

2009 iDirect Customer Satisfaction Survey Results

Near the end of each calendar year, iDirect invites its global network of partners to participate in a survey that measures customer satisfaction based on several categories: operations, services, product hardware and software, and sales and technical support.

In 2009, iDirect showed consistent improvement in key categories as seen below; highlights include a 95.7 percent overall satisfaction with iDirect products and services, 93 percent satisfaction rating iDirect's order fulfillment process, 92 for sales representatives and staff and 92 percent for culture and values.

Overall satisfaction with the products and services
 Satisfaction with iDirect's culture and values
 Satisfaction with iDirect's hardware products
 Satisfaction with iDirect's software products
 Satisfaction with Services
 Satisfaction with Technical Assistance Center
 Satisfaction with iDirect's order fulfillment process
 Satisfaction with iDirect's Sales Representative and Staff
 OVERALL CONSOLIDATED SURVEY RATING

Overall Products & Services
 Culture & Values
 Hardware
 Software
 Overall Services
 TAC
 Order Fulfillment
 Sales
 Overall Consolidated

2006	2007	2008	2009
90.60	91.22	92.08	95.70
88.75	90.25	90.64	92.21
88.48	90.68	91.44	92.39
86.48	89.00	89.62	91.01
88.10	87.25	88.36	87.89
88.93	88.65	89.64	88.80
86.43	90.80	92.10	93.11
89.10	91.13	91.33	92.26
87.86	89.10	90.18	90.73



2009 Customer Satisfaction Trends

