



Customer Delight Survey

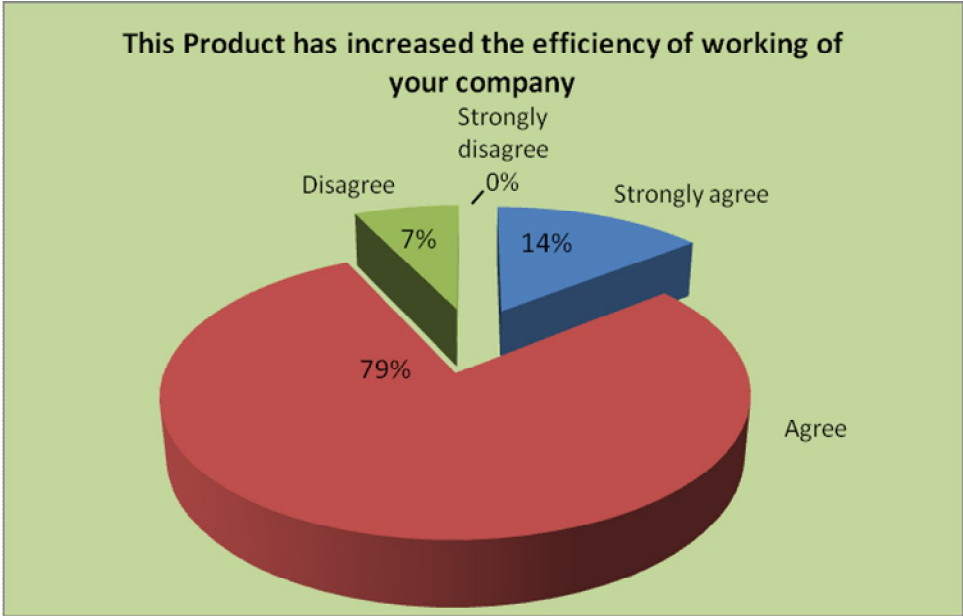
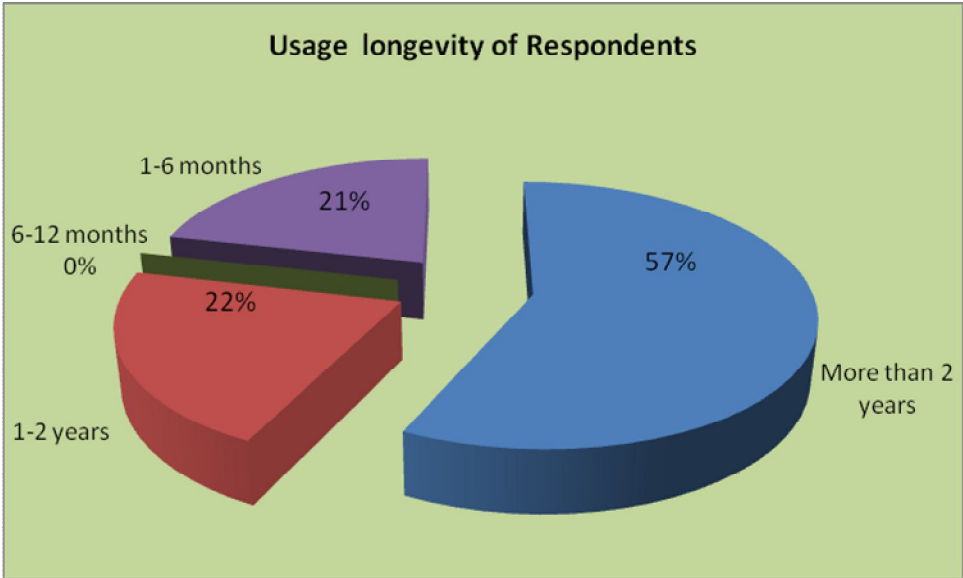
ProductDossier conducted a customer satisfaction survey in the month of May and June 2010 for all our customers. We sent out a 15 point questionnaire with a view to see how we could improve our product, quality of service post delivery, product rating. The questionnaire sent out had questions which were both qualitative and quantitative.

We have received approximately 35 responses from our customers at the time of writing this report & in that sense it was a very successful exercise. The overall feedback has been very encouraging especially in the area of the product being user friendly, overall product performance, value generation and responsiveness after sales.

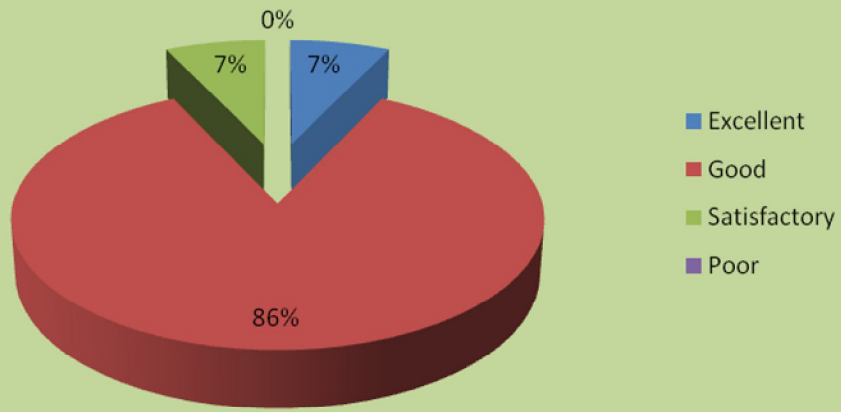
One particular customer quote which kind of summarizes our vision for the role of TouchBase for each of the end user

“ My day starts with TouchBase and ends with it ” – Customer Quote

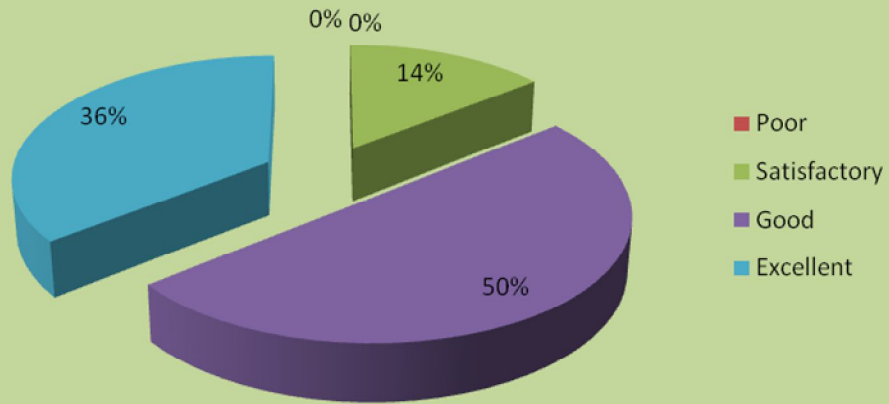
Analysis done based on the survey responses from several of the customer



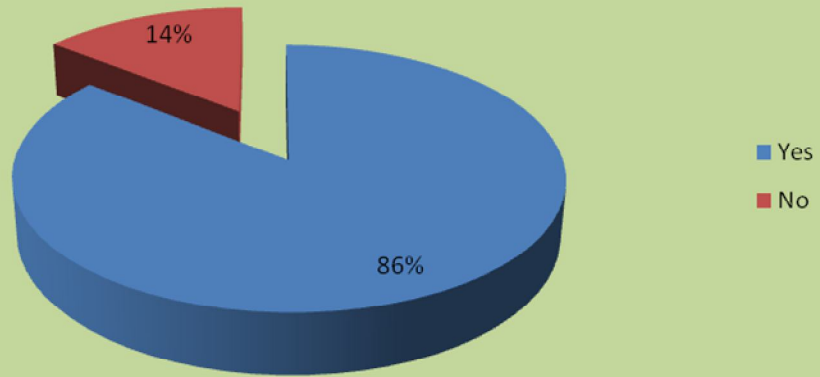
Overall Product Satisfaction Level



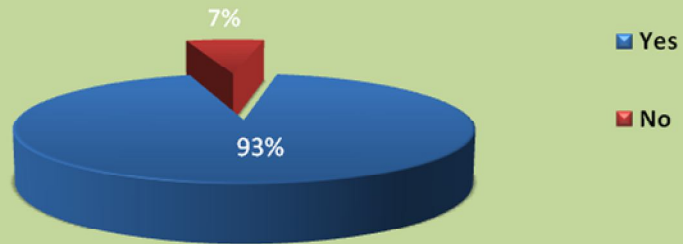
ProductDossier Customer Support Service for TouchBase



Is Product User Friendly & Easy to use?



Do you recommend TouchBase to others?



Some specific positive feedback regarding product features are highlighted below:-

- Control and visibility of the project. Useful for maintaining the confidentiality of each project.
- New product development program creation and control on drawing & document changes through revisions and versions automatically
- Access to software is easy and it is accessible from anywhere in the world
- The product is user friendly & easy to use
- Flexibility of the product while configuration
- Provides flexible workflow configuration
- Fully Web Based & no software installation on client machine
- Features appreciated by clients include ganttchart, resource management, document and project management, version control and dashboard creation, Workflow Process Automation

The few concerns raised by clients are in improving the ease of use in some specific pages, enhancements to the encryption & HTTPS and some enhancements in product features. Most customers are now are interested in the integration platform to integrate with other enterprise applications. We are working on addressing the concerns of each of our customers to enhance the quality of our product. Based on the inputs received, we are also reviewing the concerns raised by each customer and we will contact each one separately.