

Date: 10/23/08

Past Performance Evaluationtm

2. SUPPLIER PERFORMANCE RATINGS

Open Ratings calculates supplier performance scores using a sophisticated algorithm that takes into account the amount of information available on a supplier, the recency of the information, and the accuracy of the raters. Ratings range from 0 to 100, however, this is not a percentile score.

Overall Performance Rating

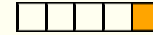
97



Indicative of likely overall performance

SIC Level Quintile

Bottom



Top

SIC: 7379/Computer Related Services, NEC

Detailed Performance Ratings

0 25 50 75 100

RELIABILITY:

How reliably do you think this company follows through on its commitments?

96



COST:

How closely did your final total costs correspond to your expectations at the beginning of the transaction?

99



ORDER ACCURACY:

How well do you think the product/service delivered matched your order specifications and quantity?

97



DELIVERY/TIMELINESS:

How satisfied do you feel about the timeliness of the product/service delivery?

97



QUALITY:

How satisfied do you feel about the quality of the product/service provided by this company?

94



BUSINESS RELATIONS:

How easy do you think this company is to do business with?

95



PERSONNEL:

How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?

96



CUSTOMER SUPPORT:

How satisfied do you feel about the customer support you received from this company?

96



RESPONSIVENESS:

How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?

95

