

# GalliNet Limited

~Customer Survey—2010~

## Results

### News

During May 2010 many of our customers were selected by a third party assessor and requested to complete an anonymous satisfaction survey to obtain their views on both the PeopleHours software solution and the performance of the Control Room staff.

The responses were used by both Microsoft and the NSI as part of their own supplier inspection and assessment programmes and are detailed in the following pages for your information.

We of course also used the responses to establish where we were doing and well and perhaps not so well, allowing us to focus on improvement accordingly.

The results, combined with other areas of assessment, have allowed us to retain our NSI Gold standard and also to attain our Microsoft Gold Certified Partnership for our PeopleHours Software Solution.

We would like to express our appreciation to those customers that were asked by MS and the NSI to participate, we are however always keen to hear the views of any customers that were not chosen to take part in this survey and you can contact us via our usual support lines.

[Support@Gallinet.Com](mailto:Support@Gallinet.Com)

**NSI**



**GUARDING  
GOLD**

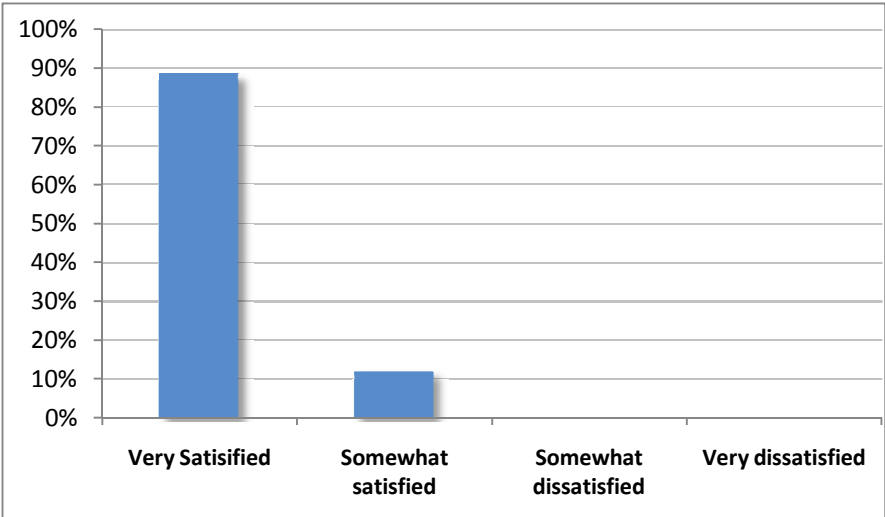
**Microsoft®**  
**GOLD CERTIFIED**

*Partner*

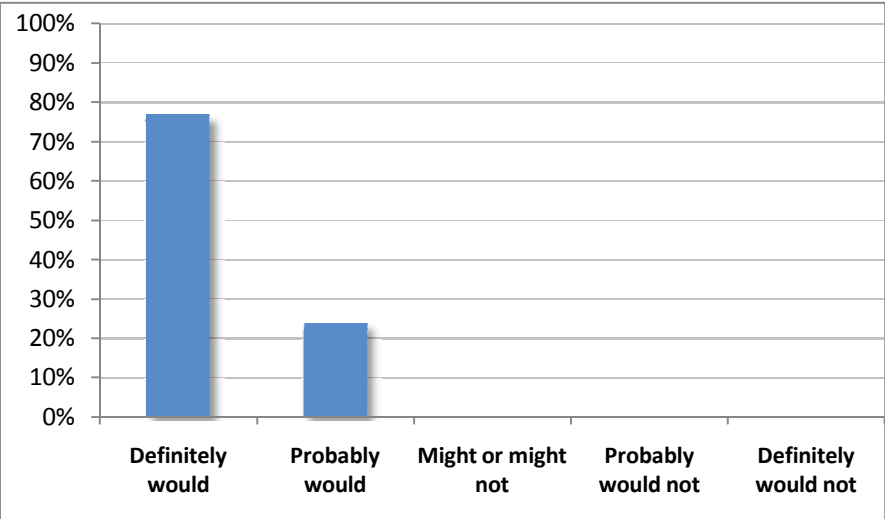
# Customer Satisfaction Survey June 2010

## General Questions

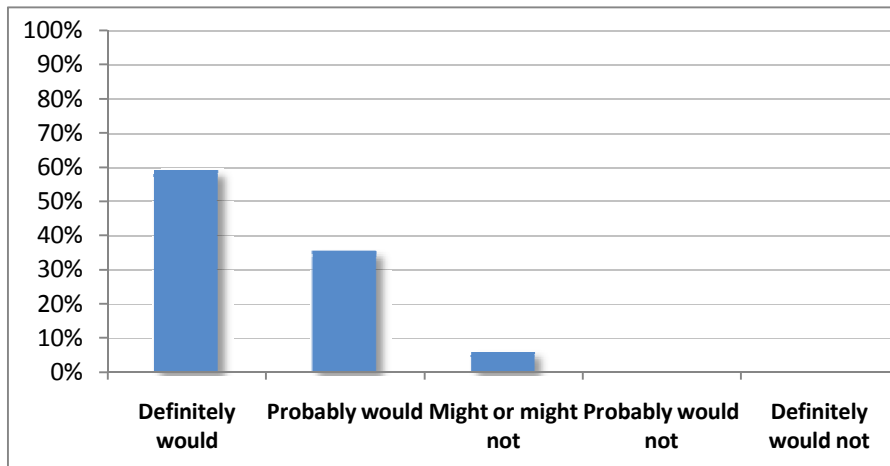
We'd like to ask you about your overall satisfaction with Gallinet Limited. Considering everything you know about this company, its relationship with you and its technology products, services, and/or support would you say you are . .



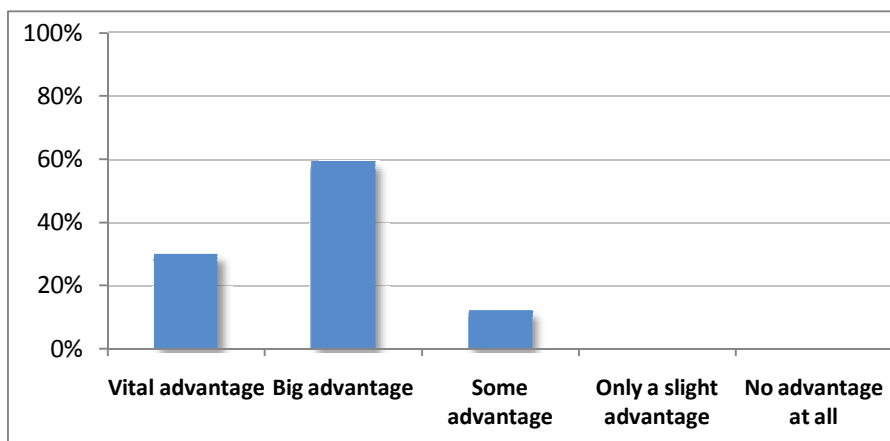
Based on your experience, how likely would you be to recommend Gallinet Limited to a friend or colleague looking for technology products, services, and/or support?



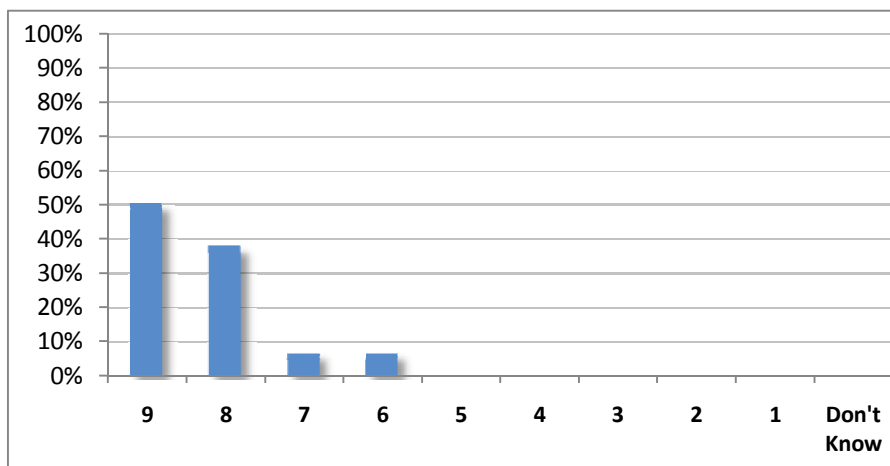
**For your next similar purchase of technology products, services, and/or support, how likely would you be to buy from Gallinet Limited again?**



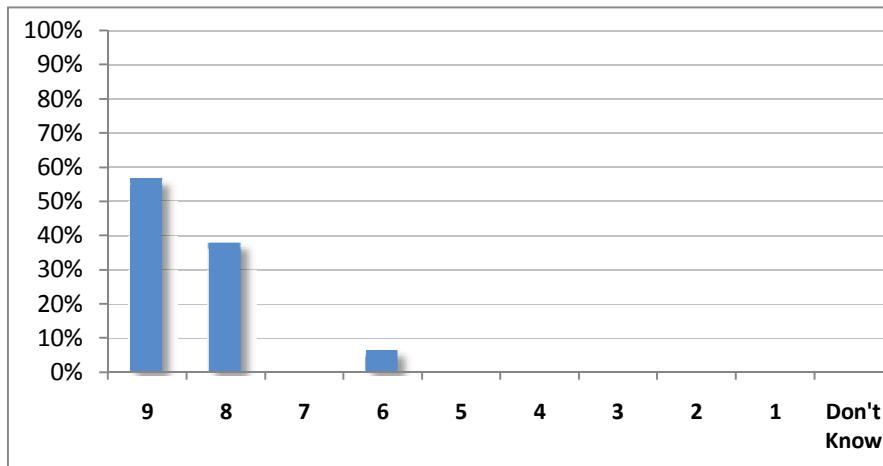
**In general, how would you rate the competitive advantage provided to your company by using Gallinet Limited**



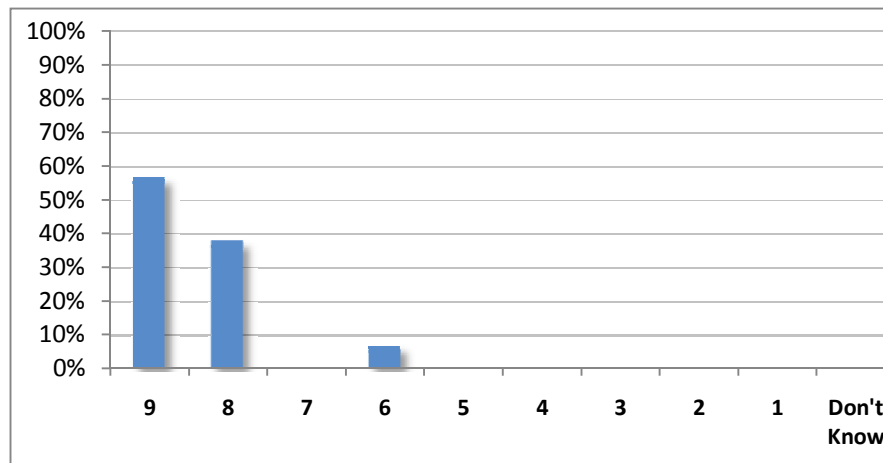
**Overall performance of Gallinet Limited**



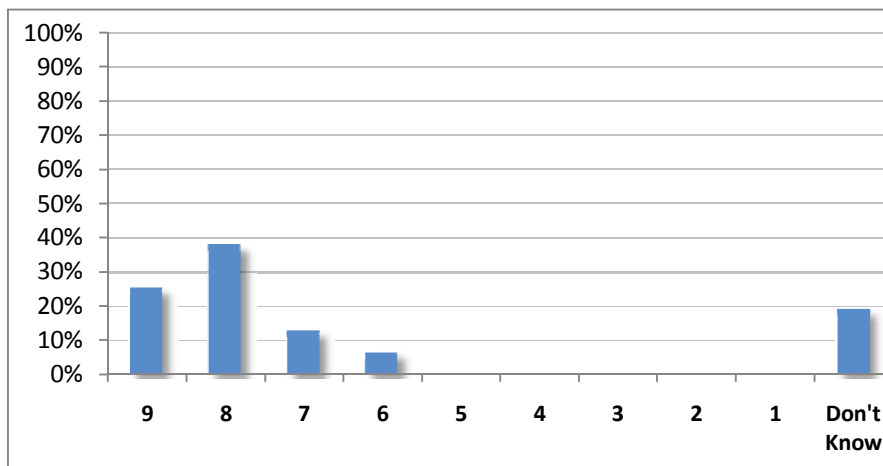
### Ease of doing business with Gallinet Limited



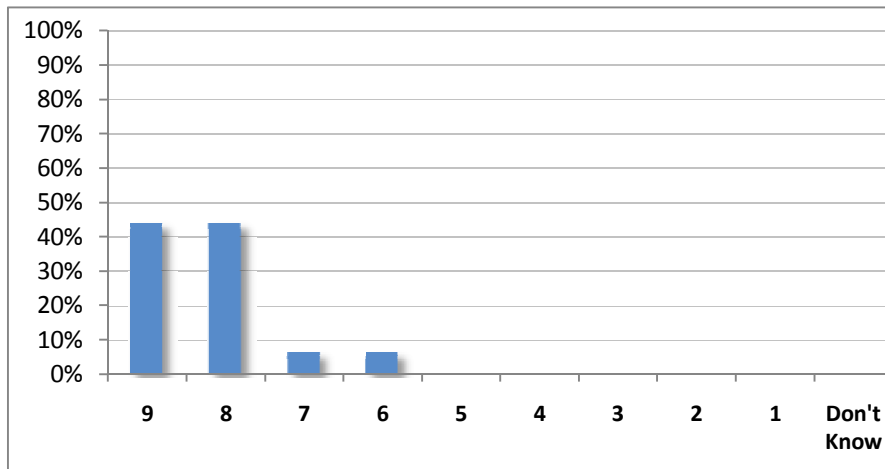
### Quality of communications with your company



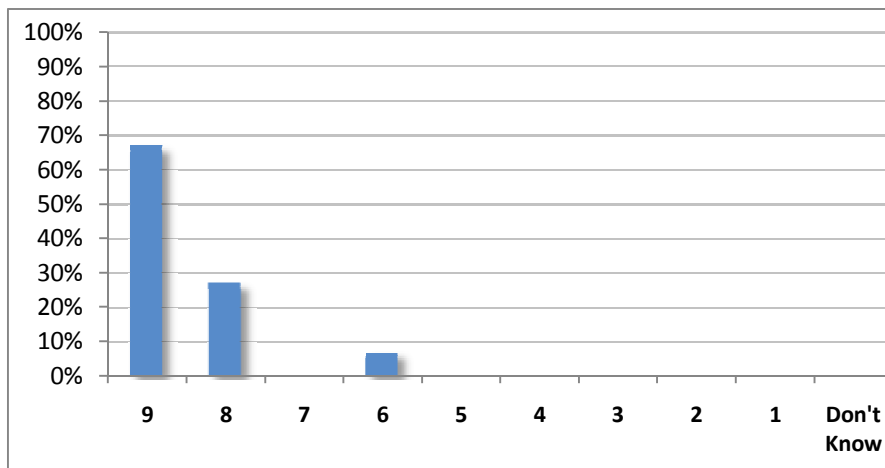
### Quality of sales process



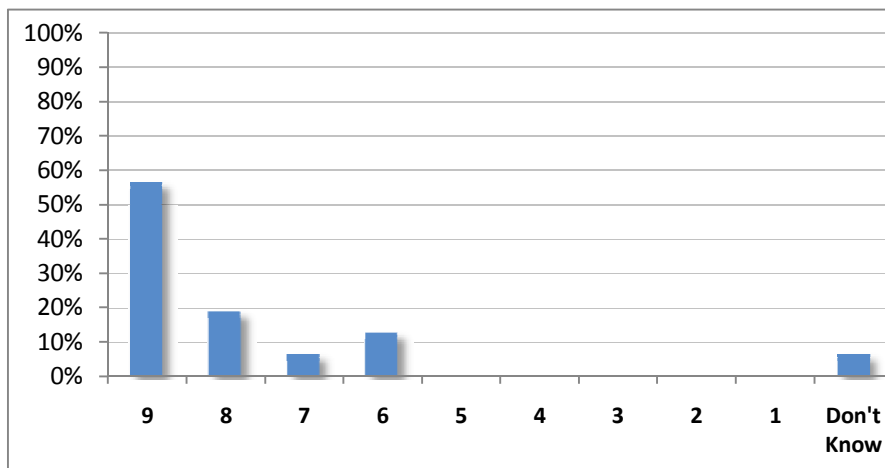
### Quality of products and/or technical solutions provided



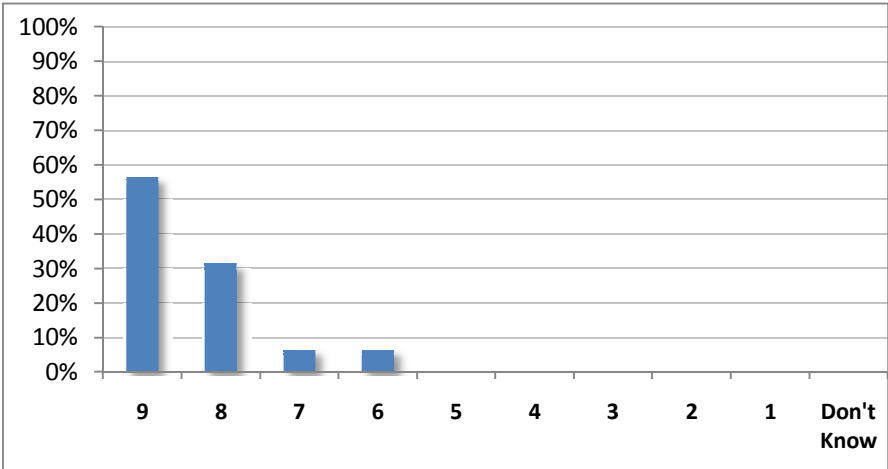
### Quality of support



### Value received relative to price paid

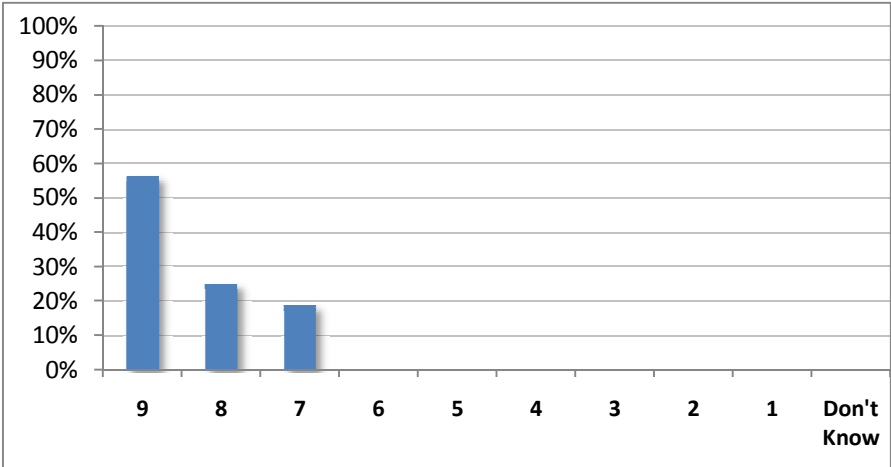


**Gallinet Limited's ability to meet your specific business needs**

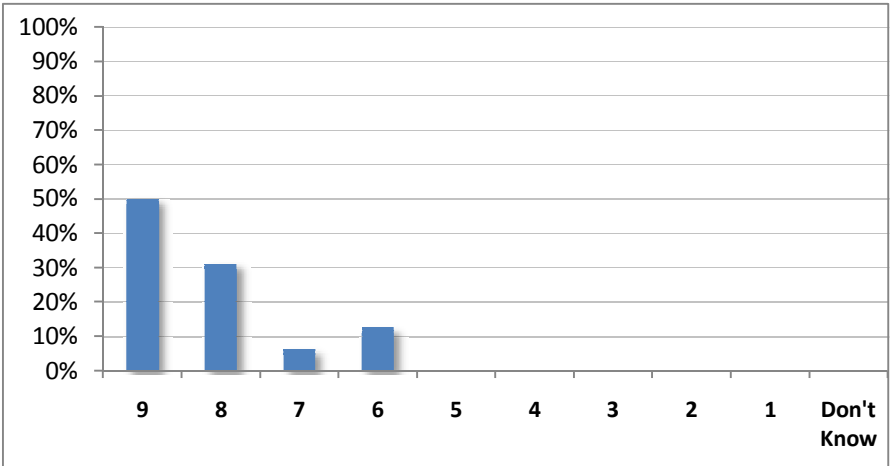


# Ease of Doing Business

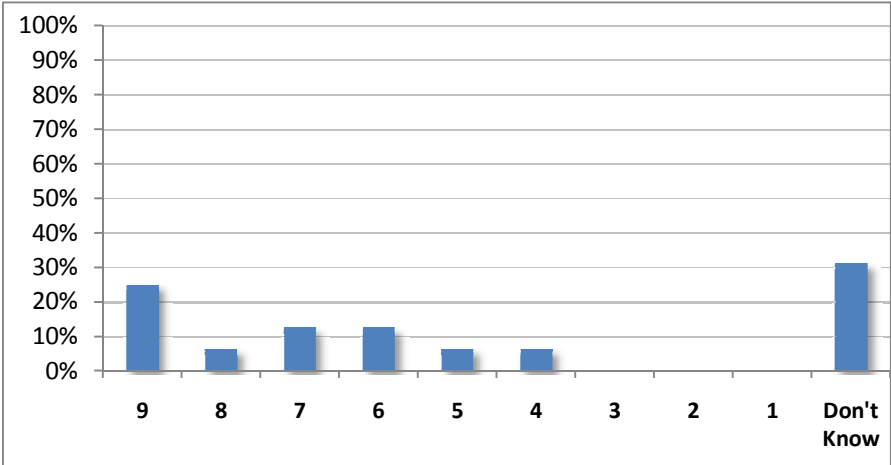
## Understands your business needs



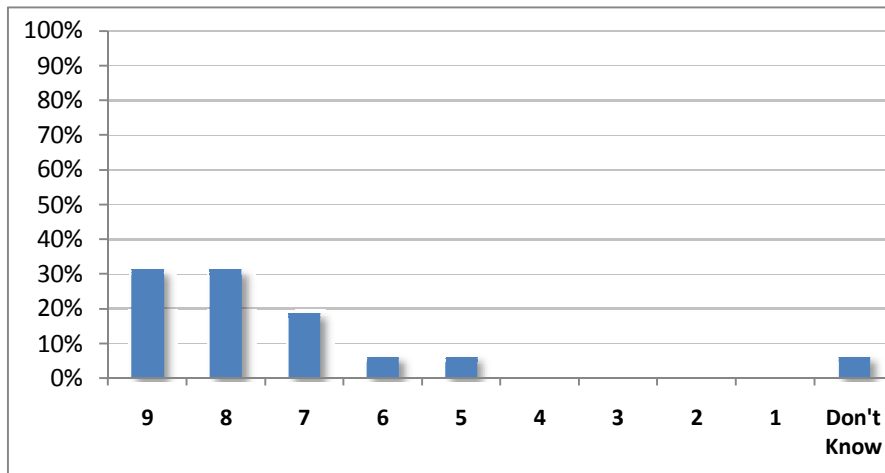
## Knows how to do business with you and your company



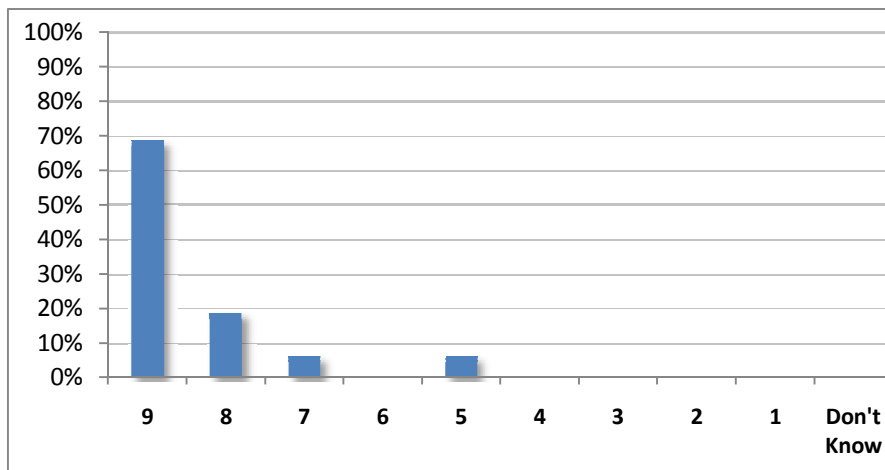
## Acts as a technology advisor to your business



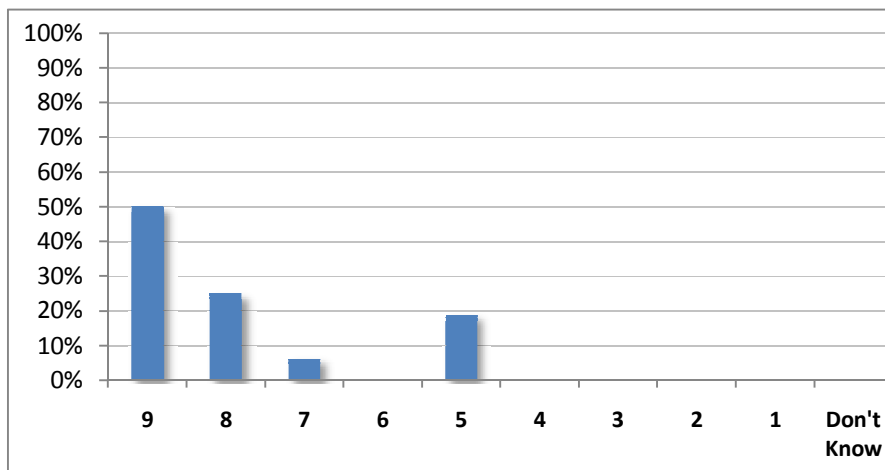
### Cares about your business



### Responds to your problems or questions quickly

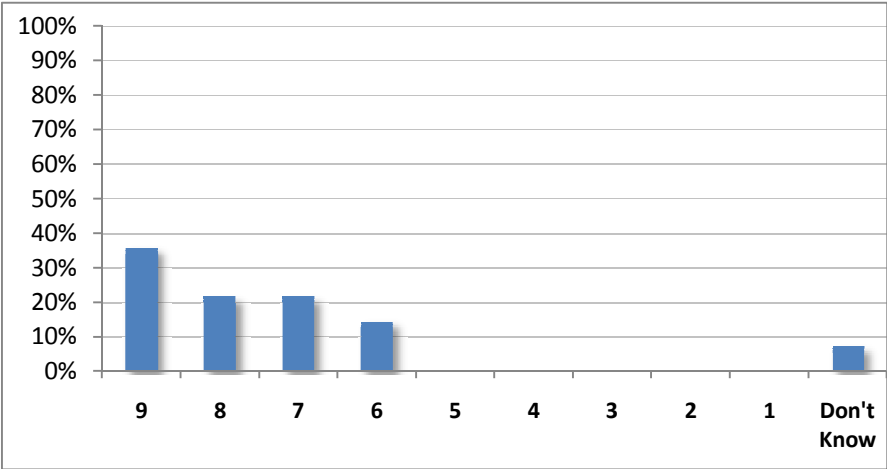


### Effectiveness of problem resolution management

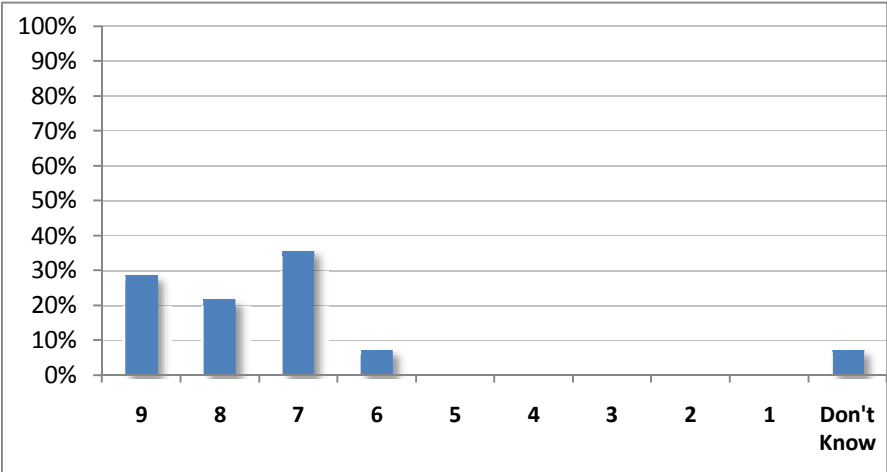


**Our Control Room Service**

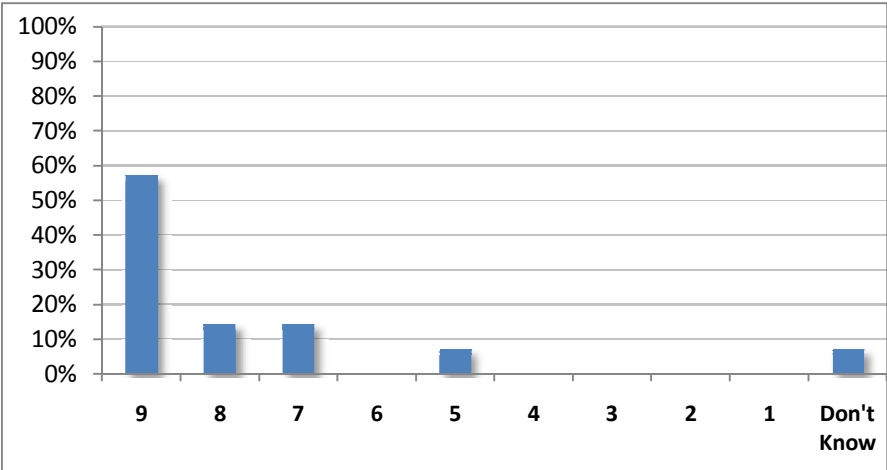
**Rate our controllers ability to answer the phone quickly and professionally.**



**Rate our controllers ability to record information accurately.**



**Rate how helpful our controllers are.**



**Rate how knowledgeable our controllers are.**

