

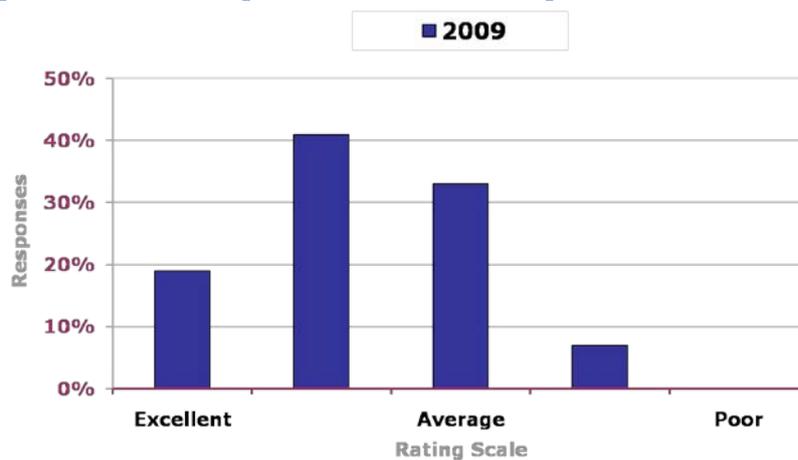
The ServerWorks Customer Experience 2009

In July 2009 ServerWorks contracted the same independent research organisation that we had used back in 2007, Concentrate Marketing Limited to survey our customers and establish their levels of satisfaction with our service. This document provides a summary of the survey's results.

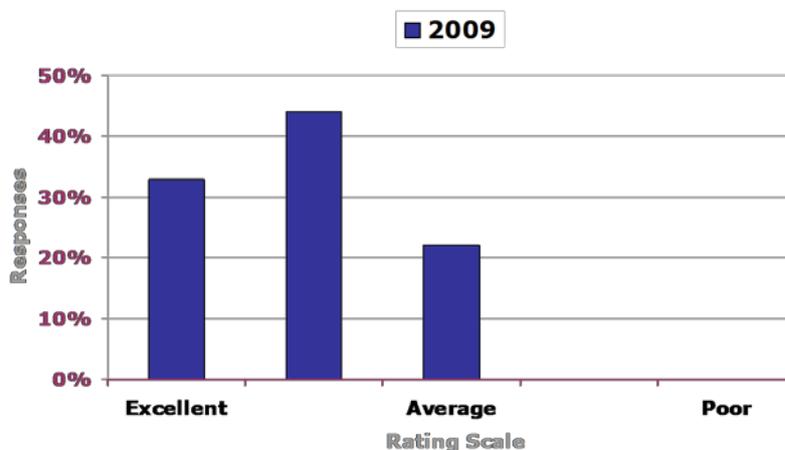
Customer Satisfaction Levels

During July 2009 online questionnaires and in-depth interviews were conducted with a representative sample of ServerWorks customers. The following is a summary of the key results.

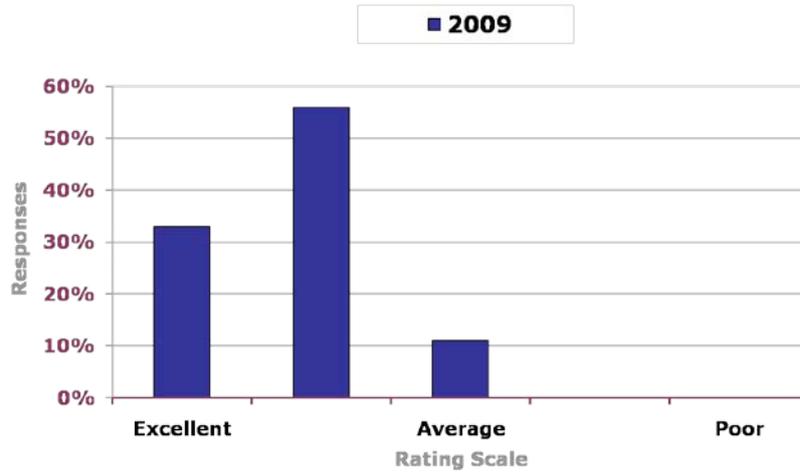
Speed of Initial Response to Customer Requests



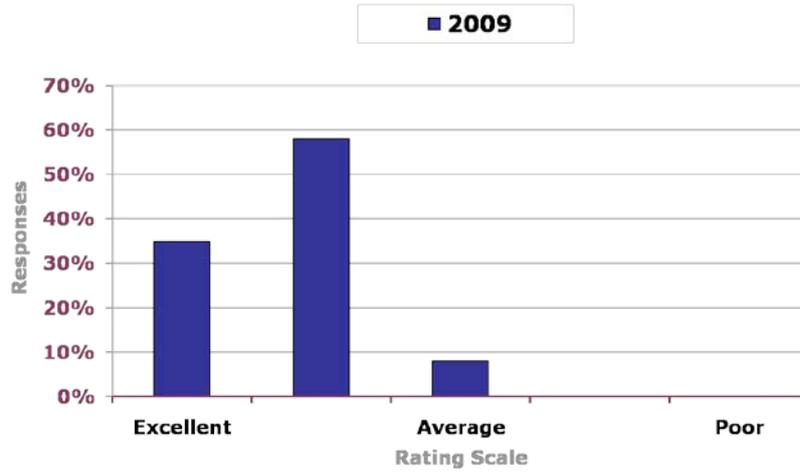
Sales Process Prior to Placing an Order



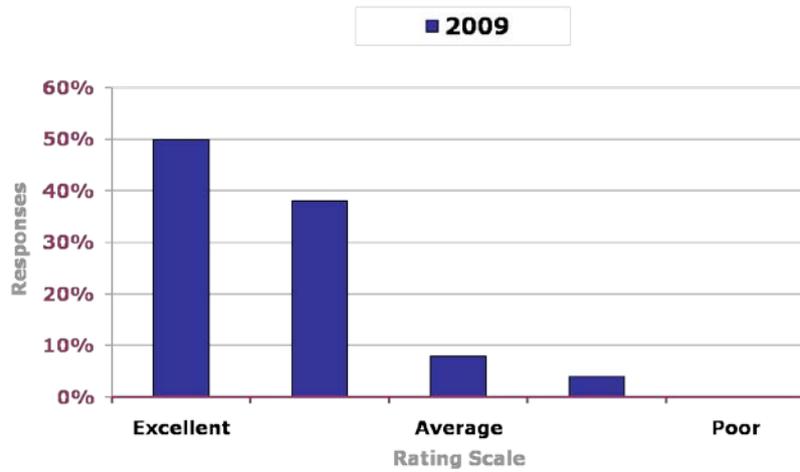
Quality of Service a Customer Receives



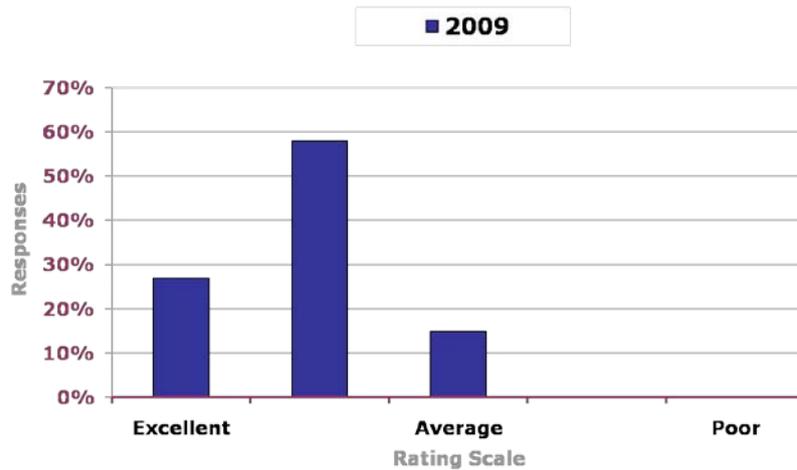
Quality of Technical Advice a Customer Receives



Quality of Hardware/Software Received by Customers



The Likelihood of a Satisfactory Outcome for Customers



Customer Endorsements

What are ServerWorks Strengths?

- Professional and engaging people:
 - *They have good staff – friendly and helpful*
 - *They generally solve problems and have people that can get the job done*
 - *Russell. He could do anything and everything and always have an honest answer. He was like a Swiss army knife*
 - *They are a good team to work with; their technical staff are a good bunch of guys*
 - *They know their job, they are easy to approach, and they don't put us down or talk down to us when we don't know what they are talking about – good customer relations*
- Technical knowledge:
 - *They know their job*
 - *Their technical competence generally*
 - *They get it right when some places don't*
 - *Their knowledge – they always seem to know the answers when I ask them something*
 - *They know what they are talking about and are not too big that they don't care*

- Speed of response and problem resolution (for the people that get the attention):
 - *Their response time is good*
 - *They are efficient – they get things done quickly*
 - *They seem good at resolving things when they are aware of the issues and causes of the problems*
 - *We can depend on them to get back to us within a reasonable timeframe*
 - *Their quick, professional response time, at all times. With our monthly maintenance they proactively suggest changes we need to make to make our system more stable. They also do what they say they are going to do*

How do ServerWorks Compare?

- A better experience
 - *They are great, much better than other companies I deal with. I get on well with their people and they are professional*
 - *Others were more or less a one-man-band that were spread across a number of other companies, so response time was slow. When they did respond, their service was rushed and we'd have to get them back to finish things off. ServerWorks has a quicker job resolution time and we do not have to re-address issues with them, as they finish jobs properly*
- Well entrenched
 - *I wouldn't really like to train up another company on the way our systems work; it's more efficient to keep using them*
 - *ServerWorks has a fair degree of knowledge which is required of our business so I would be very reserved in changing companies*

Why do Customers Outsource to ServerWorks?

- *We're not big enough to require internal IT skills*
- *We wouldn't need someone to do this full time and we prefer to use experienced people to do the job*
- *We rely on experienced professionals to give us the best advice. We don't have the abilities in-house*
- *It's better to have a knowledgeable team of people rather than me doing it*

About Us

ServerWorks is an Information Technology (IT) Services company. We focus on ensuring our clients IT systems remain operational so their business continues without interruption. Typically we act as a clients 'IT department', doing everything from designing and procuring new equipment and systems, to monitoring ongoing systems performance and undertaking urgent fixes.

Kraig Winters, Managing Director

ServerWorks Limited