

Past Performance Evaluation

1. COMPANY OVERVIEW

Primary Name : NOVATECH SERVICES, INC.

Alternate Name: (none) D-U-N-S®: 78-704-5678 1104 Walsh Ave Santa Clara,CA 95050 Address:

Telephone +1 (408) 295-3188

Number:

Past Performance Evaluation

Report Date: 12-26-2011 Order Number 1672290

Company Information

Year Started: 2006 **Year of Current Control:** 2006

5045/Computers, peripherals, and software SIC/Line of Business:

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

90



Bottom

SIC/Quintile

Top

Overall, how satisfied do you feel about the performance of this company during

this transaction?

5045/Computers, peripherals, and SIC: software

Detailed Performance Ratings						
Detailed Ferrormance Natings		0	25	50	75	100
RELIABILITY:		1	'	'	'	'
How reliably do you think this company follows through on its commitments?	90					
COST:						
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	91					
ORDER ACCURACY:						
How well do you think the product/service delivered matched your order specifications and quantity?	92					
DELIVERY/TIMELINESS:						
How satisfied do you feel about the timeliness of the product/service delivery?	90					
QUALITY:						
How satisfied do you feel about the quality of the product/service provided by this company?	92					
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?	92					
RESPONSIVENESS:						
How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	91					



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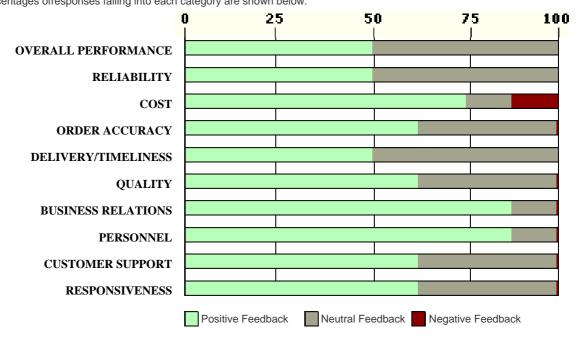
Business Name: NOVATECH SERVICES, INC.

D-U-N-S® : 78-704-5678 **Report Date** : 12-26-2011

3. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of thesurvey 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).

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:

8011/Offices and clinics of medical doctors 8748/Business consulting, nec

8399/Social services, nec

Number of surveys completed during the past 30 days is 8.

7331/Direct mail advertising services 6722/Management investment, open-end 4731/Freight transportation arrangement

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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