



## APW President Customer Satisfaction Survey Results

**Survey Name:** Customer Satisfaction

**Duration:** November 2010 - December 2010

### Section I : Pre-Sales Experience

How did you get to know about APW President Systems Ltd.?

Answer	0%	100%	Number of Response(s)	Response Ratio
Exhibition / Events			7	10.7 %
Online Search/Website			5	7.6 %
Personal references			38	58.4 %
Advertisements			3	4.6 %
No Response(s)			12	18.4 %
<b>Totals</b>			<b>65</b>	<b>100%</b>




Which product /service of APW President have you been associated with?

Answer	0%	100%	Number of Response(s)	Response Ratio
Server Enclosures			32	64.0 %
Networking Enclosures			45	90.0 %
KVM Switches			16	32.0 %
Datacenter Thermal Management Solutions			4	8.0 %
Datacenter Performance Monitoring Solutions			2	4.0 %
<b>Totals</b>			<b>50</b>	<b>100%</b>




Would you rate our initial response to your query / requirement as prompt and good?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			45	69.2 %
No			7	10.7 %
No Response(s)			13	20.0 %
<b>Totals</b>			<b>65</b>	<b>100%</b>




Was the information provided adequate for you to evaluate our proposal properly? If No, could you please list the gaps?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			45	69.2 %
No			6	9.2 %
No Response(s)			14	21.5 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

Are you satisfied with the product customization done for your specific requirement?

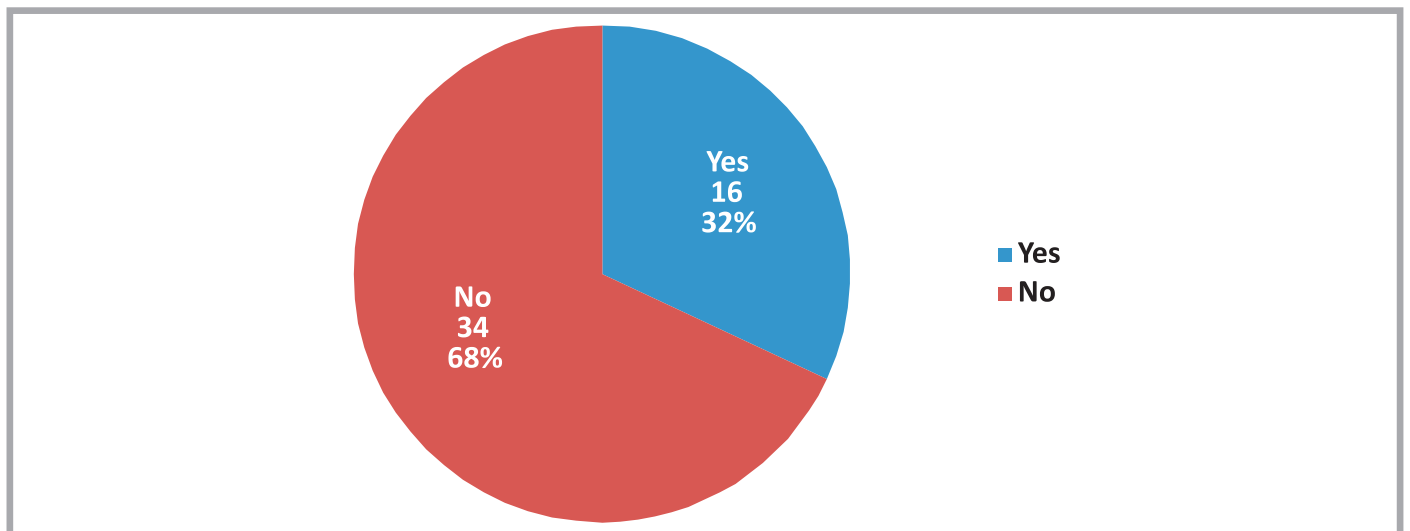
Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			49	75.3 %
No			2	3.0 %
No Response(s)			14	21.5 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

Have you been introduced to our Customer Order Tracking System (COTS)?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			16	24.6 %
No			35	53.8 %
No Response(s)			14	21.5 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

Did you find the usability of COTS convenient? Would you like any other parameter to be included?

14 Response(s)





## Section II : Product Delivery & Installation

Did the actual product delivery match the committed delivery dates?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			32	49.2 %
No			11	16.9 %
No Response(s)			22	33.8 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

How did you keep a check on the product delivery status?

Answer	0%	100%	Number of Response(s)	Response Ratio
Contacted President's sales person			41	63.0 %
Logged on to COTS to track the status			2	3.0 %
No Response(s)			22	33.8 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

Were you satisfied by our installation support? If no, could you please list the gaps?




Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			31	47.6 %
No			8	12.3 %
No Response(s)			26	40.0 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

Were you satisfied with the overall interaction with our team members with regards to your project?




Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			34	52.3 %
No			9	13.8 %
No Response(s)			22	33.8 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

### Section III : Post Sales Experience

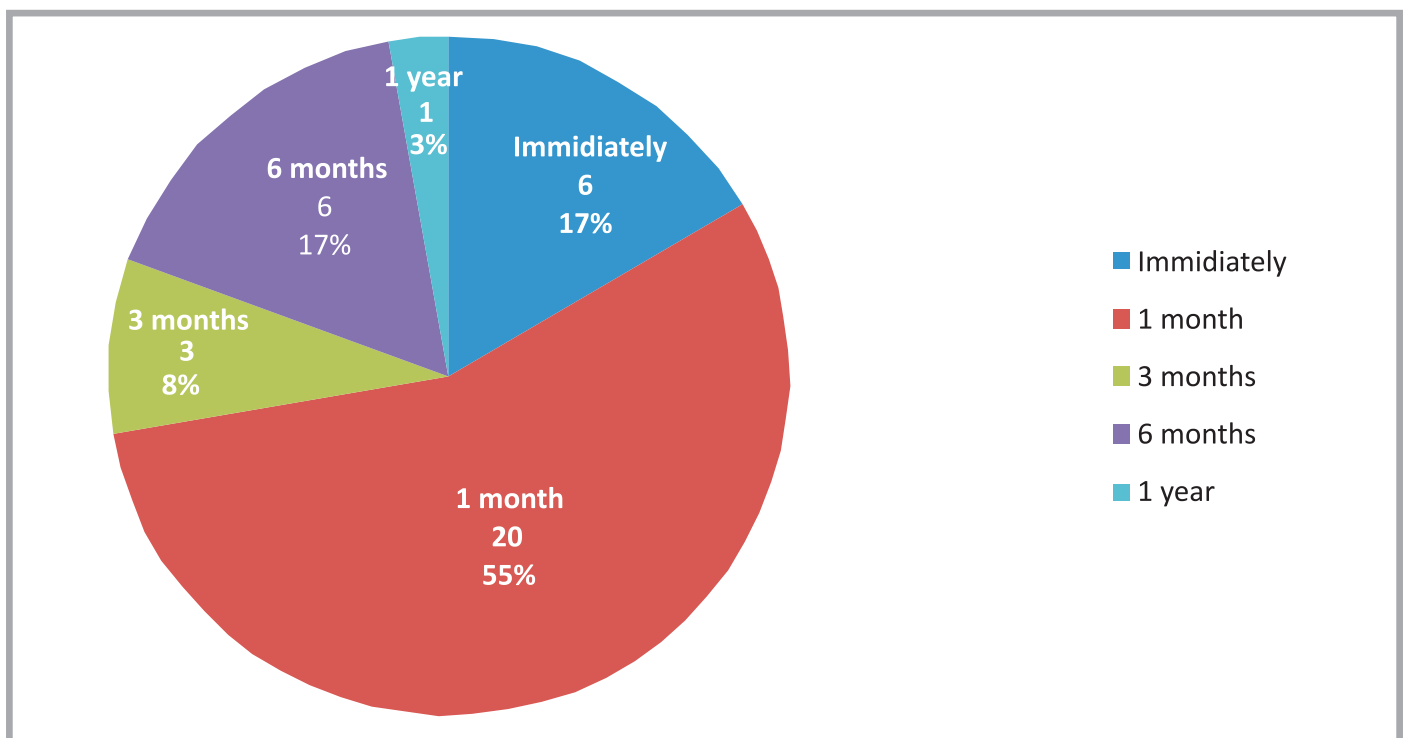
Has APW President been able to meet your satisfaction when contacted for any product / services? If No, could you please list the gaps?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			33	50.7 %
No			7	10.7 %
No Response(s)			25	38.4 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

Will you repurchase products and services from APW President?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			35	53.8 %
No			6	9.2 %
No Response(s)			24	36.9 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

How soon would you like us to revisit you for any new services/product requirement?





Compared to other companies products / services would you rate APW President solutions better in terms of value for money?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			38	58.4 %
No			4	6.1 %
No Response(s)			23	35.3 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

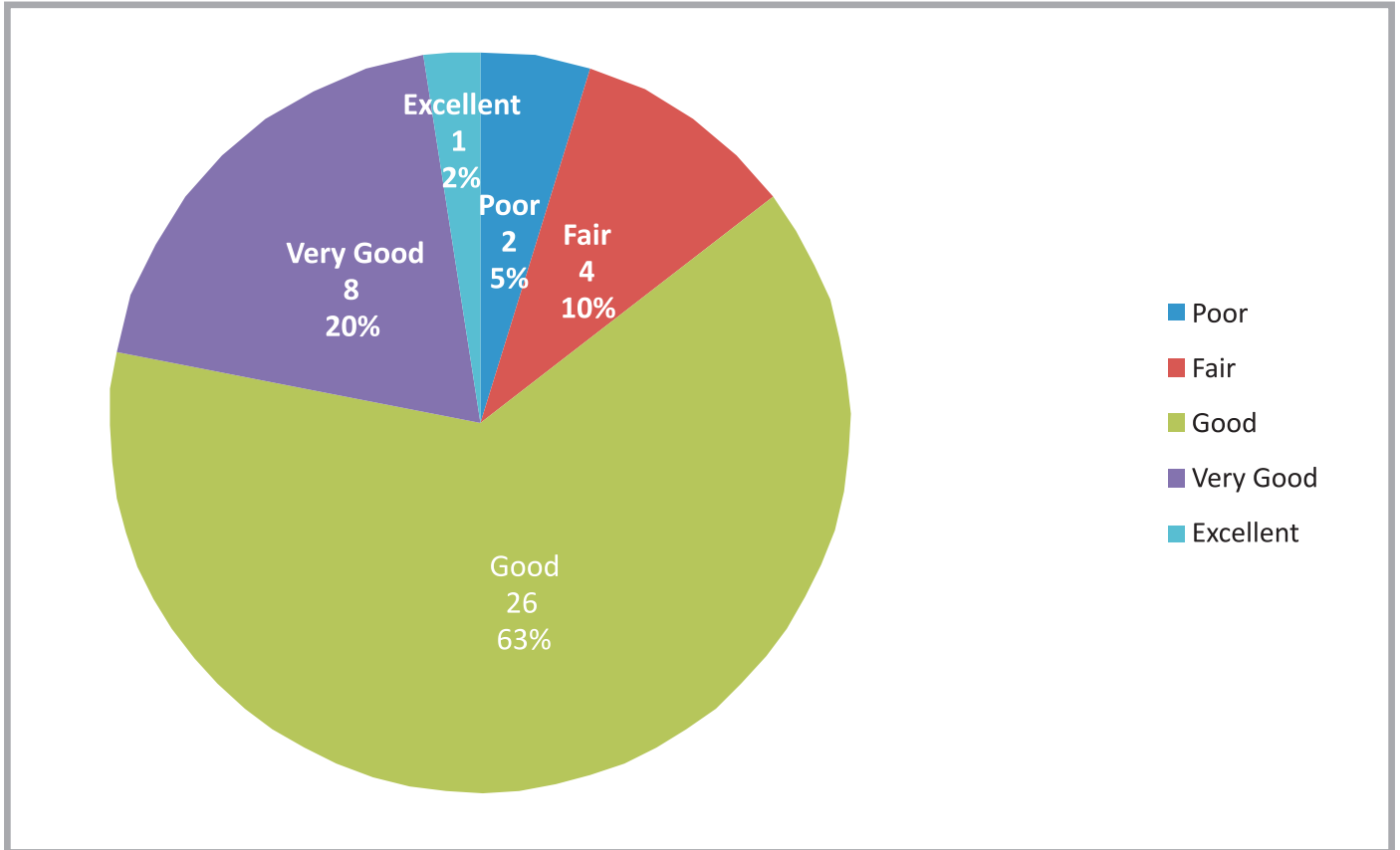
Based on your experience, would you recommend APW President to others?

Answer	0%	100%	Number of Response(s)	Response Ratio
Yes			40	61.5 %
No			2	3.0 %
No Response(s)			23	35.3 %
<b>Totals</b>			<b>65</b>	<b>100%</b>

## Section IV : Branding Experience

With regards to look and feel, navigation and relevance of information how do you rate our website.

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent



Any Comments you would like to add about your experience with APW President in general?

- 1) APW president is good product.
- 2) The product should be competitive in terms of prices as there are many other options available at the cheaper prices .
- 3) Improve delivery schedules.
- 4) We have been able to improve the looks of our products greatly after using APW President cabinets.