



Indigo Customer Satisfaction Survey

Autumn 2006

This is Indigo's first Customer Survey of this type and I would like to thank the 47% of customers who responded, your time and effort is appreciated. Customer Satisfaction is heralded within Indigo as the most important measurement within our organisation, so I am delighted to report that we have achieved an overall satisfaction rating of 80%. I do believe that this is attributable to the attitude we adopt, which in turn is a reflection of the core values that Indigo live by, namely Reliability, Integrity, Competence and Caring.

Sharing the results of our Customer Satisfaction Survey is important to us; it allows us to recognise our achievements, while demonstrating our commitment to work openly on further improving our products and services.

This survey has given us valuable insights into our successes and failures and will now form the basis of bettering our products, services and support with a clear ambition this year of improving our satisfaction rating.

I would like to also thank all those within Indigo who's hard work has made this result possible.



Peter McLane
Managing Director

Autumn 2006 Customer Satisfaction Survey

- We asked our customers to rate our service on a scale of 1 to 10, on twelve measures of satisfaction relating to our products, service and support.
- We also asked customers to rate our performance against our four core values as these are central to our efforts to deliver high customer satisfaction. They are **Reliability**, **Integrity**, **Competence** and **Caring** and have been prominent in the way we seek to behave for over 3 years now.
- Despite this year's successful results, we maintain our aim to further improve performance, especially in the areas of adhering to deadlines.
- The results below show an average score for all the satisfaction criteria.

Customers' Comments

"Overall, we have never experienced any particular problems with Indigo. The people we communicate with have always been very willing to assist us and provide immediate solutions to our needs."

Fotis Lioufis
Ca Papaellina & Co Ltd

"Helpdesk response times are excellent, friendly & knowledgeable staff."

Martin Segrue
NGK Spark Plugs Ltd

"Understanding of problems and giving advice and solutions"

Igor Javor
Agrokor

"It feels as if Indigo people work very well in partnership with us, understand our business & work with us to get best solutions."

Caroline Redman
Greene King

"All promises were met or exceeded"

Ray Ladyman
ebm-papst UK Ltd

The Results

Our Values

Reliability 7.9

Deliver the expectations we set with robust solutions.

Integrity 8.6

Remain open & honest, be respectful.

Competence 7.9

Take ownership & show leadership.

Caring 8.4

Demonstrate a real desire to support customers and colleagues.

Support 8.2

Indigo's support services are dedicated to keeping your business on the leading edge and extending your technology investment.

Account Management 7.7

Indigo have dedicated account managers for all customers.

Understanding Requirements 8.0

Indigo prides itself on its collaborative approach to projects.

Performance On a Project 8.3

The ability to deliver a successful project outcome is where our business is ultimately judged.

Autumn 2006 Customer Satisfaction Survey

Customers' Comments

"I have been very pleased with the service from the project team"

David Neary
Odlum Group Ltd

"We use Indigo as an example of good software providers"

Caroline Redman
Greene King

"Believe a development forum on your product would be beneficial"

John Bartram
Glen Dimplex UK

"Bespoke work we have got from Indigo is very robust and of an extremely high quality"

Ib S Andersen
Rahbekfisk A/S

"Have been late a couple of times but have been informed of delay"

John Bartram
Glen Dimplex UK

"Your staff are some of the friendliest people"

"On the whole, satisfied with all aspects of service we receive from Indigo, but in particular the quality of the project management during our upgrade to Aurora".

John Tinkler
Nifco UK Limited

The Results

Project Leadership & Ownership 7.9

This is a key attribute for our consultants looking to add value to projects.

Packaged Software Quality 7.5

RealTime is developed in close cooperation with the System21 Product Centre and delivered with the same architecture, standards, language, database and authorisation codes as System21 ensuring that RealTime can continue to be regarded as an additional module of System21 and not an interfaced or integrated application.

Product Development 7.5

As part of Indigo's commitment to the development of RealTime for System21, during 2005 and 2006, we have placed great emphasis on bringing new products to market to significantly strengthen our competitiveness against best of breed WMS's.

Bespoke Software Quality 8.0

Bespoke software has the attraction of being tailored precisely to your needs and requirements, and can integrate seamlessly with your existing software. Therefore, we put the greatest emphasis on quality assurance and guarantee the high quality of every single application we develop.

Adherence to Deadlines 7.8

This is a key satisfaction driver and we are dedicated to improve on deadline performance.

Invoicing & Administration 7.9

During 2006 we invested in a Management Information System, as a result, customers will see a significant improvement on our Invoicing and administration processes.

Communication 8.3

Indigo prides itself on the friendliness and helpfulness of its entire staff.

Overall Satisfaction 8.1

Indigo strive for the highest Customer Satisfaction, whilst maintaining long term sustainability through competent staff who enjoy their work. We aspire to achieve delighted Customers in the Mission Critical, Supply Chain Software solutions marketplace.

