

## Customer Satisfaction Survey, 2009

TechProcess prides itself on being a customer-centric organization. It has always been our endeavour to go the extra mile for our customers, in order to achieve the highest levels of customer delight.

Every year, we reach out to our customers to get a sense of how well we're delivering the services they need – and more importantly, their feedback on how we can create even more value for their businesses.

For our 2009 customer survey, we selected a cross-section of clients from the BFSI sector, ensuring fair representation from each of the major industry verticals we service. Customers were asked to rate their satisfaction levels with our service on specific parameters, on a scale of 1 to 5 (where 5= excellent, 4= very good, 3= satisfied, 2= dissatisfied, 1= poor).

### Key Points:

- Overall Customer Satisfaction Score - **98%** (scores of Excellent, Very Good or Satisfied)
- **84%** customers have rated us `Excellent` or `Very Good` as compared with our competitors
- **89%** customers were satisfied (or better) with respect to Complaint Resolution on Time
- **94%** customers say they will recommend our services to others
- **95%** customer satisfaction levels with respect to our Processes & Program Management Capabilities
- **100%** customers are `Satisfied` (or better) with:
  - our Resource Quality
  - TechProcess' contribution to their Organizational Objectives
  - our Service Delivery Quality
  - our Quality of Complaint Resolution
  - our Technology
  - the Level of Accuracy we provide
  - our Timeliness of Reporting
  - our Compliance with SLAs
  - their Overall Experience at TechProcess

We thank all customers who took time out to participate in this survey. Needless to say, your feedback will be used to improve every aspect of our service delivery.