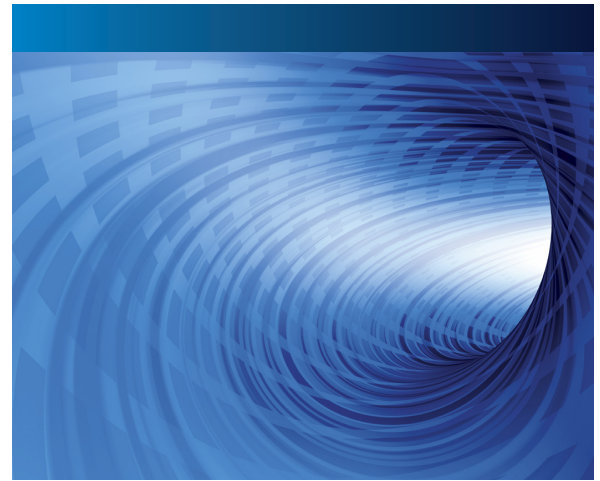




A Technology Partner You Can Trust



2010 Annual Performance Report

Each year Microsoft conducts a survey, grading their Gold Certified Partners. The survey is sent to a list of our partners asking them various questions on how we have performed in that given year. Our results for 2010 showed dramatic improvements from the previous year.

Below is our 2010 Annual Performance Report Card, comparing our results to other Microsoft Gold Certified Partners.

Key Performance Questions from Microsoft®	Center for Business Innovation Results	National Average of All Microsoft® Gold Certified Businesses
Total Average for Customer Satisfaction	195%	164.86%
Customer Loyalty		
Champions	100	87.1
Moral Supporters	0	4.61
Captives	0	1.74
Rebels	0	6.54
Loyalty		
Satisfied	100	96.09
Likely to Recommend	100	91.71
Likely to Repurchase	100	88.85
Competitive Advantage	85	69.02
Overall Performance		
Overall Performance	83.33	66.84
Ease of Doing Business	94.74	73.44
Quality of Communication	73.68	69.38
Quality of Sales	93.75	66.98
Quality of Products	89.47	70.05
Quality of Support	100	71.70
Value Received	88.89	63.75
Ability to Meet Partner Needs	94.12	70.82