



# Client Satisfaction Survey

***“IT3 TECHNOLOGY CONSORTIUM is dedicated to providing all our Clients a 90% or better value rating in Delivery, Price, Quality, and Service.”***

Company Name: Global Technology Services Supplier

Prepared by: Vice President, Global Support Services US

IT3 TECHNOLOGY CONSORTIUM Partner and Client Since: December 2005 to present

|   |  | Yes | No |
|---|--|-----|----|
| <b>3. Value Model – Ability to Deliver</b>  |  |     |    |
| 1.13 Are we deploying the appropriate skill sets all the time?  |  | X   |    |
| 1.14 Are we getting the job done as originally proposed or within an agreed change request process?                                 |  | X   |    |
| 1.15 Are we always on-time and on-budget?   |  | X   |    |
| 1.16 Do we always perform the jobs properly the first time?   |  | X   |    |
| 1.17 Is it a common practice that we measure your solutions to ensure that we have effectively met the business needs?              |  | X   |    |
| Comments - Ability to Deliver:  |  |     |    |
| 1.18 Considering the questions in this section, how would you rate our ability to deliver in your current environment               |  | 98% |    |
| <b>2. Value Model – Competitive pricing</b>   |  | Yes | No |
| 2.13 Are you happy with our pricing in relation to the quality of our services?   |  | X   |    |
| 2.14 Do you believe that our prices are competitive in the Industry?  |  | X   |    |
| 2.15 Do we offer Volume or Discounted Pricing Plans that provide true benefit to the business?                                      |  | X   |    |
| 2.16 Are the prices commensurate with the skills that are being delivered?  |  | X   |    |
| 2.17 Do all of our pricing strategies or actions positively impact you?   |  |     | X  |
| 2.18 Considering the questions in this section, how would you rate our ability to offer competitive pricing in today's marketplace? |  | 90% |    |
| Comments - Competitive Pricing:   |  |     |    |
| <b>3. Value Model – Quality that sets and meets expectations</b>  |  | Yes | No |
| 3.15 Are you always happy with the quality of the work you receive from IT3 TECHNOLOGY CONSORTIUM ?                                 |  | X   |    |
| 3.16 Do we always staff your Projects or IT Initiatives appropriately the first time?   |  | X   |    |
| 3.17 Do we always set appropriate delivery expectations?  |  | X   |    |
| 3.18 Do we meet delivery expectations?  |  | X   |    |

|   |  |             |           |
|---|--|-------------|-----------|
| 3.19 Do we exceed delivery expectations?  |  |             | <b>X</b>  |
| 3.20 Do we always provide quality and ample senior leadership time as a part of the overall support of your business? |  | <b>X</b>    |           |
|   | 3.21 Considering the questions in this section, how would you rate our ability to deliver quality service in terms of setting, meeting and exceeding expectations? | <b>98%</b>  |           |
| Comments - Quality that sets and meets expectations:  |  |             |           |
| <b>4. Value Model – Service ease in conducting our business with you</b>  |  | <b>Yes</b>  | <b>No</b> |
| 4.15 Are we always flexible and easy to do business with?   |  | <b>X</b>    |           |
| 4.16 Do we deploy proper methodologies for measuring the customer satisfaction of deliverables?                       |  | <b>X</b>    |           |
| 4.17 Do your stakeholders agree that those methodologies are effective for your business?                             |  | <b>X</b>    |           |
| 4.18 Are management decisions that impact both you and IT3 TECHNOLOGY CONSORTIUM easy to resolve?                     |  | <b>X</b>    |           |
| 4.19 Do we always provide a variety of solution choices to achieve your goal?   |  | <b>X</b>    |           |
| 4.20 If there is an issue, is it easy to resolve?   |  | <b>X</b>    |           |
|   | 4.21 Considering the questions in this section, how would you rate our ease of working with in your current environment?   | <b>100%</b> |           |
| Comments - Service ease in conducting our business with you:  |  |             |           |