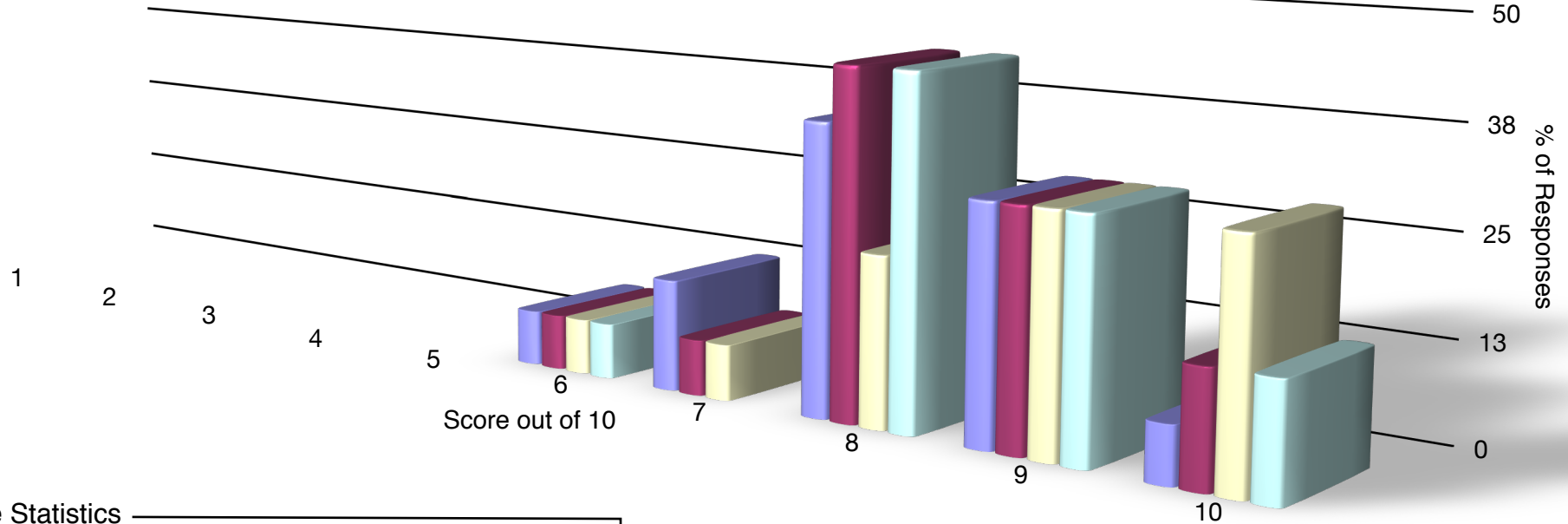


Customer Survey 2010

Satisfaction



- How well do the features of Softrader meet your specific needs?
- How satisfied are you with how well the software performs?
- How satisfied are you with the support you receive from Softrader?
- How satisfied are you with the value for money you receive from Softrader?



- Some Statistics**
- For overall satisfaction, 85% of customers scored us at 8/10 or above
 - Just one customer scored us at 6/10 for an area. Nobody scored us lower than that in any area.
 - Around 30% of customers scored us at 10/10 for support
 - For value for money, 87% of customers scored us at 8/10 or above.



These are a few of the most popular potential new features suggested by the survey results, and what we are doing about them:

Web Based Features

Around 75% of customers stated that they would be interested in web based access to their data of one kind or another. This is something that we have been contemplating for a while, and with this encouragement, and following some large, bespoke, web based work, we have embarked on the creation of *Softrader Online*. This service, which will be available later this year, will have different admin levels control access for all the individual users and groups, including customers, and the service can be easily personalised to meet your needs. This service will be hosted on individual virtual servers, administered by us, so that your data is completely isolated and secure. More information in the form of a data sheet is available on request, and on the website.

More Versatile / Automatic Document Output

It is clear that many customers want more flexible ways to export documents from *Softrader*. This is something that we have been contemplating for some time, and there are two improvements that will be made in *Softrader 7*, which will be available later this year:

The first of these is to make the production of documentation from orders easier.

You will no longer have to print to PDF in order to produce usefully emailable documents, as PDF files will be produced directly from Softrader.

The second improvement is to do with automatic printing. Document controllers will have the option to automatically print associated documents such as drawings, test certificates, or even whole documentation packages when a process document such as an advice note is printed.

Better Connectivity

We have implemented reliable data transfer routines between many branches. These allow for stock and other data to be viewed from any other branch of the company. Support for this will be included in version 7 to allow for the use of our servers to transfer data easily using secure methods.

We are also working on producing Softrader export files that can be used to easily import data into other Softrader systems, be they at another branch of your company, or at a customer or supplier you know to be using the system.

Multiple Languages

Several People have brought up the issue of multiple language support in Softrader. We currently have several sites around Europe about to trial the use of multiple languages. Whilst the system for switching languages is still in a testing stage at the moment, we will include this in the release of *Softrader 7* later this year.

More Information

- We are very grateful to everyone who gave us their feedback, and look forward to improving on the results that have already been achieved
- For more depth on any of the features mentioned here, please phone or email us at info@softrader.com
- For a data sheet about *Softrader Online*, our new module that opens *Softrader* up to the web, please email the above address, or go to the website at www.softrader.com

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