



Indigo Customer Satisfaction Survey

Autumn 2007

I would like to thank our Customers for taking the time to participate in this survey and am delighted that over half felt it important enough to respond. Your time and effort is much appreciated. The 2007 survey follows the Autumn 2006 survey and shows a continued high level of Satisfaction with a small but important improvement in the overall rating to 82%.

Customer Satisfaction is heralded within Indigo as the most important measurement within our organisation. Our continued high levels of Satisfaction, I do believe are 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. These values are the commitment we make to our Customers.

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.

Our recent survey's have given us valuable insights particularly your comments into our successes and failures, and will help us shape how we take the business forward and form the basis of bettering our products, services and support.

I would like to also thank all those within Indigo whose continuing hard work has ensured that relationships with our customers remain as strong as ever.

Peter McLane
Managing Director

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- 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.

Customer Comments

"Indigo Staff are always friendly, courteous and helpful coupled with excellent knowledge & experience, which we have benefited from"

Yvonne Taylor
Jacuzzi UK

"Always a friendly helpful attitude. Will go out of their way to help when just out of hours"

Greene King

"Responsiveness of Account Manager is an area your service I am especially satisfied"

Joan Ryan
Greencore

"You work well in partnership with us, understanding our business & shaping our requirements"

Caroline Redman
Greene King

"The project team I had working with me were excellent"

David Neary
Odlum Group

The Results

Our Values

Reliability	7.9	2006
	8.1	2007
Deliver the expectations we set with robust solutions.		
Integrity	8.6	2006
	8.8	2007
Remain open & honest, be respectful.		
Competence	7.9	2006
	8.5	2007
Take ownership & show leadership.		
Caring	8.4	2006
	8.5	2007
Demonstrate a real desire to support customers and colleagues.		
Support	8.2	2006
	8.3	2007
Indigo's support services are dedicated to keeping your business on the leading edge and extending your technology investment.		
Account Management	7.7	2006
	7.4	2007
Indigo recognise this as an area that warrants improvement, and will seek to be more proactive in 2008.		
Understanding Requirements	8.0	2006
	8.2	2007
Our dedication in ensuring we understand our customer's needs through our collaborative approach on projects is reflected by an improvement in our average score.		
Performance On a Project	8.3	2006
	8.4	2007
The ability to deliver a successful project outcome is where our business is ultimately judged.		

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Customer Comments

"Fully understood requirements and delivered satisfactorily"
Ray Ladyman
ebm-papst UK Ltd

"Indigo is one of our best software vendors"
Igor Javor
Agrokor d.d.

"Quality of bespoke software & understanding of "Real World" processes is an area where we are especially satisfied"

Gerry Reilly
GDHA

"Always on time. If issues encountered, then good communication is given"
Chriss Line
M&S Toiletries

"Friendly service underpinned by good quality technical competence"
Mark Kirk
Glen Dimplex

"We are very satisfied with the quality of service and immediate response we receive from Indigo"
Fotis Lioufis
CA Papaellina

The Results

Project Leadership & Ownership	7.9	2006
	8.2	2007
This is a key attribute for our consultants looking to add value to projects, so it is especially pleasing to see this commitment reflected here.		
Packaged Software	7.5	2006
	7.9	2007
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	2006
	7.7	2007
Each year, Indigo seeks to invest further in relevant new functionality as well as maintaining compliance with System21. Version 9 is targeted for release in Q2 2009, to ensure we incorporate the most popular enhancements, customers were given a preview of our current thinking and the opportunity to provide feedback and enhancement requests at our 2008 Customer Conference.		
Bespoke Software	8.0	2006
	7.8	2007
Bespoke software has the attraction of being tailored precisely to your needs and requirements, and can integrate seamlessly with your existing software. Therefore, we will continue to put the greatest emphasis on quality assurance and guarantee the high quality of every single application we develop and strive for this score to improve.		
Adherence to Deadlines	7.8	2006
	8.0	2007
We are delighted that this driver has risen above 8 which reflects our commitment for improvement.		
Invoicing & Administration	7.9	2006
	8.0	2007
During 2006 we invested in a Management Information System, as a result, customers have see a significant improvement on our Invoicing and administration processes.		
Communication	8.3	2006
	8.5	2007
Indigo prides itself on the friendliness and helpfulness of its entire staff, so we are pleased to see our score increase on the already high standard we achieved last year.		
Overall Satisfaction	8.1	2006
	8.2	2007
It is encouraging to see that customer satisfaction has increased. 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.		