



Certified Security Solutions, Inc.

## Customer Satisfaction Report Driving Customer Loyalty

Research report reveals CSS is one of Microsoft's highest rated and highly recommended services partner.



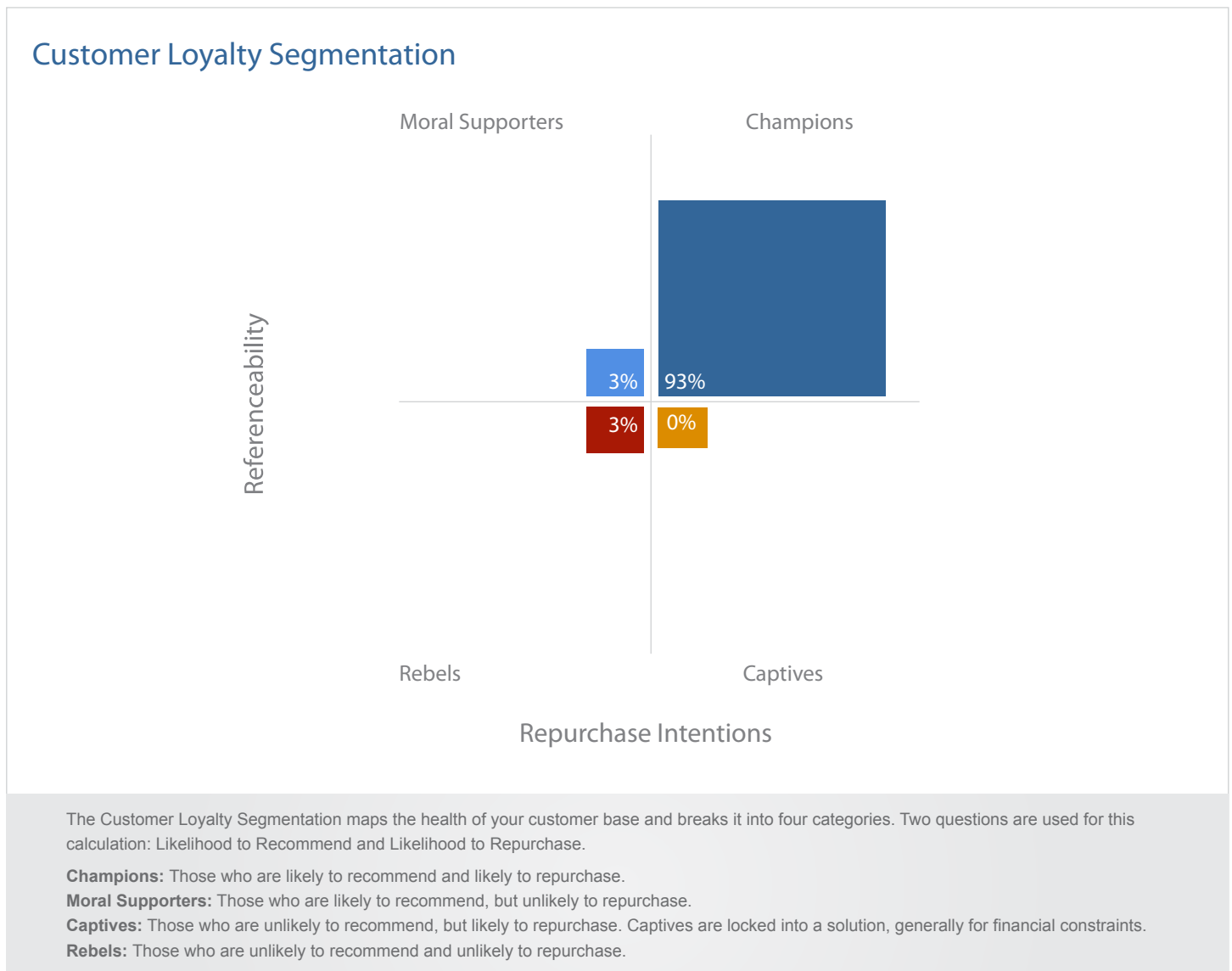
## Introduction

As a Microsoft Gold Partner, CSS participates in Microsoft's Customer Satisfaction Index program to survey and measure our customer satisfaction on the quality of our services and solutions. The program is facilitated by a third-party market research company, called TNS.

## Target Population

CSS surveys its customers twice a year. This report covers the second half of 2009, 2010 and the first half of 2011. The sample size, which is the number of customers who have participated in our surveys to date, is one hundred and five (105). The survey is designed with a 9-point Pre-Defined Scale Attribute Question style.

*"I felt very comfortable about engaging with CSS on a very high profile and complex series of projects of which they have exceeded my expectations. Their professionalism was obvious across the board including their client management, project management and delivery associates. Based on my 23 years of being in the business, I rate CSS as a top tier security services provider." – Scott Angelo, VP & CSO, Diebold*



\*This chart reflects the last survey period completed, first half of 2011.

## Survey Results

Four Key Performance Indicators (KPIs) that we monitor: Net Satisfaction (NSAT, 0-200 scale), Customer Loyalty Segmentation, Loyalty and Overall Performance.

*“CSS always provides solid services and client interactions. While I don’t believe that any provider can consistently achieve a perfect rating CSS comes pretty much as close to the continual superior support that I would expect.” – Global 2000 Oil & Mining Co., Texas*

Key Performance Indicators	CSS Average Score %	Microsoft Partner Average %
<b>NSAT</b>		
NSAT Rating (0-200)	188.83	165.77
<b>Customer Loyalty</b>		
Champions	92.57	87.33
<b>Loyalty</b>		
Satisfied	98.28	96.05
Likely to Recommend	99.14	91.73
Likely to Repurchase	92.57	89.05
Competitive Advantage	70.70	69.77
<b>Overall Performance</b>		
Overall Performance	91.32	66.19
Ease of Doing Business	86.66	72.85
Quality of Communication	87.07	69.34
Quality of Sales	83.33	65.94
Quality of Products	85.67	69.79
Quality of Support	84.85	71.75
Value Received	85.60	63.94
Ability to Meet Your Needs	91.82	70.83

\*We have consistently been ranked as a partner who has received a 95% of average or above amongst the partner ecosystem.



#### Corporate Headquarters

6050 Oak Tree Blvd., Suite 390  
Independence, Ohio 44131

CSS is an information security services firm with operations throughout North America and headquartered in Cleveland, Ohio. We specialize in three critical areas of information security: identity & access management, secure infrastructure & governance, and risk & compliance. CSS provides consulting services, managed security services, security as a service and security software tools in order to meet our clients' needs. For more information and for a complete list of branch offices, visit [www.css-security.com](http://www.css-security.com) or email [sales@css-security.com](mailto:sales@css-security.com).

*"The solution design CSS provided for us was fantastic."*

*– Fortune 500 Aerospace and Defense, Minnesota*

*"I can't think of anything that CSS could have done better to improve their effectiveness."*

*– Public Accounting and Consulting Firm, New York*

*"They have by far the best certificate consulting group (PKI) in the industry."*

*– Fortune 500 Manufacturer, Ohio*

*"Project Implementation went exactly as described, exactly as expect with no issues. This was a true reflection on CSS' commitment to excellence and its knowledgeable and talented staff."*

*–Global 2000 Manufacturer, Ohio*

*"There are not many companies out there today, with CSS' expertise level, especially when it comes to a PKI Implementations, SCCM Certification Deployment, etc."*

*– Large Private Health & Medical Firm, California*

*"They are willing to do whatever is necessary to ensure the success of the projects even if it extended slightly outside of the define parameters of the engagement."*

*– Global 2000 Financial & Banking Institution, New York*