

Microsoft Gold Certified Partner Program

**Customer Satisfaction Survey for Hale Solutions, Inc.
January 2010**

● Above
 ▲ Average
 ◆ Below

Key Performance Indicators	Your Results	Partners	Sample Size
NSAT			
NSAT*	200	● 169.18	20
Customer Loyalty Segmentation			
Champions	100	● 88.7	26
Loyalty			
Satisfied	100	● 96.97	26
Likely to Recommend	100	● 92.94	26
Likely to Repurchase	100	● 90.56	26
Competitive Advantage	96.15	● 71.95	26
Overall Performance			
Overall Performance	92.31	● 68.26	26
Ease of Doing Business	96.15	● 74.24	26
Quality of Communication	88.46	● 71.16	26
Quality of Sales	82.35	● 67.49	26
Quality of Products	96.15	● 72.84	26
Quality of Support	96.15	● 73.91	26
Value Received	100	● 66.52	26
Ability to Meet Your Needs	92.31	● 73.03	26

