

# OVERALL

Q4 2010 Client -- Inavero

## INDIVIDUAL RESPONSES

CLIENT [REDACTED] (January 19, 2011)  
9 "Easy to work with. Get the job done."  
"Reach out to us 1 month prior to the survey to remind us that it is coming up and to get the word out to our business units."

CLIENT [REDACTED] (January 17, 2011)  
9 "I would recommend Inavero based on the service provided by Nicole as well as what we learned about ourselves throughout the process"  
"Nothing comes to mind at this time,"

CLIENT [REDACTED] (January 16, 2011)  
8 *No response provided.*  
*No response provided.*

CLIENT [REDACTED] (January 14, 2011)  
7 "Most folk use survey monkey and it's free."  
"Place an automatic dialer to call folk when the survey is going out."

CLIENT [REDACTED] (January 13, 2011)  
6 "I have found that a number of my clients have decided to have their names taken off of the list, their comments have been "what happened to the old fashioned way of doing business, sitting down face to face". I feel the cost per month exceeds the value of the service."  
"Decrease the number of surveys being sent out to twice a year. Those clients who have stayed on the list do not participate in each survey as they feel four times a year is excessive."

CLIENT [REDACTED] (January 13, 2011)  
9 *No response provided.*  
"Provide Trend Analysis by client."

CLIENT [REDACTED] (January 13, 2011)  
8 "Inavero is professional and have handled our client survey's with the utmost care and respect."  
"I wouldn't change a thing. Inavero is doing a great job!"

CLIENT [REDACTED] (January 13, 2011)  
9 *No response provided.*  
*No response provided.*

CLIENT [REDACTED] (January 13, 2011)  
10 "Valuable service that is well integrated with our business and excellent people!"  
*No response provided.*

CLIENT [REDACTED] (January 13, 2011)  
10 "Some of my clients use NPS in their businesses as well, so its been great for credibility. In the last survey, we learned that some of our candidates were feeling that we did not communicate with them enough. This type of immediate, direct feedback allowed us to make the adjustments on the fly before it became a real issue."  
"Can't think of anything right now."

CLIENT [REDACTED] (January 13, 2011)  
8 *No response provided.*  
"A reminder about 2 weeks before the survey so we can start gathering our list together."

CLIENT [REDACTED] (January 13, 2011)  
*No response provided.*

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**9**

*No response provided.*

CLIENT

[REDACTED] (January 8, 2011)

*No response provided.*

**10**

*No response provided.*

CLIENT

[REDACTED] (January 7, 2011)

"Inavero has a passion for learning about the staffing industry"

**10**

"Greater precision in reports. I always get nervous when my numbers experts can't add."

CLIENT

[REDACTED] (January 7, 2011)

**8**

"Inavero does a great job with the electronic surveys but we have customers that are not tech savvy that were not contacted to participate in the survey. These customers would have added great reviews to our results.

Also, the results from the second survey were never received, would it be possible to receive these results so we can see how we are doing with our customers? If so please email those to

[REDACTED]. Thanks!"

"Find a way through letters or calls to survey customers who are not tech savvy and include those results with the email survey results. Our customers, who are not using computers or emails all agreed to participate in the survey but were never contacted."

CLIENT

[REDACTED] (January 6, 2011)

**9**

"Easy to use and the reports."

*No response provided.*

CLIENT

[REDACTED] (January 6, 2011)

**10**

"NICOLE BOISVERT"

"Nothing..service has been outstanding! This is an incredible service."

CLIENT

[REDACTED] (January 6, 2011)

**10**

"This is a great feedback tool"

"I cannot think of anything at the moment"

CLIENT

[REDACTED] (January 6, 2011)

**10**

"Very valuable information helps us differentiate form competition"

*No response provided.*

CLIENT

[REDACTED] (January 6, 2011)

**10**

"Great business partner. Super responsive. The team feels like an extension of [REDACTED]"

*No response provided.*

CLIENT

[REDACTED] (January 6, 2011)

**10**

"Dependable service"

"Better looking reports that could be used for marketing purposes."

CLIENT

[REDACTED] (January 5, 2011)

**dk**

"Most of my friends don't speak English."

"Make your system fully compatible with Japanese charactors"

CLIENT

[REDACTED] (January 5, 2011)

**10**

"Knowledgable staff that takes our customer's feedback as seriously as we do.

I have been very pleased with the improvements to the data reporting since we first started with Inavero."  
"Continue developing new ways to improve response rate. We have had some success here but it is a

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constant battle that I'm certain all your clients struggle with. This is critical in gathering creditable levels of feedback from each business segment we deal in."

CLIENT  
**10**

[REDACTED] (January 5, 2011)

"Great service and technology, Extremely knowledgeable, Outstanding staff, Easily accessible. And I think its great what you will be doing for [REDACTED] this year. Let me know how I can help out (also shared that with our Tracy)."

"Just keep doing what you do best! Love the technology and encourage you to keep enhancing that (not sure I have any ideas to help there but I'm sure [REDACTED] have given you some ideas). I'd also love to be have access to the NPS scores of [REDACTED] once you get that accomplished so we can do some comparisons."

CLIENT  
**10**

[REDACTED] (January 5, 2011)

*No response provided.*

*No response provided.*

CLIENT  
**10**

[REDACTED] (January 5, 2011)

"Eric and John are so great to work with. From helping me send out a correction email from an airport at 8:00 pm to their super fast responses, they never cease to amaze me. I've never experienced customer service with a smile like this before."

"Work on all of my projects = )

Last year I told Eric how the survey was my least favorite thing to do.....Now I don't worry about a thing."

CLIENT  
**9**

[REDACTED] (January 5, 2011)

"I like the dashboard and how you update it, also the training you do. Thanks for your hard work"

"Price :-)"

CLIENT  
**10**

[REDACTED] (January 5, 2011)

"It's really beneficial to get input from clients, customers, and employees to gauge just how well you and your company perform."

"You're good"

CLIENT  
**10**

[REDACTED] (January 5, 2011)

"I am pleased with the feedback we are receiving from our clients and the opportunity it affords us to improve our service."

"We continue to be challenged to keep up with the survey administration and follow-up. Any ideas you have to take more responsibility for all aspects of running the survey are always welcome. However, we are not dissatisfied by any means. We appreciate your service."

CLIENT  
**6**

[REDACTED] (January 5, 2011)

"It would depend on the situation. I can not honesty say Invaero has had an impact on [REDACTED] due to our book of business. As we move more into a clerical base business, it may have more value." "since we interact with our clients on a weekly bases, the surveys have had little value to our book of business. As far as our employees, since we deal in low end, entry leverl light industrial business, we have a lot of turn over. The ones we fire always give us a negative response even though they fired themselves. If surveys could be addressed to handle these situations, they may have more value."

CLIENT  
**10**

[REDACTED] (January 5, 2011)

*No response provided.*

*No response provided.*

CLIENT  
**9**

[REDACTED] (January 5, 2011)

"Exceptional customer service"

*No response provided.*

CLIENT

[REDACTED] (January 5, 2011)

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**10** "Inavero continues to be a strategic partner for our company, and we highly value the relationship. Eric and crew continually are looking outside the box to improve their service, which helps everyone grow."  
"Free beer"

CLIENT [REDACTED] (January 5, 2011)  
**10** "Eric Gregg and John Campbell are so great to work with, they are helpful, excited about the work, responsive, and create not only a great product but enjoyable experience."  
"Visit?"

CLIENT [REDACTED] (January 5, 2011)  
**10** "Have recommended based on the quality of the service and my belief in the importance of having the data."  
"LOVE the new dashboard - would like to be able to drill down into data from users within the same company. (as you can with individual users)"

CLIENT [REDACTED] (January 5, 2011)  
**10** "The staff at inavero has been patient, friendly, helpful and has great follow up."  
"Provide more analysis around trends in our own results and trends in our industry."

CLIENT [REDACTED] (January 5, 2011)  
**10** "I enjoyed the webinars that were given the last quarter even though I didn't get to listen to them all."  
"After a year of using Inavero's Survey process it's important for us to keep fine tuning our process to keep clients and candidates understanding the importance of them answering the survey questions each quarter. We are still having problems with especially our clients that rate us a 9-10 having issues with this every quarter."

CLIENT [REDACTED] (January 5, 2011)  
**9** "I believe that this survey allows one to see comments that could be worked on to improve service levels to customers."  
"I have nothing to provide at this time."

CLIENT [REDACTED] (January 5, 2011)  
**0** "Don't see any benefits"  
"Can't think of anything, my clients are mostly annoyed by the survey and the associates that answer are people that did not want to work in the first place and blame us for their failures."

CLIENT [REDACTED] (January 5, 2011)  
**9** "always responsive to questions Excellent service"  
"None comes to mind"

CLIENT [REDACTED] (January 5, 2011)  
**10** "Inavero offers a true partnership. They go above and beyond as a survey provider. The webinars and consultative nature of everyone at Inavero are just a couple of the outstanding traits that make them a great company."  
"Nothing at this time."

CLIENT [REDACTED] (January 5, 2011)  
**10** "good stuff"  
"nothing i can think of"

CLIENT [REDACTED] (January 5, 2011)  
**9** "Super responsive. Provides great insight."  
"The cost is often very high and it sometimes feels like there can be no deviation from the "rate card" regardless of long term partnerhsip potential."