



Customer Satisfaction Metrics: ENLASO Provides Innovative Solutions to Problems and Requests

100% of customers agree or somewhat agree that ENLASO offers innovative solutions to problems and requests.

The 2011 ENLASO® customer satisfaction survey consisted once again of our standard 14 questions to explore our customers' perceptions about working with ENLASO, as well as the addition of a few open ended questions. ENLASO values innovation highly and we are pleased to see that our customers feel we provide creative solutions to their problems and requests. In addition, scores were higher this year for understanding project needs.

The survey took approximately 10 minutes to complete. With each question, respondents also had the option to share additional information and feedback with us.

For the fifth consecutive year, ENLASO used standardized survey questions in order to best determine our customers' perspective regarding ENLASO's efforts to meet or exceed their expectations. Using the same questions each year allows us to effectively compare the results with the findings from previous years.

The annual customer satisfaction survey is designed to help ENLASO meet the quality objectives as outlined in our ISO 9001:2008 quality policy. Our quality policy provides the framework for ensuring customer satisfaction and supports these four objectives:

- Consistent, high quality localization services to our customers,
- Continual improvement to all aspects of our quality management system,
- The incorporation of technology in our services,
- Competitive pricing for services.

The data provided to us through the annual customer satisfaction survey allow us to accurately identify opportunities for improvement in our quality system.

ENLASO greatly appreciates the feedback and open communication provided by the survey respondents. We highly value all feedback and Management has carefully reviewed all comments from our customers who participated in the survey to identify possible opportunities for improvement for follow-up in the near future by our quality coordination team.

Please do not hesitate to contact Yves Lang or myself directly if you would like to share additional feedback or comments.

Sincerely,

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Survey Results

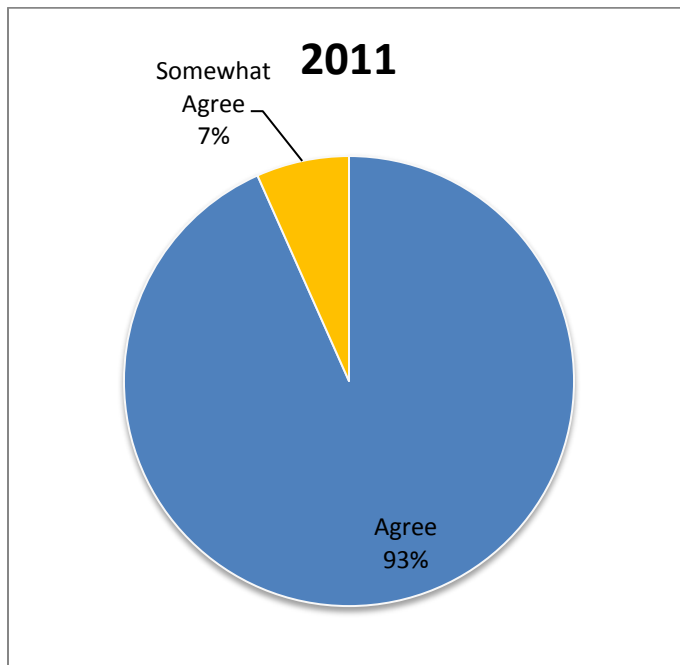
The surveyed customers were asked to rate the following statements using the rating system below:

- Agree
- Somewhat Agree
- Disagree

Communication/Responsiveness

ENLASO responds to my requests for information in a timely manner.

93% of the respondents agree, and 7% somewhat agree with this statement. No respondents disagreed with this statement this year.



Actual Customer Feedback

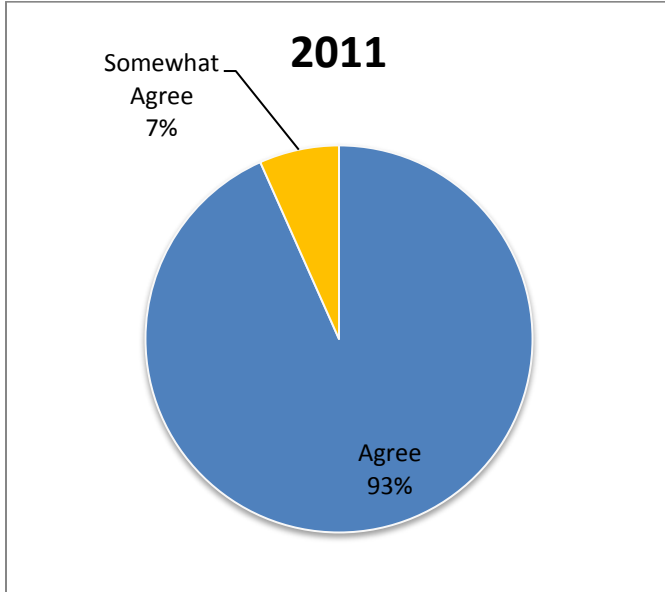
“Always Excellent! Always within 24hrs or less!”

“I always receive responses in a timely manner and the responses are thoughtful and thorough. I can rely on my contacts to get back with me quickly.”

“Immediate responses are common, within an hour.”

ENLASO exhibits effective problem solving abilities when responding to my questions and requests.

93% of customers who responded agree and 7% somewhat agree with this statement. No respondents disagreed with this statement this year.



Actual Customer Feedback

“The ENLASO team often brings items and issues to my attention that I may have overlooked...very helpful!”

“I never feel like I hit a dead end. Problems always arise, but ENLASO is always thinking through ways to get things done, or get them done faster.”

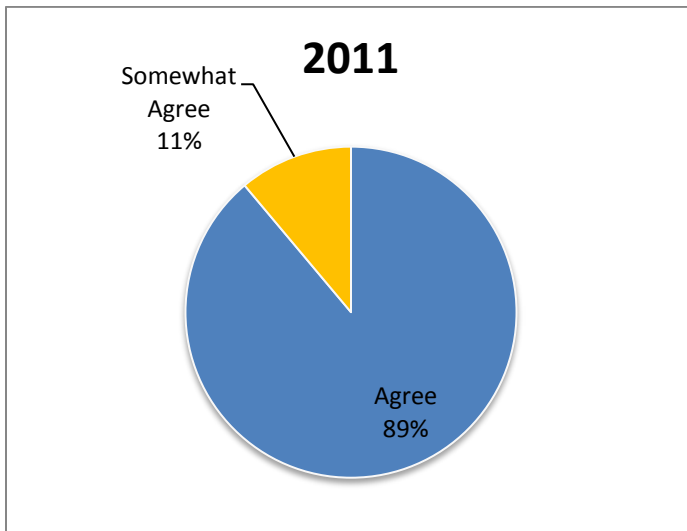
“I can always rely on the protectiveness of ENLASO. If there is a better solution, the options are presented to me.”

“ENLASO has proven to be a partner not only in good times but also when we are trying to work through issues. We appreciate that!”

Understanding Customer Needs

ENLASO understands my initial project needs and is able to adjust to changing needs when necessary.

89% of customers who responded agree with this statement and 11% somewhat agree with this statement. No respondents disagreed with this statement this year.



Actual Customer Feedback

“The ENLASO Team works very hard to adapt to our company's workflow/processes and executes their designated responsibilities/action items in a timely manner. Great job!”

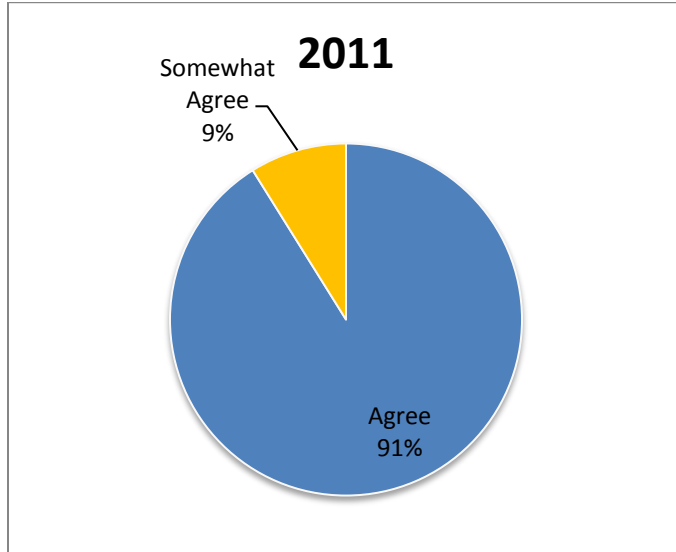
“ENLASO does a great job at understanding the project needs and creating a project plan and timeline around those needs. They are flexible when timing and process is affected.”

“While realizing my projects sometimes have a small word count, ENLASO is creative in approaching my requests.”

Delivery Focus/Deadlines

ENLASO understands the importance of and is committed to meeting final project milestones and delivery dates.

91% of the respondents agree, and 9% somewhat agree with this statement. No respondents disagreed with this statement this year.



Actual Customer Feedback

“I never worry about ENLASO missing a delivery deadline. The GPMs are very good about keeping me informed ahead of schedule.”

“Again, always very prompt and responsive to deadlines.”

“Under promise and over deliver. I never worry that ENLASO will miss a delivery date. If there are issues, communication is exchanged effectively.”

“They have consistently delivered within our expected timelines.”

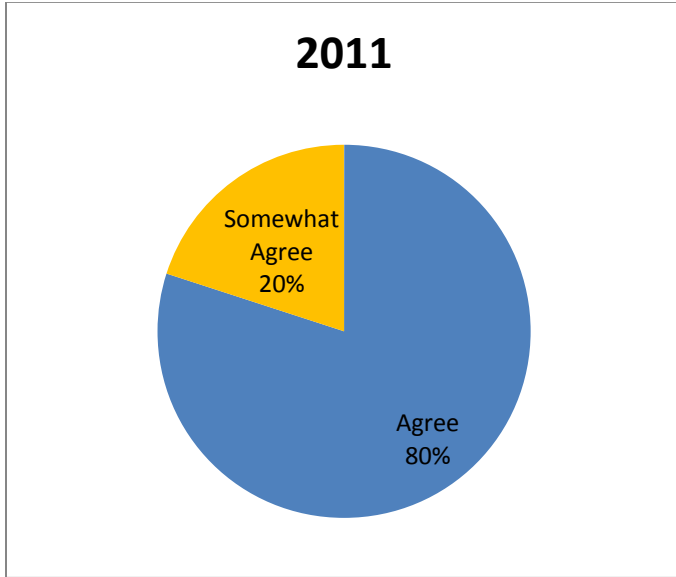
“I've never had any concerns about ENLASO's commitments as a partner or on deliverables, timelines, etc.”

“ENLASO usually delivers ahead of schedule and always notifies me of any factors that would affect delivery on time.”

Cost Focus

ENLASO provides me with clear pricing information.

80% of customers who responded agree, 20% somewhat agree with this statement.



Actual Customer Feedback

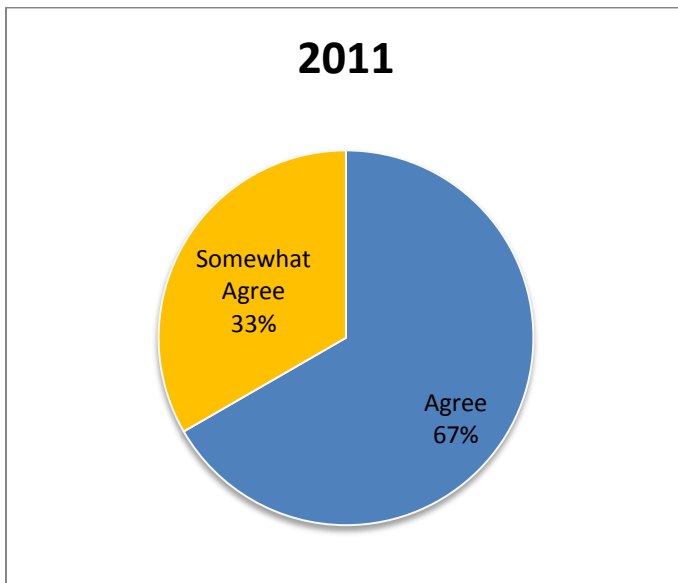
“And if I have issues with pricing they are always addressed to my satisfaction!”

“I find their price quotes to be accurate and prompt.”

Cost Focus

Considering the services offered, ENLASO provides competitive pricing.

67% of customers who responded strongly agree, 33% somewhat agree with this statement.



Actual Customer Feedback

“I don't have direct experience with this, but I have heard that ENLASO is a bit higher in price than its competitors, however I don't know if there is a quality trade off with lower priced vendors. Our clients have been satisfied with the translations provided.”

“We initially made a benchmark with Japanese local translator and ENLASO pricing was much better than the competitors.”

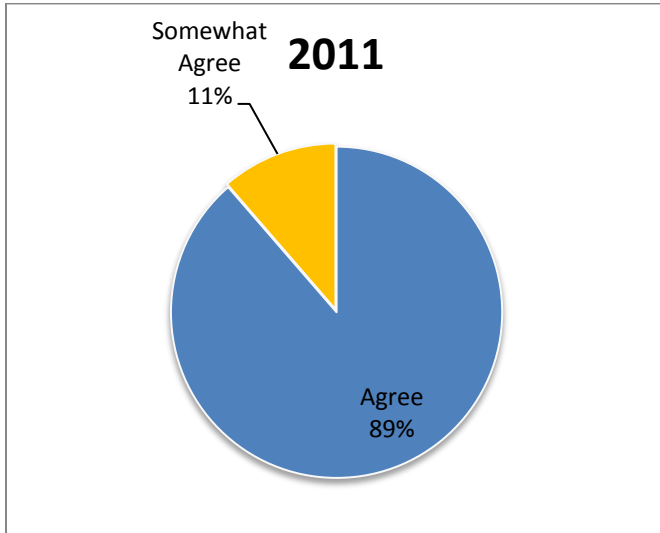
“I believe quality comes with some tradeoff in cost. However, some organizations only look at cost.”

“The ENLASO team goes above and beyond; we believe the quality of the work and services are in line with the price we pay.”

Innovation/Initiative

ENLASO offers innovative solutions to problems and requests.

89% of customers who responded agree with this statement and **11% somewhat agree**. No respondents disagreed with this statement this year.



Actual Customer Feedback

“ENLASO works with us as a partner to come up with solutions to make all of our jobs easier. I appreciate the extra effort they put in to innovate the process.”

“ENLASO has been great in this area. Our company uses .IQS files and ENLASO worked with our teams to find a way to update the files and avoid a ton of manual cut-and-paste work. We really appreciate it!”

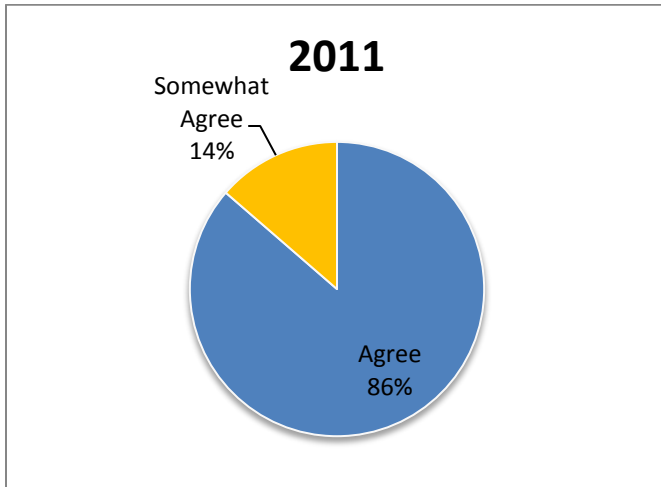
“Absolutely terrific! I thank you guys for working with us to help make our processes easier.”

“They are absolutely awesome in this area.”

Technology

As applied to my projects, ENLASO provides effective technical expertise.

86% of customers who responded agree with this statement with **14% somewhat agreeing**. There were no disagreements this year.



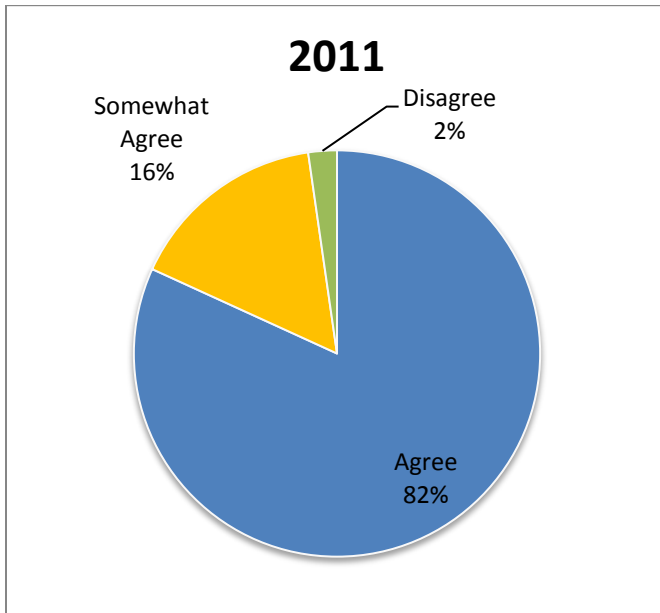
Actual Customer Feedback

“Absolutely. We’ve had some technical challenges for several of our projects, and our ENLASO team has gone above and beyond to help us through those, pulling out all the stops on technical resources, etc.”

Quality

The overall quality of ENLASO's final deliverables meets my expectations.

82% of customers who responded agree with this statement and **16% somewhat agree** with this statement. 1 respondent disagreed with this statement.



Actual Customer Feedback

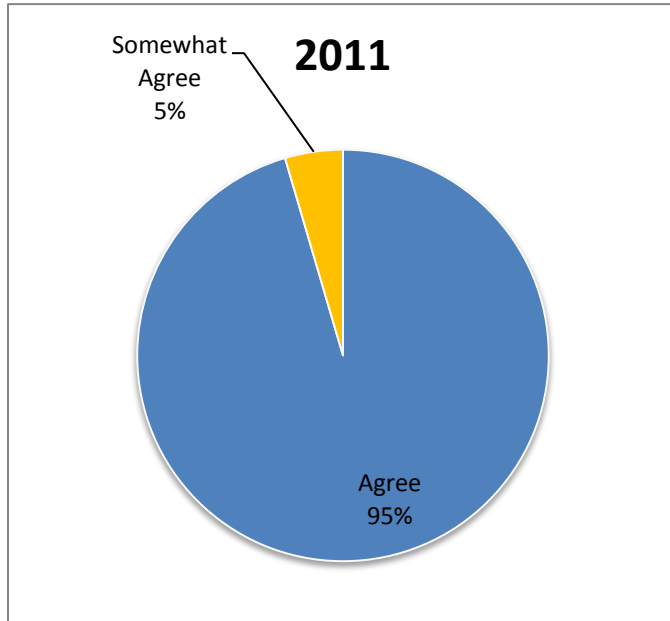
“In the rare instance that ENLASO does not deliver the correct files or content, we appreciate that the ENLASO Team works very hard to redeliver corrected files in a timely manner.”

“Our standing as a long-term ENLASO customer is a direct reflection of the quality of their deliverables.”

Account Management

ENLASO provides my account the attention I feel it requires.

95% of customers who responded agree with this statement and 5% somewhat agreed.



Actual Customer Feedback

“The ENLASO Team compliments one another and they each employ a "team player" mentality, which in turn compliments our company's core values and beliefs.”

“Over the top attention!”

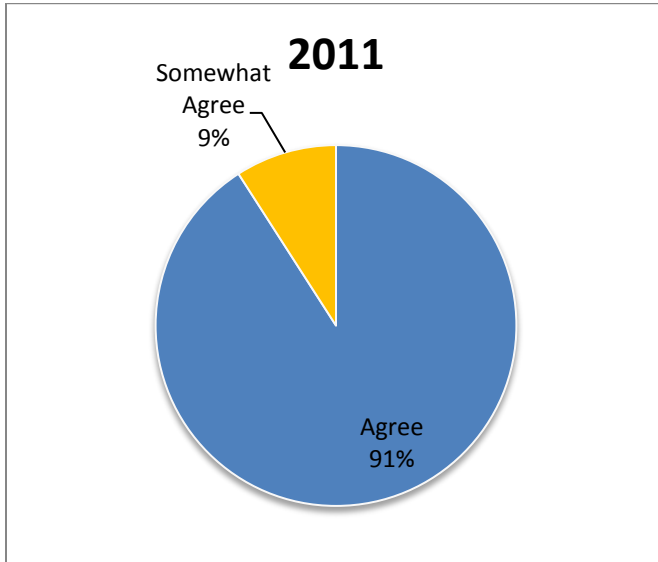
“Very strong team and consistent service throughout the entire project”

“The team is proactive, reactive, and everything in between.”

Project Management

My ENLASO project team meets all of the expectations as defined in the original proposal or scope of work.

91% of customers who responded agree with this statement with **9% somewhat agreeing**. No respondents disagreed with this statement this year.



Actual Customer Feedback

"You have a great team there!!!"

"My expectations are fairly high, and the ENLASO project team never lets me down."

"Mimi and Mark are really good at working to meet my needs and meet deadlines. Very friendly and responsive!"

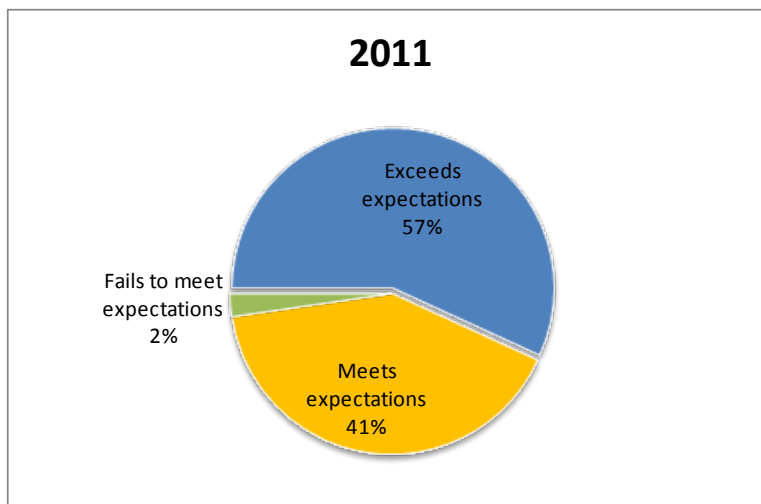
"Kudos to Yves and Noriko for handling our complex projects in a timely manner."

Overall Rating

Using the rating system below, we then asked our customers, considering all of the points above, how does ENLASO perform in regards to their overall expectations:

- Exceeds expectations
- Meets expectations
- Fails to meet expectations

57% of customers who responded felt that ENLASO was exceeding expectations, 41% felt that ENLASO meets their expectations, and 1 respondent felt that ENLASO did not meet their expectations.



Actual Customer Feedback

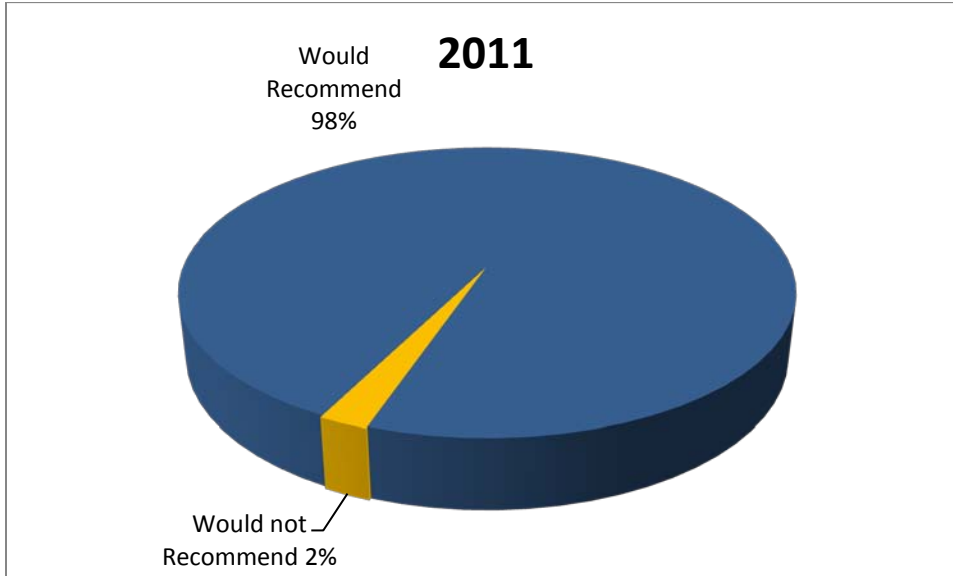
“Meets and often exceeds expectations.”

“This check is a HIGH MEETS based on my comments above”

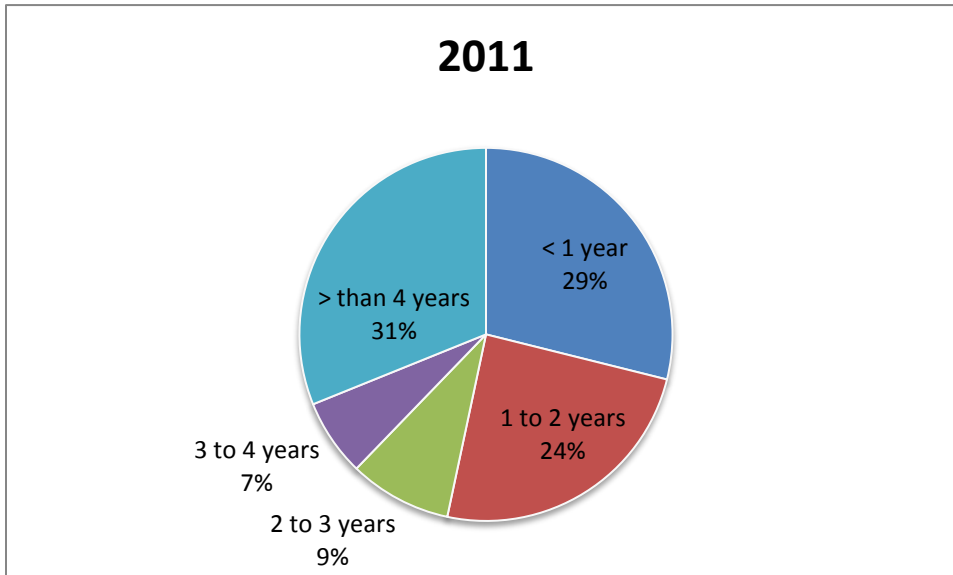
“I would have no hesitation to recommend ENLASO to other project managers.”

And last but not least, we asked if our customers would recommend ENLASO to other companies.

98% percent of customers would recommend ENLASO to other companies. 1 respondent would not recommend us.



The customers who responded to this survey worked with ENLASO on average for the following durations:



Survey details:

- This survey was first distributed to ENLASO's active customers on Monday, August 29, 2011 and closed on Friday, September 23, 2011.
- All numbers were rounded to the nearest whole number.
- The survey was designed and conducted by ENLASO.
- ENLASO sampled 45 customers.
- ENLASO sent this survey to active customers.
- The survey was conducted online.

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