



# Client Survey Results

We are excited to share with you the results of our annual Client Survey. Each year we ask our clients to give us their honest opinions of the services they receive from NextStep Technology Advisors. With 35 of our clients participating, we feel the results of the survey are representative and significant — and speak for themselves!

Survey Questions	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Extremely Satisfied
How would you rate your <u>overall satisfaction</u> with the performance of NextStep Technology Advisors Group over the last 12 months?	0%	0%	9%	43%	49%
Rate your level of satisfaction with the <u>Sage MAS 90 and 200 consulting services</u> provided by NextStep Technology Advisors.	0%	0%	3%	45%	52%
How would you rate the <u>technical competence</u> of our technology advisors?	0%	0%	6%	34%	60%
Rate your level of satisfaction with the <u>IT (network) consulting services</u> provided by NextStep Technology Advisors.	0%	0%	12%	41%	47%
How would you rate <u>our responsiveness</u> to your needs?	0%	0%	9%	37%	54%
		Lower	About The Same	Somewhat Higher	Much Higher
If you were previously supported by another Sage MAS 90 consulting firm, how do you find the <u>value we provide compared to our predecessor(s)</u> ? (13 Responses)		0%	0%	8%	92%

## Our clients are talking about us and here's what they are saying!

"NextStep fixed problems with our database and Crystal Reports, and suggested a new hardware configuration, all of which sped up some of our reports from 5 minutes to 5 seconds and reduced frustrating response times down to instantaneous. They also introduced us to procedures that helped us streamline our operations. When we do run into trouble, their Live Support has been a very impressive tool."

Jim Bridges, President  
Communication Automation Corp.

"The training, the presentations, the consulting services, the support, etc. are far superior than any other company I have been associated with."

Toni Tice, Controller  
Bird-In-Hand Corporation

"Over the past 18 months of using NextStep for our MAS 90 and Network Services we have made great strides in improving our computer network and financial information systems. I would highly recommend the services that they provided to us at Strube, Inc. They have done a great job helping us manage our network. The use of remote support has saved us time and money in resolving our network issues."

Dave Heckel, Finance Manager  
Strube, Inc.

"I'm very satisfied with the level of support I receive from NextStep."

Rick Gamble, Controller  
Strasburg Pallet Co.

## Comparing us to our competitors, our clients are saying...

"Your services are excellent. It's quite evident that all of your Staff is extremely competent. It is quite a pleasure to work with all of you. Thank you for everything you do!"

Toni Tice, Controller  
Bird-In-Hand Corporation

"There is no comparison! The level of service provided by NextStep beats all others!"

Renee Rumberger, Controller  
Dataquest, Inc.

"The comparison is like night & day."

John Strickler, IT Manager  
Kountry Kraft, Inc.

"Our previous consulting firm had not kept up with updates with MAS 90 and was frequently unable to answer questions regarding the software."

John Keagel, President  
The Diamond Group, Inc.

"NextStep did a much better job at listening to our needs and developing a solution to meet those needs."

Dave Heckel, Finance Manager  
Strube, Inc.

"NextStep is by far better than our old consulting firm."

Patti Connell, President  
Land Transfer Co., Inc.

The results and suggestions garnered from our annual survey help us improve and deliver the services you ask for, when and how you want them. Each day, with every client interaction, we work to earn the trust and respect of our clients by providing exceptional service and world-class products.

**H**eadquartered in Lancaster, Pennsylvania, our firm has specialized in Sage MAS 90 and Sage MAS 200 by Sage Software since 1989.

Our extensive experience, exceptional service, and broad expertise assure you of our ability to harness information technology to help your business.

If you would like to streamline your operation, we would like to talk to you. Maybe you will be our next success story!



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