our peers, we decided to share these results with anyone who has struggled to find an honest, reliable IT support company. Check these out and let us know how we can help:

Microsoft Client Satisfaction Survey - Gold Certified Partners - Q1 2010			
 Above Average  Average  Below Average			
Key Performance Indicators	Your Results (ServerLogic)		Average for All Partners
<b>NSAT</b>			
To measure these results against other service Microsoft Gold Certified	185.71		167.97
<b>Customer Loyalty Segmentation</b>			
Champions	95.24		88.42
<b>Loyalty</b>			
Satisfied	100		96.76
Likely to Recommend	95.24		92.66
Likely to Repurchase	95.24		90.25
Competitive Advantage	76.19		71.51
<b>Overall Performance</b>			
Overall Performance	80.95		67.75
Ease of Doing Business	90.48		73.91
Quality of Communication	80.95		70.59
Quality of Sales	73.68		67.1
Quality of Products	78.95		71.93
Quality of Support	90		73.41
Value Received	76.19		65.75
Ability to Meet Your Needs	85.71		72.31