

# Past Performance Evaluation

# 1. COMPANY OVERVIEW

**Primary Name:** NOVATECH SERVICES, INC.

Alternate Name: (none) D-U-N-S®: 78-704-5678

3375 Scott Blvd Ste 436 Address: Santa Clara, CA 95054

Telephone Number:

+1 (408) 295-3188

**Past Performance Evaluation** 

Report Date: 01-25-2014 Order Number 1864710

**Company Information** 

Year Started: 2006 Year of Current Control: 2006 **Annual Sales:** \$ 1,400,000

Total Employees:

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** 

**CUSTOMER SUPPORT:** 

from this company? **RESPONSIVENESS:** 

transaction?

How satisfied do you feel about the customer support you received

How responsive do you think this company was to information

requests, issues, or problems that arose in the course of the

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Bottom SIC:

SIC/Quintile

7379/Computer

related services, nec

Top

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

| Detailed Performance Ratings  | 0  | ) | 25 | 50  | 75 | 100 |
|---|----|---|----|-----|----|-----|
| RELIABILITY:  |    |   | '  | · · | '  | '   |
| How reliably do you think this company follows through on its commitments?                                  | 92 |   |    |     |    |     |
| COST:   |    |   |    |     |    |     |
| How closely did your final total costs correspond to your expectations at the beginning of the transaction? | 89 |   |    |     |    |     |
| ORDER ACCURACY:   |    |   |    |     |    |     |
| How well do you think the product/service delivered matched your order specifications and quantity?         | 91 |   |    |     |    |     |
| DELIVERY/TIMELINESS:  |    |   |    |     |    |     |
| How satisfied do you feel about the timeliness of the product/service delivery?                             | 89 |   |    |     |    |     |
| QUALITY:  |    |   |    |     |    |     |
| How satisfied do you feel about the quality of the product/service provided by this company?                | 90 |   |    |     |    |     |
| 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?        | 93 |   |    |     |    |     |
|   |    |   |    |     |    |     |

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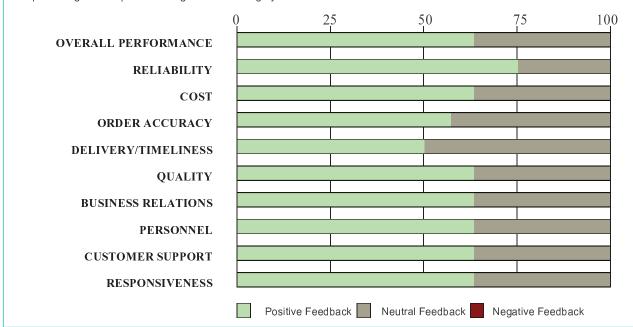
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#### 3. DISTRIBUTION OF FEEDBACK

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

8059/Nursing home, except skilled and intermediate care facility 7532/Body shop, automotive

6722/Management investment, open-end

8399/Social services, nec

4731/Freight transportation arrangement

8721/Certified public accountant

5065/Electronic parts

Total number of surveys completed: 16.

8748/Business consulting, nec

8011/Specialized medical practitioners, except internal

8661/Reformed Church

7371/Computer software systems analysis and design, custom

8111/General practice law office

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

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