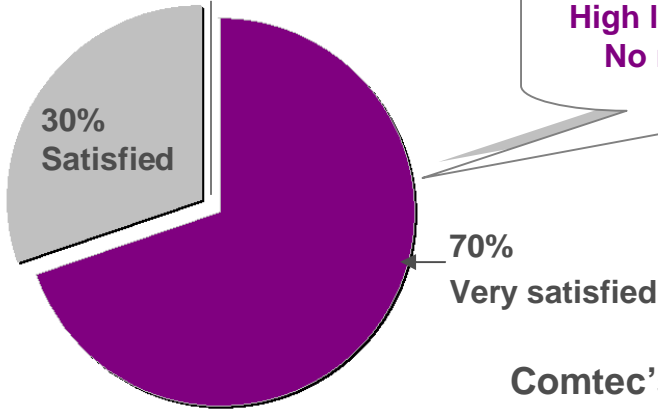


Client Feedback Survey January 2009: Results

Overall Customer Satisfaction

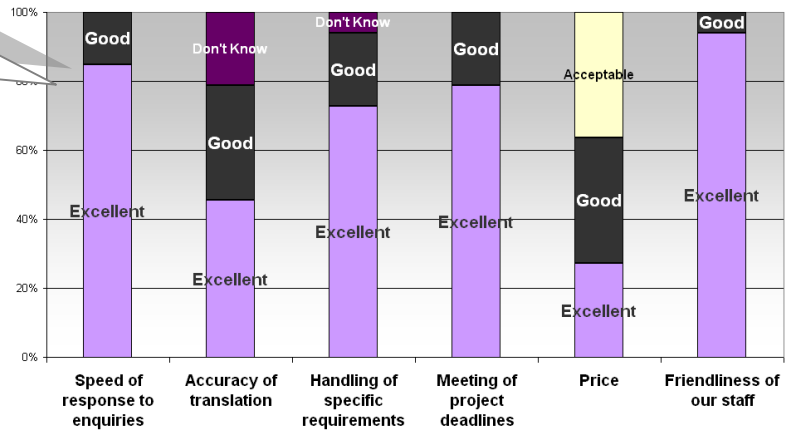


High level of customer satisfaction.
No negative feedback received

Comtec is performing very well against all criteria.
Majority Excellent and Good for all criteria.

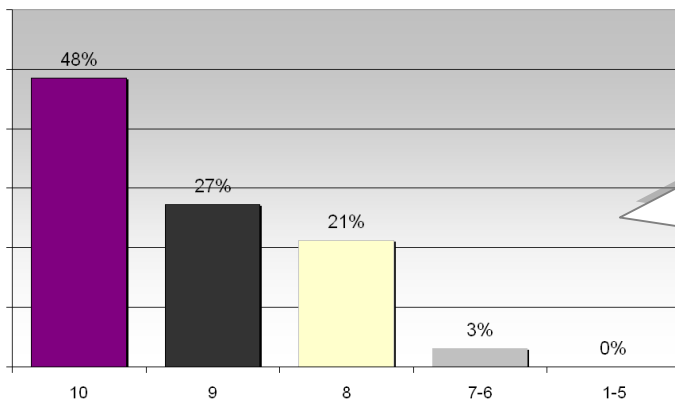
Comtec's rating against key service elements

How would you rate Comtec against the following key aspects of our service?



Likelihood to Recommend Comtec

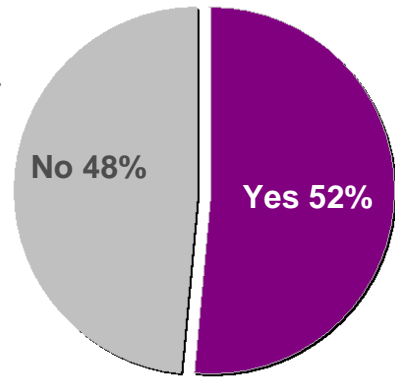
How likely would you be to recommend Comtec to a colleague?



Our clients would certainly recommend us!
On a scale of 1-10, 75% of respondents gave a '10' or '9' for their likelihood to recommend Comtec

Language Strategy

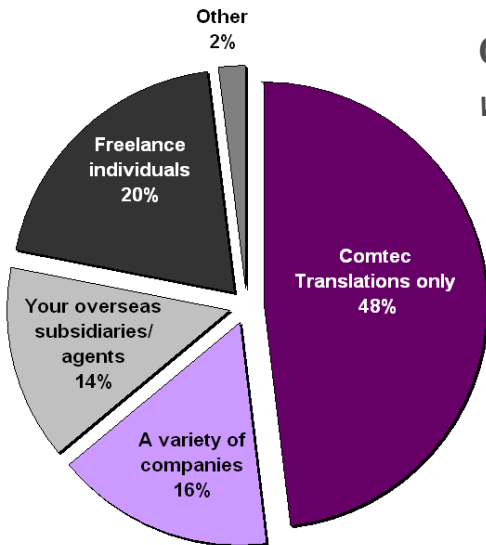
Does your company have a specific strategy for translation and interpreting requirements?



Significant % have a strategy for translation

Choice of Supplier

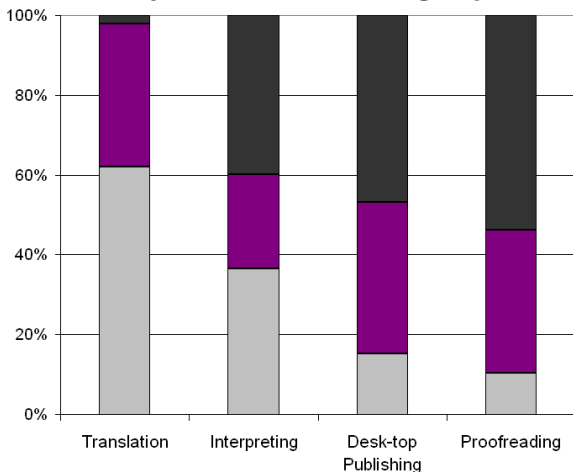
Which of the following do you use when outsourcing?






48% of our clients only use Comtec to meet their translation requirements.

Outsourcing Strategy

How do you fulfil the following requirements?

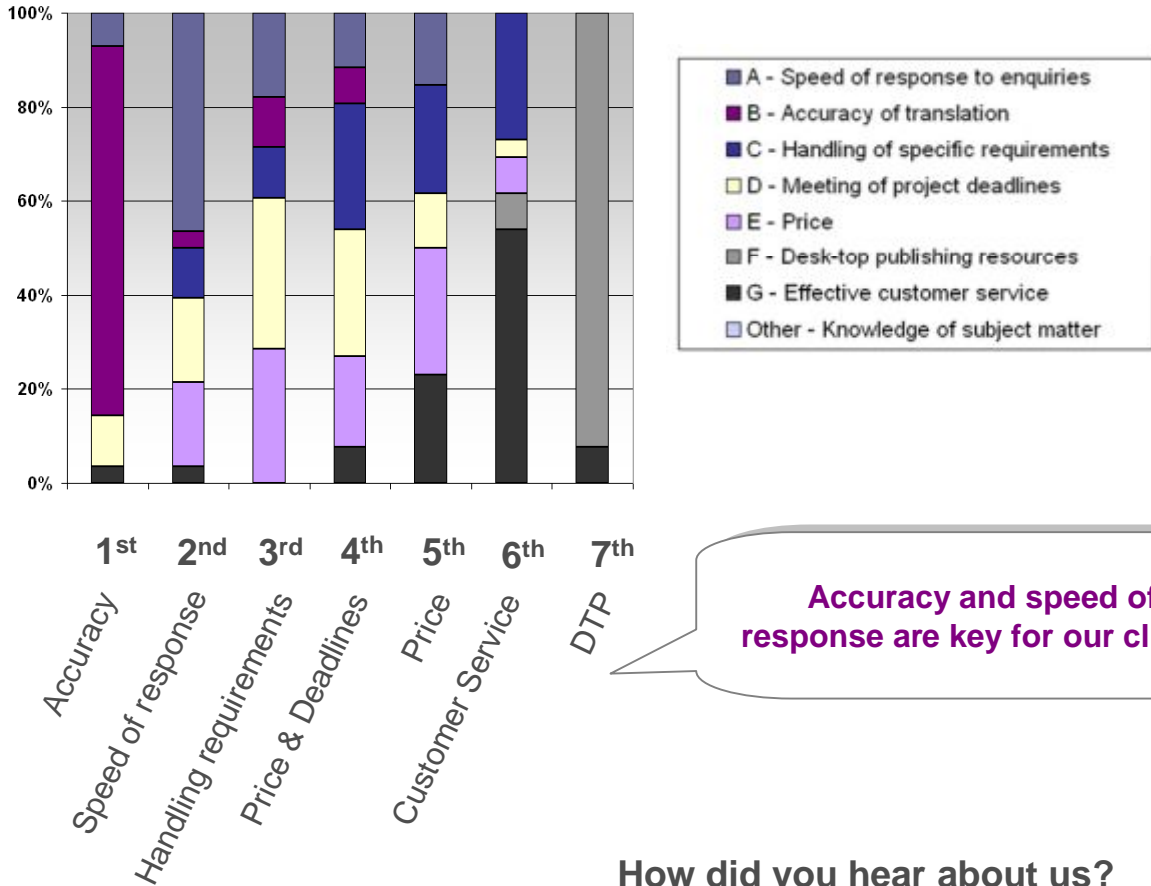


60% of our clients always outsource translation

-  Don't require these services
-  Outsource if lack of in-house capacity
-  Always outsource

Priority criteria for assessment of a translation company

If outsourcing to a translation company, what are the most important criteria when choosing a translation service?



Accuracy and speed of response are key for our clients

How did you hear about us?

More proof that our clients like to recommend us!!
49% of business comes from 'Recommendations'.

