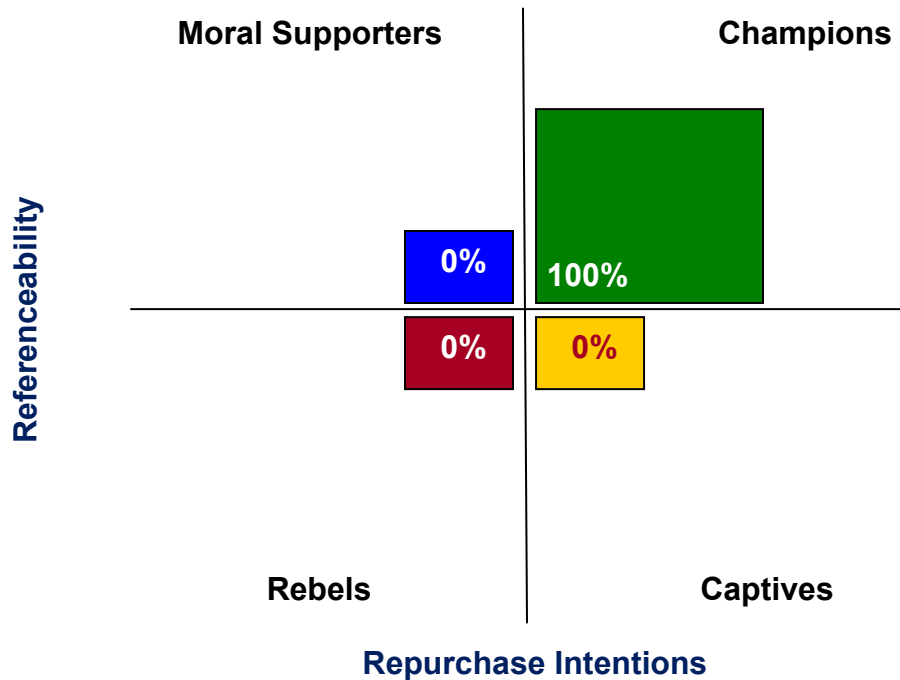


Customer Satisfaction Survey Results*



KPI: Customer Loyalty Segmentation

Champions: Those who are likely to recommend and likely to repurchase.

Moral Supporters: Those who are likely to recommend, but unlikely to repurchase.

Captives: Those who are unlikely to recommend, but likely to repurchase. Captives are locked into a solution, generally for financial constraints.

Rebels: Those who are unlikely to recommend and unlikely to repurchase.

* Results taken from Independent Third Party Survey of 24 Most Recent Client Engagements.