

Date: 12/16/09

## Past Performance Evaluation<sup>tm</sup>

D-U-N-S Number for this company: **95-685-2979**

### 2. SUPPLIER PERFORMANCE RATINGS

Open Ratings calculates supplier performance scores using a sophisticated algorithm that takes into account the amount of information available on a supplier, the recency of the information, and the accuracy of the raters. Ratings range from 0 to 100, however, this is not a percentile score.

**Overall Performance Rating**

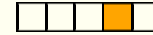
94



Indicative of likely overall performance

**SIC Level Quintile**

Bottom



Top

SIC: 7374/Computer Processing and Data Preparation and

#### Detailed Performance Ratings

0      25      50      75      100

**RELIABILITY:**

How reliably do you think this company follows through on its commitments?

95



**COST:**

How closely did your final total costs correspond to your expectations at the beginning of the transaction?

93



**ORDER ACCURACY:**

How well do you think the product/service delivered matched your order specifications and quantity?

94



**DELIVERY/TIMELINESS:**

How satisfied do you feel about the timeliness of the product/service delivery?

95



**QUALITY:**

How satisfied do you feel about the quality of the product/service provided by this company?

95



**BUSINESS RELATIONS:**

How easy do you think this company is to do business with?

95



**PERSONNEL:**

How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?

95



**CUSTOMER SUPPORT:**

How satisfied do you feel about the customer support you received from this company?

96



**RESPONSIVENESS:**

How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?

97

