

Introduction

During September 2010, Provet IT emailed a survey to all external IT clients throughout Australia and New Zealand. The purpose was to measure clients' satisfaction with the current quality of Provet IT service for the various Provet IT applications. Surveys were sent to users of Provet e-Order, VisionVPM, DIA, Vetcare and Viva. The survey measured Overall Satisfaction and the following five components of a service call:

- Communication
- Courtesy
- Responsiveness
- Follow Up
- Problem Resolution

The primary focus of the survey was the overall service across all products, with a secondary focus on service related to individual products where there was adequate product data within the survey results. This survey is a guide to the level of performance as Provet IT works towards its goal of being clients' "First Choice Partner".

Survey Response

Thank you for your responses. It is very encouraging to note that the number of survey responses this year was more than double last year's, giving an even better representation of the population. The sample size is sufficient for the results to be interpreted with a 95% level of confidence.

Survey Results

Survey results across all products were compiled to give a view of overall performance. Where there were sufficient responses for individual products, the results for those products were reviewed by product.

Overall Service Desk performance

The survey results illustrated in Figure 1 below indicate that Provet IT Service Desk is performing well above average in handling service request calls from its external clients. Well over 90% of responses indicated that clients were satisfied with the Provet Service Desk's handling of incoming service requests. There is room for improvement in all areas and we have identified that follow-up and problem resolution will need more attention.

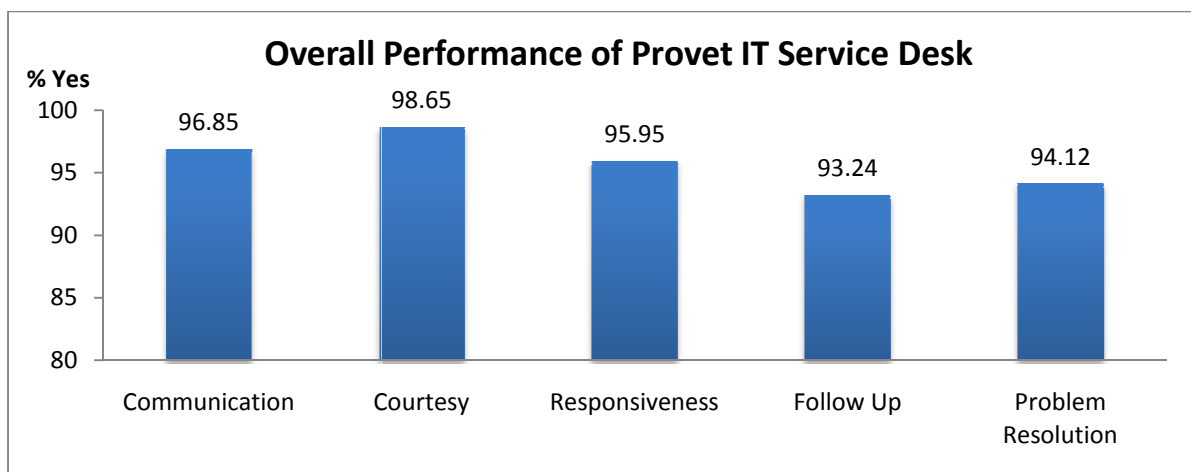


Figure 1: Overall Provet IT results for the five service components.

When asked to rate satisfaction with Provet IT service on a scale of "Poor to Excellent", over 99% of respondents rated the Provet IT service as average good or excellent. Over 93% rated the services as good or excellent and nearly 55% considered the service to be excellent. This is illustrated in Figure 2.

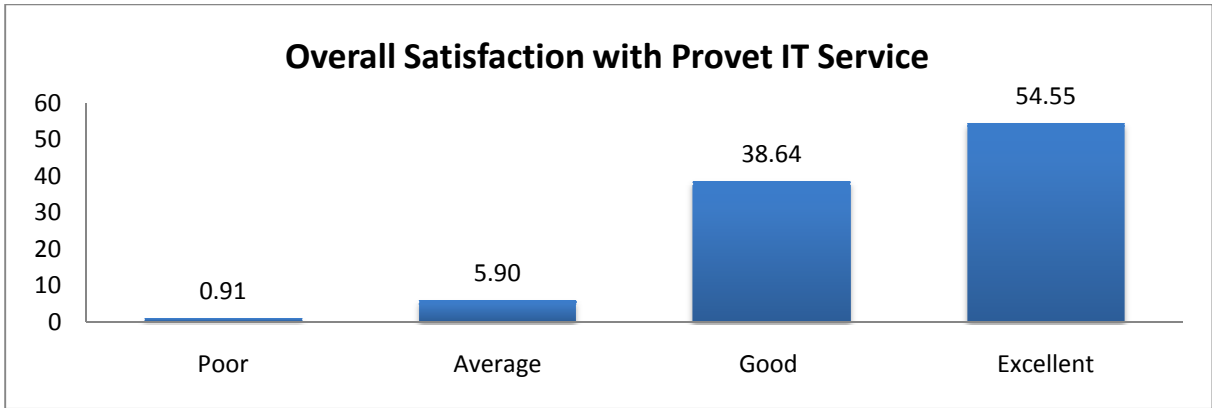


Figure 2: Overall Satisfaction Rating

VisionVPM Service Performance.

Over 32% of VisionVPM clients responded to the survey, providing excellent information on the support of this product. Figure 3 shows that over 94 percent of respondents were happy with each measured service component. There is still room for improvement in all areas, particularly with problem resolution and follow up.

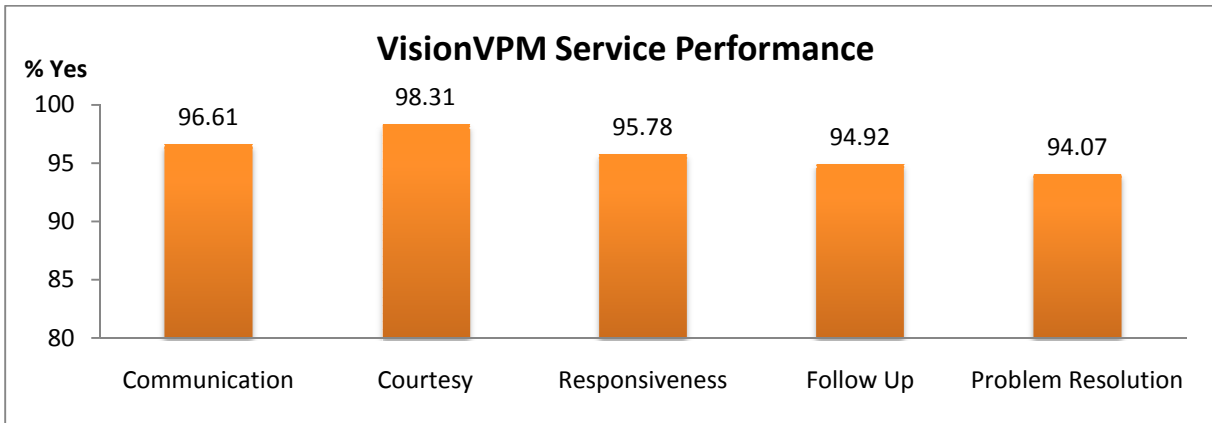


Figure 3: VisionVPM results for the five service components.

It is very heartening to see 100% of VisionVPM respondents indicated that Provet IT offers an average or better level of service for VisionVPM. Over 93% responded that VisionVPM service was good or excellent with over 60% rating VisionVPM service as excellent. This is illustrated in Figure 4.

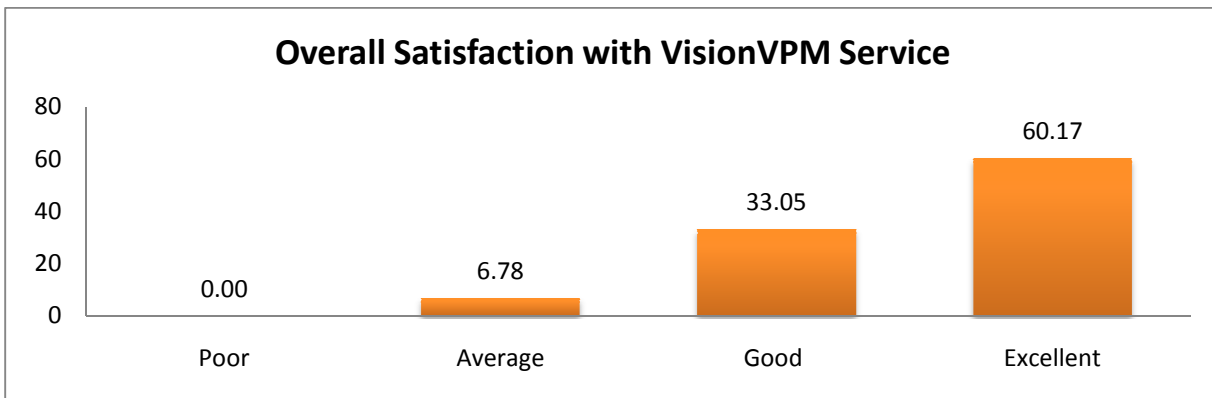


Figure 4: VisionVPM Satisfaction Rating

E-order Service Performance

Over 15% of E-Order clients responded to the Provet IT survey. Figure 5 shows that over 94 percent of respondents were happy with each measured service component. Again there is room for improvement in each area with follow up and problem resolution requiring more attention.

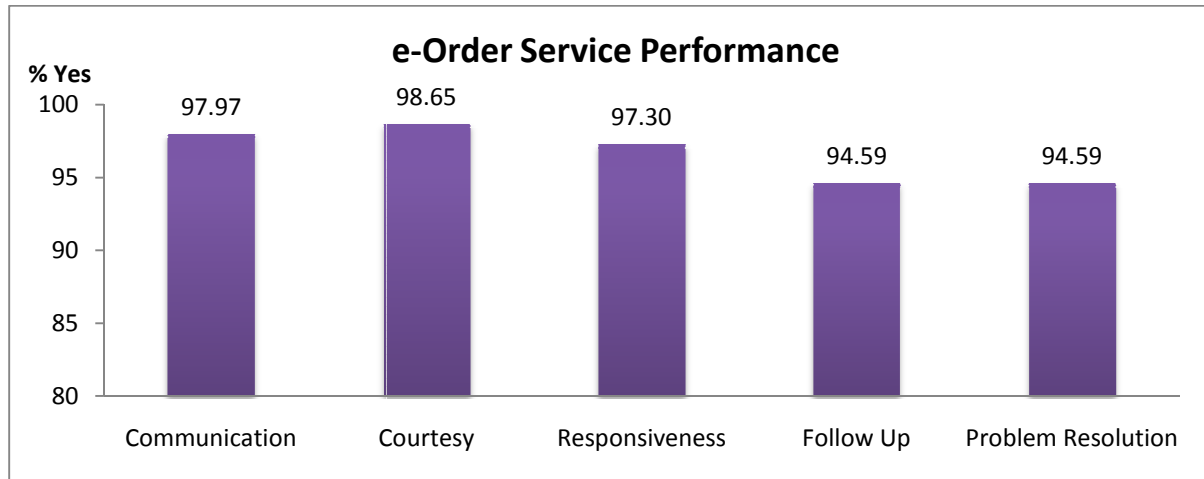


Figure 5: E-order results for the five service components.



Figure 6 : E-order Satisfaction Rating

E-order clients also rated their satisfaction with Provet IT's service very favourably. Refer to the results illustrated in Figure 6. Again 100 percent of respondents rated the service as average or better with over 93 percent rating it good or excellent and over 60 percent rating it excellent

Survey responses for other Provet IT services contributed to the overall performance and service scores, but were inadequate for individual analysis.

Summary

This is the second Provet IT Service Desk performance survey and it is very heartening to note that majority (over 93%) of responses indicated that Provet IT provides good or excellent service. These results are very similar to the results of the last survey. This survey has indicated that Provet IT's follow up and problem resolution could benefit most from some focus.

Thank you to the clients who have made the effort to comment on the services provided. Your compliments are appreciated and the few criticisms will be investigated on an individual basis as we strive to continually better our service.