
20/20 Insight Special Report



20/20 Insight Technical Support Team

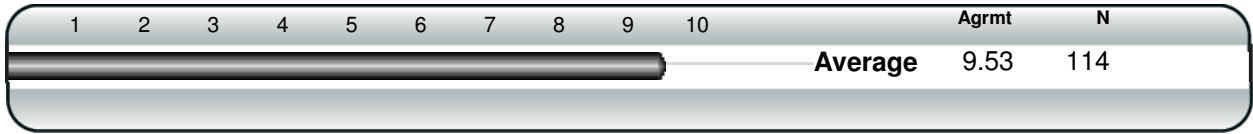
August 11, 2008

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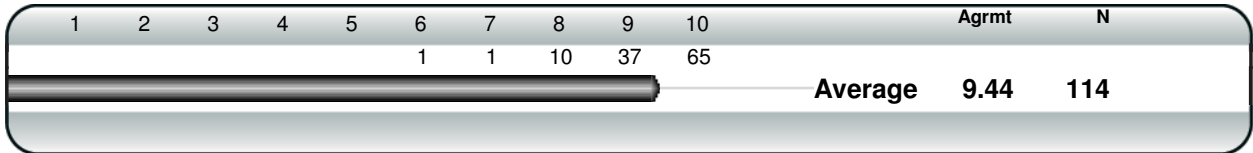
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Items Ratings - Summary

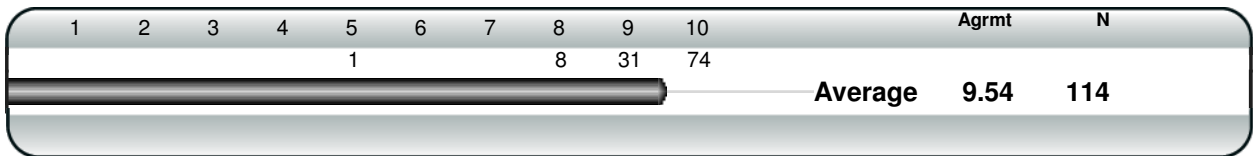
Overall Score:



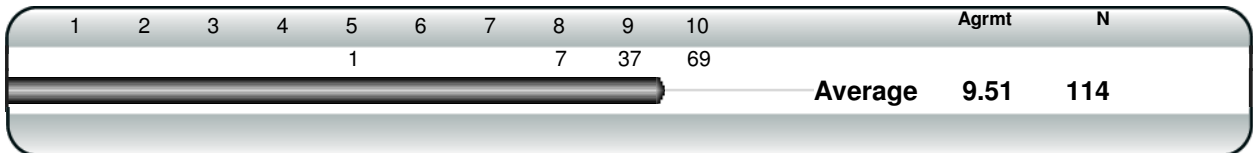
1. Responds promptly if I have technical support needs.



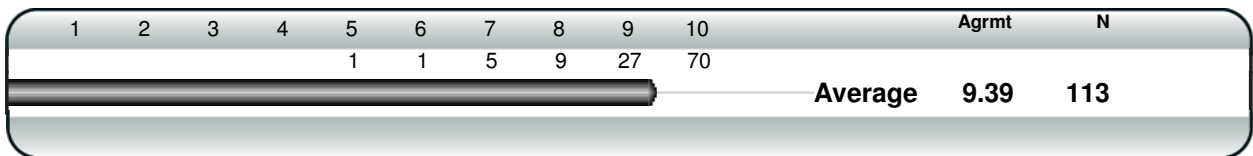
2. Provides reliable and dependable technical support.



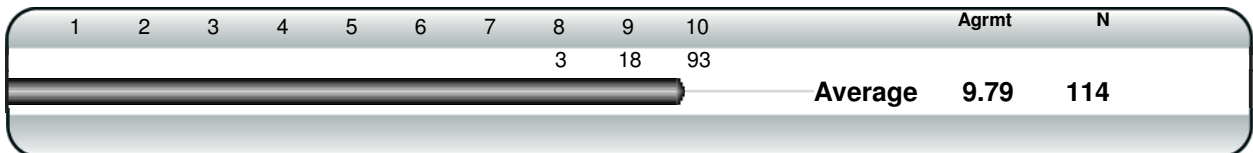
3. Resolves my problem quickly.



4. Resolves my problem to my satisfaction.

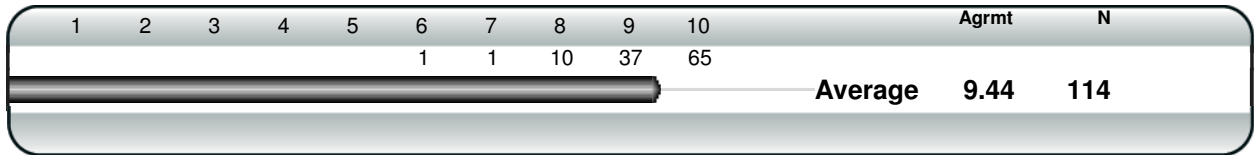


5. Is always courteous and professional when dealing with me.



Scaled Items

1. Responds promptly if I have technical support needs.



Please explain the reason for your rating: -

- Usually very quick to try and offer a solution at the time of my call.
- All of my messages have been returned within 24 hours.
- All of your support staff have been considerate in getting back to us on a timely basis. There have been only a couple of times when they could not get back to us right away.
- Always get prompt assistance!
- Always make themselves available when our staff and computer programmer call.
- Always pleased with the response time.
- Always! We appreciate the timely response as well as the attention given for additional questions we have.
- Always, whether with a call back over the phone, or by a helpful email.
- Always. They are great! I usually am called the same day and with resolution. I appreciate the responsiveness.
- Any time I have called, the issues I have encountered are resolved quickly.
- Despite working on the other side of the world when I have emailed inquiries to Johnny he has been able to assist me promptly and efficiently.
- Each time I have had an issue, the TST has either resolved my issue over the phone or has taken the time to correct the issue and return the project to me the next day.
- Every time I call Johnny is quick to respond.
- Every time I have had a need I get an answer or solution very fast.
- For the few times I have called, usually responds promptly even if not immediately available.
- Have not made that many calls but when I did response by return call was timely.
- I always receive a prompt return phone call from Johnny.
- I always receive prompt service and they call back as soon as they are available.
- I am always listened to. If a quick solution is not readily available the tech always has a way to escalate my problem, usually by getting a copy of my project and working on it there. That way I am not sitting on the phone doing the same thing over and over again expecting a different result.
- I am always pleased to hear back so promptly from PSS whenever I leave a message. I find I call in a panic and it is great to have a quick call back.
- I get a call or email within 24 hours.
- I get return calls quickly if I don't get through immediately and help is instantaneous because of your product knowledge.
- I have always been able to access a tech support team member when I need them.

Item Ratings - Relationships/Comments

Please explain the reason for your rating: - - (cont'd)

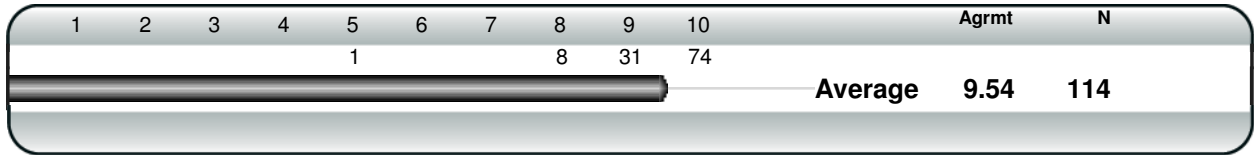
- *I have always received very timely return calls if I've left a message for support or the support has been provided immediately during the call. I think the Team does this better than any company I work with--I never worry if it's last minute on my part because they always deliver.*
- *I have been using 20/20 Insight for the last 10 years and each time that I have had a need of technical support I have gotten it immediately; there has always been someone to solve my request on technical issues.*
Eduardo Castellanos VP O.D. Consulting Caliper Estrategias Humanas de Mexico
- *I have contacted tech support only 2 times and the response has been very quick*
- *I have experienced nothing but the promptest of service.*
- *I have found the team very helpful.*
- *I have left many messages/questions, over the years, and always receive a prompt reply.*
- *I have receive a one-day or less turnaround when I have asked questions or needed more extensive support.*
- *I rarely have technical needs, but when I do, they are "Johnny" on the spot!*
- *If I get the machine, I get a call before the end of the day, if not sooner.*
- *If my questions are not answerable right away, then I always get a prompt call back with the answer.*
- *If they cannot answer the phone, they call back quickly. They also answer emails quickly. (Jacques Fischer)*
- *In the past Teller and now Johnny have helped me several times to resolve situations that I think are pretty complicated. Unless I email on a weekend, the response time is within 2 hours, usually less. I am very happy with the service.*
- *It is nice that you now stay a little later for the benefit of west coast clients.*
- *I've either had my question answered immediately on the phone or shortly thereafter.*
- *Johnny always calls right back*
- *Johnny always got back to me very quickly after I notified him of a problem*
- *Johnny always responds quickly...often times more quickly than I expected.*
- *Johnny and all others who have helped have done so in a very timely manner! Thanks*
- *Johnny has always been amazing at responding very quickly.*
- *Johnny has been incredibly helpful to me every time I call with a problem. His knowledge of 2020 is impressive.*
- *Johnny is always responsive. If he can't answer the question or fix the problem immediately, I can always count on him to call me back with an answer/solution as soon as he has it.*
- *Johnny is awesome!*
- *Johnny is there for me, as infrequently as needed. I much prefer the reliable system than having to bother the tech support.*
- *Johnny is typically always on the end of the phone when we call in, despite any time differences. If we leave a message, we get a call back within the hour which is completely acceptable. Although Teller may not always be in the PSS office, our messages always get through to him and the response is frequently immediate. Email enquiries are dealt with very promptly. What we especially notice is that even our non-urgent requests are dealt with very quickly (Andy)*

Item Ratings - Relationships/Comments

Please explain the reason for your rating: - - (cont'd)

- *Johnny, Paula, and Teller are very reliable about responding to urgent requests, especially. I have never had them fail me!*
- *More often than not, I reach them directly (rather than leaving a message) and they are able to answer my questions on the spot. When I've had to leave voicemail, I usually hear from them fairly promptly.*
- *Mostly within a day.*
- *My calls/inquiries are always returned promptly, usually in less than an hour. Wow, now that is "knock your socks off" service.*
- *My issues are handled right away.*
- *My rating might not be fair due to the fact that we are 8 hours apart. We had some issues with our first survey and we sent queries to the technical team and had to wait for the next day to have a solution because when we start work at 8.00 am, it is midnight there.*
- *Never ever had a problem with 20/20 support team. It's excellent just as advertised. Steve Maloney*
- *No question--the service provided is a great differentiator.*
- *Not always immediately available but gets back to me quickly.*
- *Now....not later.*
- *Only once has a question "dropped through the crack." Usually Johnny & the team are "Johnny on the spot."*
- *Paula was terrific and Johnny has filled her shoes well.*
- *Response time is typically fast.*
- *Several times when needing technical support, I have sent an e-mail in the evening (Pacific Time) and have an answer in the morning when I arrive in the office. Knowing this helps me sleep better at night!*
- *Since attending your onsite training I have had various questions that Johnny answered quickly and efficiently.*
- *Tech support has always been there for me and very patient...even in my worst moments!*
- *The technical support is outstanding!*
- *They (Johnny) is always very responsive.*
- *They always responded very quickly and stayed with me until my problems were solved.*
- *They are always prompt with call backs. When available they spend all the time we need to get us to a solution.*
- *Usually someone answers when I call. At the very least I get a call back the same day.*
- *Very helpful when I first started using the software. Some issues were more training related but they still offered support.*
- *Very quick response and he resolves all of our technical problems.*
- *Very quick to respond by telephone when I've had to leave a message. Always follow up with email message also.*
- *When you are immediately available (answer the phone) you are awesome -- but when I have had to leave a message and then wait for your return call --- the delays were a nuisance ---- but tolerable.*
- *Whenever I called I have received an answer/help to my problem.*

2. Provides reliable and dependable technical support.



Please explain the reason for your rating: -

- Support staff understand what my issue is, and follow-up timely.
- Again, Johnny is awesome!
- All issues to date have been resolved.
- All questions have been resolved
- Always had the right fix without problem. Many times I was the problem.
- Always helpful, giving complete explanations that I can actually understand!!!
- Always there when I need them; always helpful.
- Definitely - Johnny is very dependable and always there to answer questions and solve problems.
- Even when Johnny got married Teller responded to his voicemails
- Every time that I have requested technical support I have gotten a dependable, reliable and actionable answer.

Eduardo Castellanos VP O.D. Consulting Caliper Estrategias Humanas de Mexico

- Great job!!
- He has solved virtually every issue I have brought before him, and always with patience even though in several cases, I should have known how to fix it before I contacted him.
- He is always available and his work is very good.
- I can't remember a time when a problem was not resolved to my satisfaction.
- I have had only one situation that I felt should have been handled a little better. In the end because I had enough awareness of how data base software works to ask the right question, I was able to get a satisfactory result.
- I have never wondered if I would have my issues resolved ---- always went in knowing that your team would have it covered --- in Spades.
- I have rarely been able to stump you! =)
- I haven't used your tech service in several months. I used Johnny when he first began and feel he was still working a bit on his learning curve. But he didn't seem to have far to go and his efforts were always helpful and outcomes on my behalf successful.
- I used the internet 20/20 system for the first time on my latest project. The tech support person was very patient and walked me through all the steps.
- I wish my internal IT support was as dependable.
- If they don't have an immediate answer, they research it and get back to me. They have always been able to solve my issues.
- It always is exactly what I need to know

Item Ratings - Relationships/Comments

Please explain the reason for your rating: - - (cont'd)

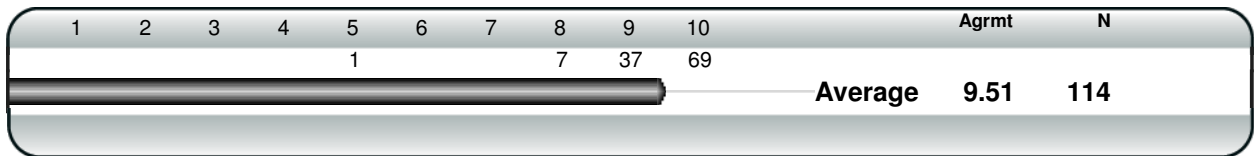
- *I've had a good history of reliable support all these years.*
- *I've never waited longer than a few hours (if that) to receive a call back. Email response is also very fast.*
- *I've worked mostly with Johnny. He listens to my problem and works with me to understand what might be happening and how to resolve the issue.*
- *Johnny always has answers and resolutions.*
- *Johnny seemed to know the answers to my questions before I had even finished asking.*
- *Love the extended hours. This is very helpful for when completing a last minute project that needs some tech support. It gives that extra feeling of them being there for you thus being reliable and dependable to my needs.*
- *Most all the time. Being that our company does not use the program exactly for what it was intended to do, it is hard to rate the technical support because we at times are asking for something that the program can not do.*
- *My experience has only been with Johnny. He has been extremely reliable and dependable.*
- *Never steered me wrong--also handles my clients extremely well--(which enables my Maui excursions!)*
- *Over the past 12 months every issue that we have thrown at the tech team has been resolved. The ability of the tech team to find alternative and customised solutions has undoubtedly strengthened our reputation with existing clients and won business from prospective client (London Underground and Sky being two very significant examples)(Andy) Not only is the support reliable and dependable, but we also highly value the extra information or suggestions that Teller offers us (e.g., branding sites). We have a great sense that the tech team goes the extra mile and doesn't just do enough - often offering additional ideas that add value to our service.*
- *Problem was solved upon initial contact both times I needed support.*
- *Problems are always resolved quickly and the first "solution" usually works.*
- *Problems have always been resolved.*
- *Recommendations always on target.*
- *Sometimes I call regarding an issue and have to call back days later because I didn't hear back about anything. It seems like it might have been forgotten about...*
- *Tech support always is able to answer my questions/resolve my issues. Totally reliable/dependable.*
- *Technical person, Johnny troubleshooted our problems and provided a workable solution.*
- *Technical staff really know their stuff. If they do not have an immediate 'fix', they follow up in short order.*
- *The team always provides first rate help and if for some reason doesn't know the answer immediately, researches and calls back with the answer.*
- *The team members have gone above and beyond my expectations to restore files, find out what, why, and how I can get back to business.*
- *There is always someone there when I call and I get help right away.*
- *They always provide a satisfying solution. If they don't know the answer, they find the answer and get back in touch with you quickly. (Jacques Fischer)*
- *They always solve our challenges.*
- *They've always been able to tell me exactly what to do (including "click there and you'll see XX"). Their directions are clear and they're spot on for fixing the problem or answering my questions.*

Item Ratings - Relationships/Comments

Please explain the reason for your rating: - - (cont'd)

- *Very helpful to our programmer when setting up the web-based version.*
- *Very knowledgeable.*
- *Whenever I had an issue or question, the technical support area was available and resolved my issues immediately.*
- *Without a doubt!*
- *Yes. Has guided me through making adjustments in Access, helped me resolve problems with clients on firewall issues, and it is reassuring to be able to email a project to Tech Support so that they can take a detailed look at what issues there may be.*

3. Resolves my problem quickly.



Please explain the reason for your rating: -

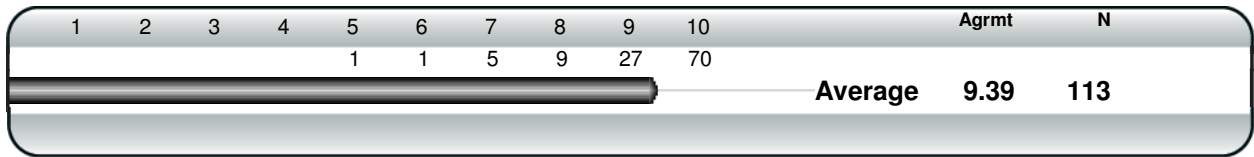
- *A key strength of the team. To my knowledge, over the past 12 months, the few tech problems we have experienced have been completely resolved in under 24 hours and usually in far less. (Andy)*
- *Absolutely, Johnny is a whiz at this stuff!*
- *Again, the response has always been excellent and timely.*
- *All issues have been resolved with 1 phone call.*
- *All problems have been resolved in a timely manner to the best of their ability.*
- *Always within a reasonable time*
- *As mentioned before, response was prompt but due to different time zone we have to wait for you to get our queries and respond.*
- *Back to me in minutes as a rule*
- *Both Teller and Johnny seem to be very aware of time constraints that I am under when I have a problem and they never put me off.*
- *Even when Teller needs to get back to me, he/they do. Even better, when someone is not immediately available, I am told. My expectations have been properly managed.*
- *Excellent response times.*
- *From the advice provided to me I was able to conduct "checks" that pin-pointed the problem to user error not systems error.*
- *Has so far resolved all of our technical problems.*
- *Have logged in remotely to my computer to see how the survey was set up and offered recommendations that resolved the issue.*
- *I gave Johnny's cell phone a call and he even answered while at the altar getting married. Steve Maloney*
- *I have always gotten very prompt resolution to my problems.*
- *I never had to wait an unreasonable time for a solution. Every time I indicated that the help was urgent, my request was handled in the timeframe required. (Jacques Fischer)*

Item Ratings - Relationships/Comments

Please explain the reason for your rating: - - (cont'd)

- *I think there has only been one time when the answer wasn't given immediately and then I got a call back within an hour.*
 - *I wish my internal IT support was as good at providing a quick problem resolution.*
 - *If he needs to call me back after I've told him the problem, he calls when he says he will and promptly handles the problem.*
 - *If Johnny doesn't have the answer, he'll go to Teller.*
 - *If Johnny isn't able to solve my problem directly, he will research it and get input from Teller.*
 - *If the answer isn't apparent he then consults with other experts and gets back to me in a reasonable time frame.*
 - *Most of the time.*
 - *My problems are always resolved expeditiously. Others are involved as needed to resolve the problem/answer the question quickly.*
 - *Normally the responding time has been within the next 2 working hours from the time I request support.*
- Eduardo Castellanos VP O.D. Consulting Caliper Estrategias Humanas de Mexico*
- *Once we began our discussion of my "problem(s)" --- the resolution was always quick.*
 - *Outstanding - before I hung up any conversation, the issue was resolved.*
 - *Problem is fixed within 24 hours, most of the time.*
 - *Quickly and efficiently!*
 - *Technical support has most often dealt with whatever issues we have, and can answer our questions promptly.*
 - *The staff is very knowledgeable and resolves any issues very quickly.*
 - *The tech support team member I worked with had all the answers.*
 - *They have been very patient with my limited computer skills.*
 - *They know what to do to fix my problem and know how to walk me through doing it. They really know the system, are good listeners, and can troubleshoot and/or answer my questions immediately.*
 - *Typically, turnaround is as fast as possible. I am often surprised at the speed in which complex problems are resolved.*
 - *Usually I can get Johnny (or someone) when I call. Only a few times I've had to wait until they call back.*
 - *Usually knows the answer immediately but will respond after researching quickly if necessary.*
 - *We don't have many problems but the ones we do have are usually solved quickly.*
 - *We've often had to follow-up regarding technical issues even though we were told we would be contacted right away.*
 - *Yes...tech support treats me as a priority I feel.*

4. Resolves my problem to my satisfaction.



Please explain the reason for your rating: -

- 100%
 - Absolutely without reservation, Johnny is the BEST!
 - Although follow-up is often required, once a solution is determined, it generally works quite well. However, sometimes the solution seems to be more of a bandaid than a real solution.
 - Always satisfied
 - Always!
 - Always!
 - Always..and with a cheerful and helpful attitude!
 - As I said above in all the years I have been using this software I have had only one time that I felt the situation could have been resolved in a better manner.
 - Ask a question where I can only rate you a 9
 - Comes up with alternative options that make things work. Keep it up.
 - Excellent work
 - For most of my problems, you are able to provide a solution.
 - From a practical perspective, I am always satisfied with the solutions offered. I am conscious that on a few occasions, the tech team might not be able to resolve a problem and/or request from one of our customers to their complete satisfaction, e.g., report formatting. I think this is understandable given that all software will have limitations. We have a responsibility to work with our clients to manage these expectations.(Andy)
 - Given the confines of the system, Johnny always comes through with a solution.
 - Great work
 - He has been just great.
 - I always get my questions answered.
 - I am a new user of the system and have only had one problem which turned out to be a user error as mentioned above.
 - I am always extremely satisfied with any support I receive. Sometimes I may ask for something unique and they always find a way to get it done.
 - I can't say enough about this...I feel confident that when I call Johnny that he will be able to solve my issue. I have complete trust and confidence in his ability to help me.
 - I have always been more than satisfied with the provided answer to my request.
- Eduardo Castellanos VP O.D. Consulting Caliper Estrategias Humanas de Mexico
- I have been impressed with the effort made to resolve the problems that have arisen.
 - I have had satisfactory resolution on every question I have asked or problem I needed help with.

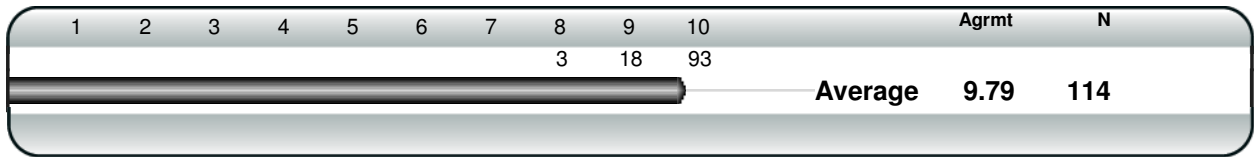
Item Ratings - Relationships/Comments

Please explain the reason for your rating: - - (cont'd)

- *I have never had an unresolved issue.*
- *I just want it to work and it does.*
- *In general I agree. The only time I find improvements in the solution provided is when I ask for help in modifying the program to simplify European problems or the creation of multi-lingual assessments. (Jacques Fischer)*
- *I've done some different things from time to time and he has helped me be successful with the requests from my client.*
- *Just wish there were a better way to recover/reconstruct files. More a design issue.*
- *Most of the time the problems are solved to my satisfaction, however there are times that I wish the program could be more user friendly.*
- *Offers suggestions on all ways to accomplish and walks through if necessary.*
- *Outstanding! No issue whatsoever!*
- *Over the years as things were being ironed out and my brain was atrophying (is that spelled correctly) tech support has always been there to explain, encourage and appropriately cajole--my clients love me because I appear brilliant--which is a credit to everyone in TS over the years*
- *Seems like there was an issue once where I wasn't particularly satisfied, but I don't remember what it was at this point.*
- *Sometimes issues are unique to a client who has a specific need. They may not be able to offer a solution because the system is not equipped to handle that unique need. This goes on a wish list and I often see it show up in the next update.*
- *Sometimes the problems we raise cannot be fixed by tech support and need to be escalated. For instance, fixing a feature of the program or adding a new one that would enhance the product and be immediately applicable to our organization.*
- *Sometimes, the software just isn't capable of handling "out of the box" requests, such as rating items in order of importance, etc.*
- *The issue is always resolved and the service is great.*
- *The only issue that is an ongoing technical issue that I know the staff is trying to resolve is the problem with respondents who don't enter data in open ended questions which causes their status to be marked as incomplete.*
- *The team does the best they can -- their limitations only have to do with the software (printing out all comments even though I only wanted the rated scales).*
- *There are limitations to any software, but I at least get a clear explanation.*
- *Totally.*
- *Very pleased.*
- *We are still having some minor errors when starting the system which I would like to get rid of. (e.g. System Error: Code 1722. The RPC server is unavailable)*
- *Yes, we have had more issues with 4.0 version. But it seems to be working now.*
- *Your team is tops --- have always been COMPLETELY satisfied.*

Item Ratings - Relationships/Comments

5. Is always courteous and professional when dealing with me.



Please explain the reason for your rating: -

- *...and not just with me. Our whole team have a very positive experience when dealing with Tech. (Andy)*
- *20/20 folks are always great to talk to.*
- *absolutely and friendly and warm too.*
- *Absolutely.*
- *Absolutely. No question.*
- *Absolutely. The Technical Team is extremely professional and always go out of their way to support me.*
- *Always courteous and professional. I enjoy everyone that works for 2020. Thank you!*
- *Always pleasant; always helpful*
- *Always professional*
- *Always wonderful to speak with on the phone. Very fun, energetic, positive and a pleasure!*
- *Always!*
- *Both are always upbeat, make me feel comfortable asking my questions, and respond according to my pace (read: not too fast, going step-by-step). They're willing to backtrack after they've explained it once so I can really grasp it. They have the patience of saints!*
- *Both are very personable, know our names and will engage those of us who are talkative.*
- *Courteous, professional and friendly. In and out without a rush.*
- *Definitely. He's also pleasant and doesn't try to impress me with technocrat language!*
- *Even when I drive him crazy, he is diplomatic and kind.*
- *even when you knew & understood with whom you were dealing, your team has been fantastic, courteous, & most professional. ---- comparing to every other service response team you are in a different league than every other organization!*
- *Everyone I have spoken with has been courteous and professional.*
- *Everyone is always so nice and helpful. Very friendly and personable!!*
- *Everyone is very nice.*
- *Everyone is wonderful when they deal with me.*
- *Has always been very professional and informative.*
- *He has been nothing but. He is exceedingly courteous and professional.*
- *I am never made to feel incompetent when I talk with Paula or Johnny or Teller or anyone for that matter! Such a professional crew is rare for their technical competence as well as their people skills.*
- *I appreciated the patience the tech support person had with my many questions.*
- *I have been using 20/20 for almost 10 years and every time I speak with someone in tech support they are*

Item Ratings - Relationships/Comments

Please explain the reason for your rating: - - (cont'd)

always courteous and professional.

- *Invariably.*
- *It is a pleasure talking with you!*
- *It is actually a pleasure to speak with tech support because of the friendly and courteous attitude extended to callers. Makes you feel like part of the PSS family!*
- *It is always a pleasure to interact with the tech support team.*
- *Johnny is the BEST!*
- *Never suggests I need to get naked to count to 21--Johnny is extremely patient--*
- *Nothing to complain about.*
- *Occasional mocking...but beyond that...superb!*
- *Outstanding!*
- *PSS personnel is extremely kind and always show great care for us as their clients and make us feel that we are important for them.*
Eduardo Castellanos VP O.D. Consulting Caliper Estrategias Humanas de Mexico
- *Super job. I enjoy working with Johnny.*
- *Thank you for your patience and great work!!*
- *Thanks to all!*
- *The best!*
- *The contact is always very courteous and professional. Before I call for help, I know that the contact will be agreeable. (Jacques Fischer)*
- *The staff is always helpful, friendly!! It's like a second family!*
- *The support staff have been very friendly, helpful and enjoyable to work with!*
- *They are very easy to work with.*
- *Through-out my training Johnny was extremely patient with me and all my questions.*
- *Very courteous and professional!*
- *Very friendly and patient.*
- *Very patient when listening to problem.*
- *Very professional & always offers to provide further help if required*
- *Without a doubt! He has the patience of Job!*
- *Your staff is extremely friendly and respectful of my issues with the program. There is a clear willingness to help.*

Open-ended questions**6. What do you like best about your interactions with our technical support team?**

- *complete support. Very comprehensive*
- *Accessibility, promptness in service*
- *Always available and always responsive in a positive professional manner.*
- *Always friendly and call backs are timely.*
- *Always have a positive attitude! No silly request is ever treated lightly or with ambivalence.*
- *Always helpful and prompt!*
- *Always prompt and helpful.*
- *Always respond as if I'm the only person they are dealing with and my concerns are their concerns.*
- *As mentioned earlier, I am a new user of the software and to date have had limited interaction with the team. Of the interaction I have had being training and one technical issue the support has been exceptional.*
- *Because I am new to 2020 software, I feel my questions are sometimes very elementary, but Johnny is always very considerate and never makes me feel dumb. - He's always there for me, Thanks!*
- *Courteous and prompt support whenever I have a problem.*
- *Courteous, friendly, efficient, personable, very knowledgeable and resolve issues quickly*
- *Courteous, prompt, will try to do whatever it takes to get a solution for our problems... has gone above and beyond on some occasions (early 2007 we had a major foulup... servers were switched without notification to appropriate parties - major problems) - tech support was outstanding!*
- *Dead on. Able to solve the immediate issue as well as position reply in larger context.*
- *Each person has been "friendly" and endearing ---- they helped me solve my problems while being real and friendly.*
- *Easy*
- *Every time I have called for help, Johnny has been very friendly and helpful. If he could not answer my question right away he would always get back to me in a very timely matter.*
- *Everyone is friendly and knowledgeable.*
- *Everyone is very friendly, courteous and talk to me as if I were a peer.*
- *My problems are always taken seriously and the time is taken to make sure that they understand what I need.*
- *Everyone is willing to help. No issue is too small to get timely support.*
- *Everything I stated before, the response time, the ability to resolve issues quickly, the professionalism and friendliness. Unlike some technical support lines I've called, you never feel you're "bothering" the 20/20 team. And of course the KNOWLEDGE of the product is paramount.*
- *Fast response. Problems are always resolved*
- *Fast, smart, efficient people!*
- *Friendly and prompt response*
- *Friendly, reliable.*

Item Ratings - Relationships/Comments

- *Genuine interest in helping solve the problem.*
- *Having met Teller at conferences and at the Associate training program, the personal relationships enhance the support. Hopefully the opportunity to meet with Johnny won't be too far away.....but the wedding photos help!*
- *It is always very helpful that Tech Support never uses technical jargon, and whenever it is necessary, patience is exercised in guiding me through solutions that need action on my part.*
- *I am impressed by their responsiveness and desire to help me whatever the problem.*
- *I can't express how many times I have been saved by Paula's cheerful help. Johnny is adding points to the success column too! I especially like the non-judgmental feel to the support.*
- *I appreciate, too, your efforts to improve the technology and make it even more user friendly. Thanks*
- *I feel like you know me when I speak with you on the phone. This makes me feel really wonderful - as if I am part of your team, not just a client.*
- *I find everyone very friendly and willing to help resolve problems. You have a really pleasant group of people on your team.*
- *I get personal, one-on-one service and I always get to deal with the same nice, helpful people.*
- *I have always received a friendly voice on the other end.
The team will do what they can to help you.
They don't laugh when you get an error message because you did something silly.
They are there....Thanks for being there!*
- *I have found my interactions with Tech Support to be pleasant. They provide prompt service and resolve issues with extreme professionalism.*
- *I have used the technical support team once so far.*
- *I haven't had a lot of interaction, but the ones I have had they were very polite and able to answer my questions.*
- *I know I can always pick up the phone and get immediate guidance or assistance from Johnny, even if just to remind me how to work a particular function or design my survey. Also, he never makes me feel bad for asking stupid questions!*
- *I know they'll respond right away and I know they'll have the answers I need.*
- *I like that I can email or call and get a quick response- no matter which method I use to contact them. I also like that my issues are taken seriously, even if it turns out to be a really stupid question.*
- *I like that they always come through, even when I am up against a tight deadline.*
- *I like the very prompt service that I've always got in my first year as a VAR with the 20/20 team.*
- *I obtain the answers to my questions. Although my questions are basic, because I don't use 20/20 Insight as much as I would like to, the TA is always patient with me.*
- *I particularly liked the responsiveness and helpful attitude I received. I was not treated like I should already know this program.*
- *I was able to get in contact with them easily, they were very knowledgeable and helpful.*
- *Informal, patient and thorough!*
- *It is very personable. I know the people and have developed a friendship with 20/20 ... keep up the great work.*
- *It's knowing that I can always depend on the team for immediate, knowledgeable and very friendly support.*

Item Ratings - Relationships/Comments

No question is too small or silly--no request is too big. I don't call often but when I do it's frequently a last minute request from a client and I know that the team will help me get it done.

- *Johnny (and others such as Teller or Paula) always help us solve the right problem. They help build our capacity to solve our own problems in the future, and they are fun and kind when doing it. When we are in a pinch, which we have been several times lately, they respond quickly under somewhat stressful circumstances.*
- *Johnny is a terrific and professional resource. He is knowledgeable and friendly. Please make sure he stays with PSS.
Bob Mann*
- *Johnny is certainly knowledgeable and if he doesn't know something he tells me and lets me know he'll call me back with an answer after he's spoken to someone else.*
- *Johnny is great!*
- *Johnny is patient. He could easily say that's on page ___ of your manual - but he knows some people don't learn that way.*
- *Johnny knows what he is doing which is great. He demonstrates patience with me (I'm not highly technical) and never makes me feel like the problem is with me. He has been most helpful and a pleasure to work with.*
- *Johnny, on your technical support team, was an outstanding person to work with. He very quickly resolved any issues I had and at one point, ran a report for me when the report would not run correctly (I am sure it was on my part -- user error). I was most impressed by his technical knowledge, his understanding of my needs and his patience. He is also very courteous in his dealings with customers...He was outstanding to work with and I'll look forward to working with him again. Please convey my personal appreciation to him on behalf of Gila Corporation -- a very satisfied customer!*
- *Lately I haven't had a need to use the Tech Support Team, however, in the past I have always received stellar service. They are prompt with replying. Friendly and creative with suggestions on how to overcome a roadblock if the system can be tweaked.*

I'm very pleased with the 20/20 Team and survey tool from all aspects.

- *No matter how often I call with a problem to solve, the team remains calm, professional and helpful. I also love the team's sense of humour!*
- *No question is too small or too large. All are handled and resolved.*
- *Not having to wait long for assistance.*
- *People are always friendly and helpful.*
- *People are always quick to return the call, treat me as an important customer and have the competence to fix things quickly. You have never let me down.*
- *Product knowledge, professional, innovative solutions, treats me with dignity and respect, will go the extra mile*
- *Professional, knowledgeable and courteous.*
- *Prompt and knowledgeable*
- *Prompt attention to issues, knowledgeable, always available to answer questions. Great customer service!*
- *Prompt response; pleasant, professional, and caring staff; eager to help with issue/problem; issue is always resolved quickly; answers to questions are easy to understand.*
- *Prompt, efficient and extremely helpful.*

Great service rendered by Johnny Scimeca and Paula Schlauch, at all times.

Item Ratings - Relationships/Comments

- *Prompt, great at listening to the problem or question and then resolving*
- *Quick correct results.*
- *quick response and detailed information.*
- *quick, problem solving, to the point*
- *Resolving my problems in ways I can prevent them from happening again; finding solutions in a timely and pleasant manner. I no longer panic!*
- *Responsive and helpful*
- *Responsive, helpful, flexible.*
- *Service, product knowledge, responsiveness and friendly. I like it when Paula sings in the background...can't comment on Johnny's singing.*
- *That they always show interest in our problem and not only provide a response to the problem but also they give us suggestions to improve our operation.*

Eduardo Castellanos VP O.D. Consulting Caliper Estrategias Humanas de Mexico

- *The combination of informality and responsiveness. I also think the tech team have a good understanding of the Shine business and of our customer expectations - which builds great confidence. I also really admire and appreciate the 'can do' or 'let's see if we can find a way to make that work' mindset that the tech team bring to the relationship (Andy). Our team also really appreciate the simple and concise communications, instructions, advice that tech offer. The ability to communicate in lay, non-tech language is a real help. (Andy)*
- *The entire 20/20 team is professional, smart, customer-focused and knowledgeable. They are always calm and super-helpful. I wish every organization that I worked with was as helpful and dependable as the folks at 20/20.*
- *The follow up skills are great. I always hear back from technical support in the same day.*
- *The support team is very patient and tries to work through different scenarios brought to them.*
- *The team (Johnny specifically) is prompt, efficient, courteous and very patient with "dumb" questions!!!*
- *The team is prompt. It is only the time difference that is a barrier.*
- *The technical support team is wonderful. Sometimes I call just to make sure I know what I'm doing before I do it and they are always helpful and friendly.*
- *The technical team has always taken measures to ensure satisfaction and resolve my problems. Extra effort has been apparent in every interaction I have had with them. I have never had a request for assistance that went unresolved.*
- *Their friendliness and willingness to help.*
- *There is always someone there to help when we call.*
- *There is nothing more to add that I have not said. I have always found the different people in technical support to be very professional and agreeable to interact with. This strong relationship that has been developed over the years has motivated me to fill out this survey and provide this strong positive feedback. (Jacques Fischer)*
- *They always respond very quickly.*
- *They are always friendly and patient. I am never stressed about calling them like I get with some tech support outfits that rush me through problems.*
- *They are always professional and answer questions quickly and efficiently. They are also able to decipher my speak and solve my problem.*

Item Ratings - Relationships/Comments

- *They are effective, efficient and very friendly. This is in sharp contrast to my experiences with other company's tech support groups.*
- *They are polite and don't make me feel bad or stupid for calling.*
- *They are professional and patient. Sometimes we have to do the autopilot program so they can see my issue. They always resolve my issue and are responsive. Great job!!!*
- *They are reliable, friendly and most of all, helpful.*
- *they are there when you need them, your call is quickly responded to and an effective solution is provided*
- *They are very friendly, listen well, and are a pleasure to deal with. I actually like calling them, unlike most other help centers.*
- *They handle easy and more complicated requests for assistance with the same level of professionalism and quality.*
- *They know what they are talking about so it is very quick.*
- *They're responsive, they know their stuff, and they can make me know it, too. Always willing to help--they make it "safe" to call for help.*
- *Timely resolution to questions (seldom a problem)*
- *Very cordial and creates a very understandable learning situation from a problem on my end.*
- *Very friendly, seems like he is a part of our company.*
- *Very knowledgeable on technical side of things, and helpful with 'how to' type questions. Seems the customer is always put first when dealing with issues, this is refreshing.*
- *Very personable and friendly as well as helpful.*
- *We have been using 20/20 for 4 years now to run our annual survey and there has never been a time when I haven't been able to achieve resolution to my situation (which can be rather complicated and/or convoluted). I have always been very pleased with the support from the team and truly appreciate the efforts and lengths you have gone to on my behalf. In addition, it is truly a pleasure to have the opportunity to work with Paula on what could otherwise be a rather onerous and mundane task.*

Thanks to everyone at 20/20 for your support, suggestions and assistance!

- *We've worked with PSS for years and are totally satisfied with the support and service provided. Paula and now Johnny - with Teller always in the background - have always provided excellent service and resolved any issues. We usually get through and if we don't, messages are returned promptly. I also appreciate the knowledge level - with some vendors, I sense a "try it and let us know if it works" while you folks seem to know what's going to happen when you suggest we do something. I have told Meredith this before, but we truly appreciate working with a courteous and knowledgeable support team - and we also appreciate the trust and respect you have shown us as long-time clients. Nancy Feeley, Grange Insurance Companies*
- *Your pleasant and responsive attitude. I also appreciate your trust. I lost several administrations in a purchase and you restored them without question.*
- *Your team truly understands the definition of customer service.*

7. How can we improve our service to you?

- *I still believe that with small adaptations the program would be able to handle multi-language assessments easily. I have been doing it for years, but I have had to modify the program, with guidance from technical support, to achieve this.*
- *The adobe file automatically prints in US standard form and does not allow us to print in the A4 format.*
- *In earlier versions, the program did not accept european letters. This adaptation was made upon my request (thanks for this). I am now wondering if it would be just as easy to allow chinese characters.*

Item Ratings - Relationships/Comments

- *Ever since i first used the program, I believed that it would be an excellent program to market to European companies. Unfortunately, it has remained a program primarily focused on US use. Now that the program has evolved, and the use of MRA feedback as well, I believe more than ever that there is a market niche for a multi-cultural program that can handle multiple languages simply. I think this is a market worth looking into. (Jacques Fischer)*
 - *A rollover service might be nice. It appears that there is only one tech support individual - Johnny. If he's tied up in something, I end up having to leave a voicemail, which can be frustrating at times.*
 - *Automatically update our system for us when new releases come out. This way we are working on current version. Yes - this is unrealistic but sure helps those of us who are pressed for time.*
- Again - they do a terrific job. No complaints on my end.*
- *Because the system has so few issues that require service, I don't have anything that I can think of at this time.*
 - *By improving the technical support web site so I may not need to contact technical support via phone or email. The web site has a lot of content and is just not intuitively organized. Having an actual help file that I could search by key word, contents or an index would be a lot more helpful than having to click through each screen until I find what I need (or not).*
 - *By not taking anything for granted*
 - *Can't think of a thing.*
 - *Can't think of a thing. Just reward and recognize them!*
 - *Can't think of anything....*
 - *Clone Teller. He can do the regular upgrades and the clone can help with special upgrade projects (or vice versa).
Quicker upgrades/updates (goes back to cloning Teller).
On-call email or vm when the office is closed but other businesses are open. (I hold my breath hoping nothing goes wrong on those days).
Fantastic job otherwise! Thanks!*
 - *Continue being WONDERFUL!!*
 - *Don't change a thing!!*
 - *Fewer call backs by more immediate contact. (PROBABLY NOT REASONABLE)*
 - *Forum for end users to communicate and exchange information and ideas.*
 - *From my perspective, I'm not sure that Tech Support can improve in its one-to-one activities.*
- Possibly an analysis of the most frequently asked questions about technical difficulties might lead to an FAQ section on the website, which could give another advantage for those of us in Europe who have to wait until noon or 1pm local time before being able to telephone you, and over weekends. That would probably be 'icing on the cake' but it adds yet another USP to the already many that PSS has.*
- *From my point of view, the service is top notch.*
 - *Got a million bucks?*
 - *Have a perfect product and anticipate needs we haven't even thought of yet. Oh yeah. You kind of did that with the upgrade from 3.X to 4.X.*
- Can you make it free?*
- *How do you improve on perfection?*
 - *I am very happy with the service from PSS.*

Item Ratings - Relationships/Comments

- *I am very happy with the service provided. :)*
- *I can't think of anything - honestly. The only thing I am concerend about is overusing your support. I want to be fair with PSS in getting support, but I have to say that when we get the suiupport we do, it makes you a very preferred vendor and business partner for the future.*
- *I can't think of anything that you can do to improve your service at this time.*
- *I can't think of anything to tell you to improve. My experience is always excellent.*
- *I don't believe you can. Thanks for inviting me to participate in this survey.*
- *I have found the help screens somewhat difficult to navigate.*
- *I have no idea*
- *I have no major complaints. Every once in a while I have to leave a message rather than talking directly with tech support but he always gets back and has the problem either resolved or needs more info and then gets it resolved.*
- *I really don't know because I think your IT team is great!*
- *I think it is great as is, so don't require a lot of support. Perhaps automatic upgrades for bug fixes would be helpful.*
- *I think you're doing just fine!*
- *I wish name changes were easier to do.*
- *I would like to be reminded through email of 2020 updates like I used to be when we were Associates. I never remember to check the website and feel I may be behind on updates. Thanks 20/20!*
- *I would like to have some document that addresses FAQs and common procedures. I've created "cheat sheets" after talking with them so I'd have a reference for the future, but it'd be nice to have that available in a easy-to-use, searchable format.*
- *I would love it if there was some way to get a license code after working hours for those of us who are crazy and work all hours of the day!*
- *If you were able to provide service in Spanish*
- *In terms of customer service, tech meet and frequently exceed our expectations. To a great extent it is faultless. Staying nimble, flexible and curious would be great. And maintaining the great sense of partnership we enjoy so much (Andy)*
- *Is there any possibilty of having some troubleshooting options for known problems?*
- *It might be helpful to have a few more people on the trouble-shooting team. It can take everal days to get issues resolved.
With respect to the technology itself, sometimes it seems a little outdated/limited - i.e. working with Vista, being able to pull data from the program in different ways, labelling things differently than the hard-wired default, importing and exporting data between 20/20 and Excel...*
- *It would be extremely useful to be able to create a XCEL spreadsheet which has the following info:

Name, score on each factor, score by each rater group

Also, a line graph for each person. That graph would contain their scores on each factor by rater group.

These two pieces of data take me forever to do and I am sure they are simple or could be done simply.*
- *It would be great if you extended your technical support hours until 7 p.m. but I don't know how often this would be necessary.*

Item Ratings - Relationships/Comments

- *Just keep doing what you are doing.*
- *Just keep on doing what you are doing.*
- *Just keep up the good work.*
- *Keep doing what you are doing! Thanks!*
- *Keep doing what you are doing.*
- *keep doing what you've always done, your reputation among your network of VAR's is outstanding1 Steve Maloney*
- *Keep it up!*
- *Keep me posted on any updates to the software, i.e., bug fixes, etc.*
- *Keep your technical staff.*
- *Let's see. You are always available....always in tune to what I need....always have a practical (several) option....and the platform seems glitch proof. I'll have to get back to you on this one.*
- *Looking forward to the tutorials you are working on...*

Whatever you do.....please - please, don't ever outsource this support!!!!!!

- *Maybe understand our security issues at the time of an upgrade. Suggest option that work for other organizations that also have high security or strong firewall protection.*
- *My biggest, most immediate need is better, more thorough ability to search for answers to my questions. I have rarely been able to self trouble shoot my issues. I always have to ask for help. This is a problem because most of the time I am working on these surveys in the evening and on the weekend when technical help is not available.*

All other software I use I am able to help myself much more than with 2020.

- *My only frustration is that I want support IMMEDIATELY and I know that it isn't reasonable to expect that. When I call, often - though not always - I am in a panic and having to leave a message, even though it is usually returned quickly, adds to my anxiety. With this comment (and I had to struggle to find something to offer), I want it to be clear that my satisfaction rate is about as high as it could be.*
- *N/A*
- *N/A*
- *n/a*
- *No comment*
- *no improvement necessary. Great job.*
- *No need; doing great!*
- *No suggestions at this time. Service quality is superior!*
- *None at this time....*
- *Not sure you can ... I have no problems with staff - always friendly, helpful and knowledgeable! Thanks!*
- *Nothing - so far, so good! Thanks for always being able to help us so quickly!*
- *Nothing I can think of at the moment.*
- *Nothing regarding the tech support. There are a number of things I would like changed in the software, but that is another topic. You have excellent staff.*

Item Ratings - Relationships/Comments

- *Nothing that I can think of.*
- *Nothing that I can think of.*
- *Nothing. It's perfect!*
- *Occasionally need help after hours.*
- *Publish an article for solving some tricky 2020 challenges that are not in the manual. Keep doing what you are doing. I love the product! I'm thrilled with the service you provide.*

*Thank you,
Bonnie*

- *Save the complete file when it is uploaded so it could be downloaded even if the originating file is lost.*
- *set up an office in Melbourne Australia!*
- *Sometimes it takes a little bit to navigate through the technical language to communicate and ensure that we are talking about the same thing. I have an understanding of database creation, management and use and at times I still had to translate and confirm my understanding so someone with less database knowledge could struggle. But, that being said, the technical support team is wonderfully patient and goes the extra mile to answer my questions and provide satisfaction.*
- *sorry, no ideas here..*
- *Spell check*

Ability to cut and paste scales instead of having to recreate in Word and also to be able to manipulate items into a Word doc.

- *Thanks for listening!*
- *The co-pilot software seems like a good idea but did not work in a timely fashion so we scrapped it.*
- *the last update I tried to install didn't work right even though I followed the directions. I didn't do anything about it because I just didn't have time to call tech support a second time. I never attempted again...in fact, I had forgotten about it until now. I will have to give it another try.*
- *The one thing that would be helpful is a little more flexibility in how the questionnaires can be administered.*
- *The reporting capability mentioned previously.*
- *There are times that I have needed tech support on weekends/evenings. Perhaps expand tech support to VARS on off-hours.*

Your current service level is excellent....the best I have seen in any industry. Keep up the great work/level of service that we have come to expect and enjoy. Thank you.

- *This probably isn't cost effective, but it would be nice if there were live voice to greet the caller with assurances that help will be there shortly.*
- *To date, I see no necessary improvements.*
- *Tough I am pretty satisfied! Best of luck & regards to the team that deserves these high marks!*
- *Unless he lived at the office - can't think of a thing.*
- *We have not had to use them much, but when we do, we have always been satisfied.*
- *We haven't had any major issues recently... so right now, I have no suggestions to improve your technical service since it's very satisfactory to us.*
- *Work with us to make improvements to the product that would be beneficial for many clients. Several*

Item Ratings - Relationships/Comments

times we've suggested improvements that we've been told were "on the list" of things to be done at some point for a future update, yet haven't seen any of them implemented.

- *You have always been there when I have needed you and been very responsive. Consequently, I cannot think of any way to improve.*
- *Your online help information could be more detailed. If I could find the information online, I would not have to call as often.*
- *You're already doing great!*