Indigo Customer Satisfaction Survey

Autumn 2008

Indigo hold Customer Satisfaction as the most important measurement within the business.

The 2008 survey is the third that we have conducted in the same number of years and offers us the benchmark to guide us in running the business, with particular emphasis on areas to improve whilst ensuring that activities within Indigo that are well received continue to maintain their standards.

Thank you to all the Customers who took the time out to complete the survey, we very much appreciate your feedback.

The 2008 survey follows the Autumn 2007 survey and shows a continued high level of Satisfaction with a small but important improvement in the overall rating to 83%. These continued high levels of Satisfaction, I do believe are attributable in the main 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.

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

INDIGO
intelligent supply chain solutions

Autumn 2008 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.

Customer Comments

The Results

Our Values

"Indigo continue to demonstrate a high level of integrity."

Mark Kirk
Glen Dimplex

Reliability

8.1	2008
8.1	2007

Deliver the expectations we set with robust solutions.

Integrity

8.8	2008
8.8	2007

Remain open & honest, be respectful.

Competence

8.1	2008
8.5	2007

Take ownership & show leadership.

Caring

8.5	2008
8.5	2007

Demonstrate a real desire to support customers and colleagues.

"Good team to work with."

Gary Grindlay
Dams

Support

8.3	2008
8.3	2007

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

"Excellent - compares well with other vendors."

Mark Kirk
Glen Dimplex

Account Management

7.8	2008
7.4	2007

Indigo have made strides to improve account management but will continue in 2009 to maintain standards.

Understanding Requirements

8.0	2008
8.2	2007

Our dedication in ensuring we understand our customer's needs through our collaborative approach on projects remains key to clean projects.

"Aurora project was excellent and programming work was also superb."

Alan Lawton
Alkor Draka

Performance On a Project

8.1	2008
8.4	2007

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

Customer Comments

"Project Management was exceptional."

David Morgan
EBM-papst

The Results

Project Leadership & Ownership

8.1	2008
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

7.6	2008
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

7.7	2008
7.7	2007

Each year, Indigo seeks to invest further in relevant new functionality as well as maintaining compliance with System21. Version 9 will be released in 2009, whilst working with Customers both individually and through our Customer Conference to ensure that Version 10, due to be released in 2010 continues the theme of delivering value.

"Excellent, really excellent, from specifications to final deliveries."

Tomislav Mareni
Agrokor

Bespoke Software

8.0	2008
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.

"Delivered well ahead of schedule, many thanks."

Paul Diamond
Panache

Adherence to Deadlines

8.1	2008
8.0	2007

We are delighted that this important measure has maintained it's solid rating.

Invoicing & Administration

7.8	2008
8.0	2007

Indigo will continue to place emphasis on effective administration and will seek in the coming years to streamline and improve where possible.

"Communication is always open, honest and straightforward."

Tomislav Mareni
Agrokor

Communication

8.6	2008
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

8.3	2008
8.2	2007

It is encouraging to see that customer satisfaction has increased. Indigo's primary internal mantra is 'To strive for the highest Customer Satisfaction, whilst maintaining long term sustainability through competent staff who enjoy their work'. We believe that this mantra underpins our pleasing result.