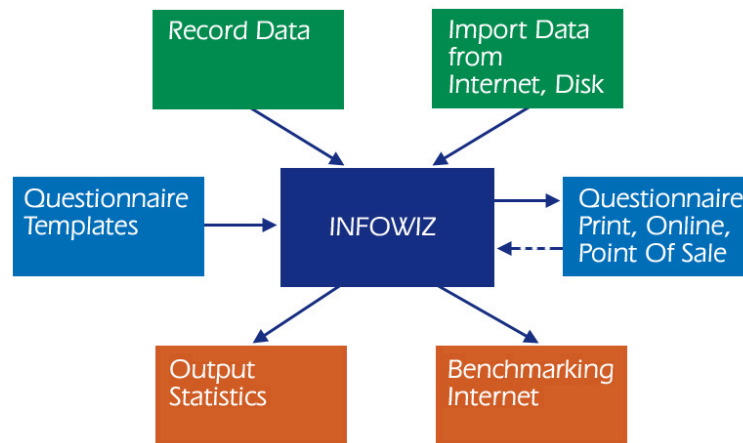


InfoWiz® Survey Software

Survey - Analysis - Benchmarking

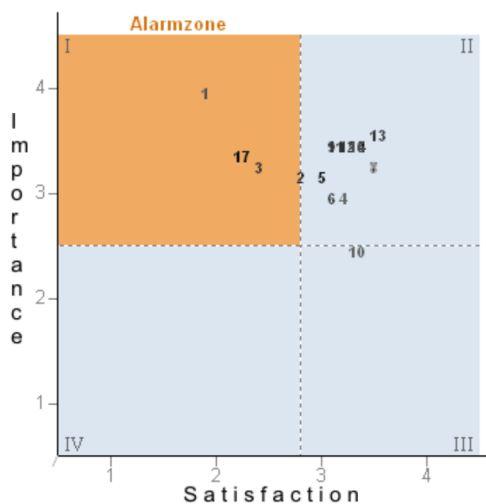
Success is based on satisfied customers who depend on the other hand on motivated employees and optimized business processes. Problems will have negative effect on customer satisfaction. Depending on industry the negative impact on customer satisfaction will only show up with a 3 - 12 month delay and finally result in decreasing revenue. To be aware of these tendencies already today will put you in the position to react today instead of awaiting dropping operating results.



InfoWiz® enables you to evaluate the satisfaction and expectations of your customers and employees on a regular basis and to take the corresponding measures. InfoWiz® is supporting in a surprisingly easy manner the complete process of drawing up a questionnaire, as well as entering data, analyzing statistics and offering possible anonymous benchmarks between other similar companies.

InfoWiz® provides sound statistical analyses by mouse click.

Satisfaction and requirement analyses



Where are the strengths of the company? Where (and in which division) have measures to be taken?

Network member of

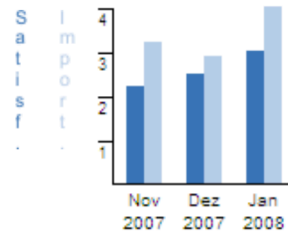


Annual and monthly comparison

Question 9

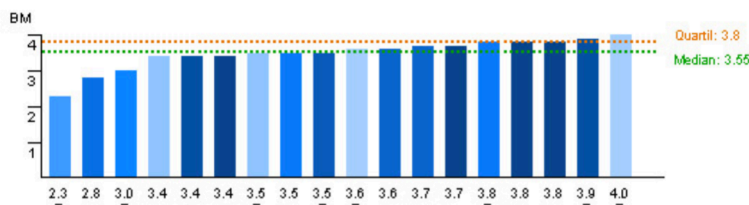
		Nov 2007	Dez 2007	Jan 2008
Satisfaction	MW	2.2	2.5	3.0
	n	4	13	2
Importance	MW	3.2	2.9	4.0
	n	4	13	2

Are there any seasonal changes?
Do corresponding measures bring about an effect?



Benchmarking

Question 10



Client	Benchmark	Date	n	Bandwidth
	2.3	06.07.2007	13	1-4
	2.8	06.11.2007	34	1-4
	3.0	14.09.2007	23	2-4
	3.4	08.03.2007	31	1-4
	3.4	06.02.2008	110	1-4
	3.4	20.02.2008	45	2-4

How well is your company positioned compared to your competitors?

... and further numerous analyses provide insightful information.

What our customers say

“InfoWiz® is a cutting-edge product at a reasonable price. We can easily draw up questionnaires and analyze the data without any great effort. Based on the insights gained we are able to optimize continuously our services and decision-making processes.”

Fritz Erni, Director, Art Deco Hotel Montana, Lucerne, Switzerland

“From my experience as a controller and consultant I regularly notice that many enterprises are hesitating to conduct surveys due to the labor and expense involved. But for the certification of a quality management system according to ISO 9001:2000 a customer satisfaction measurement is required. InfoWiz® is a very user-friendly program and enables various types of surveys, analyses and evaluations. The value for money of this tool is excellent.”

Katharina Müllener, Controller SQS and Managing Director of KATHARINA MÜLLENER, Sempach, Switzerland