



INSTANT ACCESS TO CRITICAL INFORMATION

Ziphany Receives Grades of “Outstanding” from over 95% of Current Customers

Buffalo Based Ziphany, LLC completed the final round of customer satisfaction surveys for 2003, and continued the trend of “Outstanding” with over 95% of their customer base

Source: Ziphany, LLC, Buffalo, New York

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January 15, 2004, Buffalo, NY (USA) - Ziphany, LLC, a provider of ***instant access to critical information***, finished the final round for 2003 of customer satisfaction interviews. As with the previous interviews, Ziphany received a grade of “outstanding” from over 95% of those surveyed.

The customer satisfaction interviews were a follow-up to internal continuous improvement audits. The participants included representative customers from government, institutional, commercial and industrial clients.

Customers were asked to rate Ziphany in the same categories as the six month interviews including: user friendliness, response time for issues/questions, functionality of the data/reporting, reliability of the data, and overall satisfaction with the system. The results were then placed into a matrix for evaluation and based upon the numerical response rating; Ziphany again achieved an “Outstanding” grade from over 95% of the participants. The remaining 5%, were comprised of new customers, and as a group rated Ziphany as meeting or exceeding expectations in all categories.

Frank Williams, Manager Customer Support Services, stated, “The results were much as expected, we are in constant contact with our customers to insure their satisfaction with our products and services. Furthermore, in the many conversations that I have had with our customers, they were especially pleased with our consciences efforts to continuously improve the features/functionality that can be tailored to their specifications. With a collection of their feedback, Ziphany products and services continue to improve on a daily basis.”