Open Ratings

Past Performance Evaluation

1. COMPANY OVERVIEW

| | | Past Performance Evaluation | |
|-----------------------|---|-----------------------------|-------------------------------------|
| Primary Name : | Novatech Services, Inc. | Report Date : | 07-22-2015 |
| Alternate Name : | (none) | Order Number | 2419514 |
| D-U-N-S® : | 78-704-5678 | | |
| Address : | 3375 Scott Blvd Ste 436 Santa Clara,CA 950543114 | | |
| Telephone Number : | +1 (408) 295-3188 | | |
| | | Company Information | |
| | | Year Started: | 2006 |
| | | Year of Current Control: | 2006 |
| | | Annual Sales: | \$ 1,000,000 |
| | | Total Employees: | 9 |
| | | SIC/Line of Business: | 7379/Computer related services, nec |

2. SUPPLIER PERFORMANCE RATINGS

The supplier's overall performance rating is an assessment of predicted performance.Ratings are on a scale from 0 to 100, where 100 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.

| Overall Performance Rating | 92 | 00000 | Вс | ottom | SIC/Quintile | Тор |
|---|----|-------|----|-------|-------------------------------------|-----|
| Overall, how satisfied do you feel about the performance of this company during this transaction? | | | SI | IC: | 7379/Computer related services, nec | |

| Detailed Performance Ratings | | 0 | 25 | 50 | 75 | 100 |
|--|--------|--------------|----|----|----|------------|
| RELIABILITY: | | • | | · | - | |
| How reliably do you think this company follows through on its commitments? | 94 | | | | | |
| COST: | | | | | | |
| How closely did your final total costs correspond to your expectations at the beginning of the transaction? | 87 | | | | | |
| ORDER ACCURACY: | | | | | | |
| How well do you think the product/service delivered matched your order specifications and quantity? | 93 | | | | | |
| DELIVERY/TIMELINESS: | | | | | | |
| How satisfied do you feel about the timeliness of the product/service delivery? | 91 | | | | | |
| QUALITY: | | | | | | |
| How satisfied do you feel about the quality of the product/service provided by this company? | 93 | | | | | |
| BUSINESS RELATIONS: | | | | | | |
| How easy do you think this company is to do business with? | 93 | | | | | |
| PERSONNEL: | | | | | | |
| How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff? | 94 | | | | | |
| CUSTOMER SUPPORT: | | | | | | |
| How satisfied do you feel about the customer support you received from this company? | 94 | | | | | |
| RESPONSIVENESS: | | | | | | |
| How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction? | 95 | | | | | |
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 Business Name :
 Novatech Services, Inc.

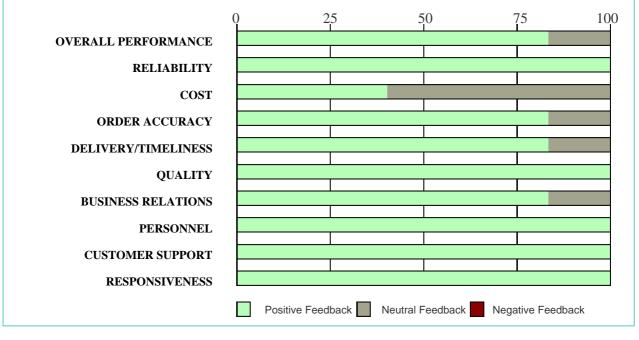
 D-U-N-S®
 :
 78-704-5678

 Report Date
 :
 07-22-2015

3. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from customers in the last 12 months. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). All Customer feedback is provided confidentially; individual reference responses are not disclosed.

The percentages of responses falling into each category are shown below.



4. CUSTOMER REFERENCES SURVEYED

| The most recent feedback obtained on this supplier came from companies in the following industries. | | | | | |
|---|--|--|--|--|--|
| SIC/Line of Business: | | | | | |
| 7331/Direct mail advertising services | 8748/Business consulting, nec | | | | |
| 8059/Nursing home, except skilled and intermediate care facility | 7532/Body shop, automotive | | | | |
| 6722/Management investment, open-end | 8011/Specialized medical practitioners, except internal | | | | |
| 8399/Social services, nec | 8661/Reformed Church | | | | |
| 4731/Freight transportation arrangement | 7371/Computer software systems analysis and design, custom | | | | |
| 8721/Certified public accountant | 8111/General practice law office | | | | |
| 5065/Electronic parts | | | | | |
| Total number of surveys completed : 22. | | | | | |

Note: The supplier ratings set forth above incorporate the responses and performance opinions of the surveyed customer references and not those of Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.

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