



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.



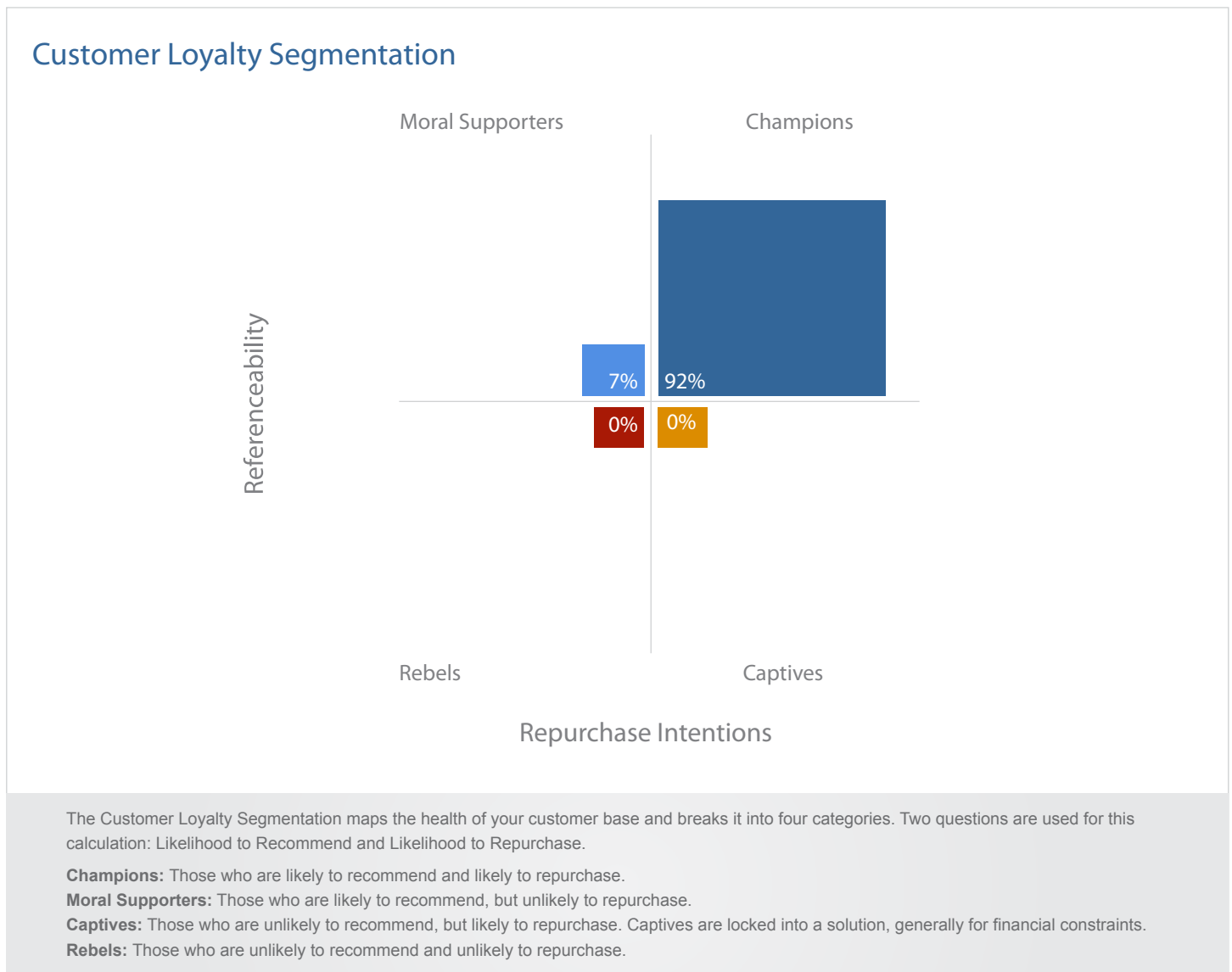
Introduction

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 2011. The sample size, which is the number of customers who have participated in our surveys to date, is one hundred and nineteen (119). 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, second half of 2011.

Survey Results

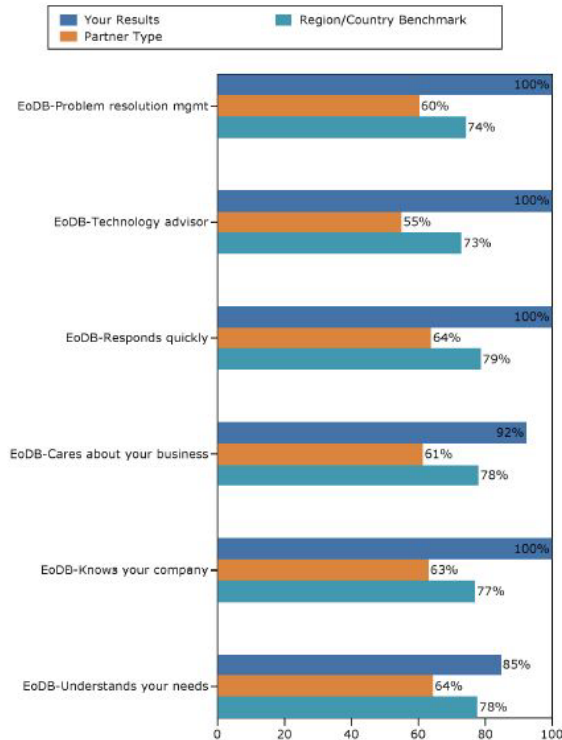
Four Key Performance Indicators (KPIs) that we monitor: Net Satisfaction (NSAT, 0-200 scale), Customer Loyalty Segmentation, Loyalty and Overall Performance.

“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 Current Score (July – December '11)	CSS Rolling Score (July '09 – December '11)	Microsoft Partner Average (July '09 – December '11)
NSAT			
NSAT Rating (0-200)	200	191.1	165.1
Customer Loyalty			
Champions	92.9	92.6	87.1
Loyalty			
Satisfied	100	98.6	95.9
Likely to Recommend	100	99.3	91.6
Likely to Repurchase	92.9	92.6	88.9
Competitive Advantage	71.4	70.8	69.3
Overall Performance			
Overall Performance	100	93.1	66.0
Ease of Doing Business	100	89.3	72.6
Quality of Communication	92.9	88.2	69.1
Quality of Sales	100	86.7	65.8
Quality of Products	100	88.5	69.5
Quality of Support	90.9	86.1	71.5
Value Received	100	88.5	63.6
Ability to Meet Your Needs	100	93.5	70.6

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

Overall Performance



The percent of your customers who gave your company the two highest scores for the above attributes.



Corporate Headquarters

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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 or email 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