



## Uniserv with top marks in customer survey

**Satisfaction rated good to very good in all areas surveyed /The adopted policy should continue to be resolutely pursued/ Uniserv has a high standing in the market**

Uniserv GmbH from Pforzheim, supplier of Best Practice Software covering all aspects of data quality, has asked its customers to comment on their satisfaction with the services and performance of the company in a written survey. The resulting assessment for all subject areas of the survey was good to very good. On a scale of marks from 1 for very good to 4 for satisfactory, this resulted in an aggregate mark of 1.040. „This outstanding result attests to the very high standing in the market of Uniserv and our range of software and services – this is a reason and an obligation for us to continue to pursue our adopted business policy single-mindedly and resolutely“, enthused Roland Pfeiffer, CEO of Uniserv, thereby defining the future strategy of the company.

The objective of the survey, which was carried out in February 2005, was to establish weaknesses perceived by the customers and to gain ideas for introducing improvements which lead to an effective increase in customer satisfaction. With this background in mind, the participating customers were invited to assess the Pforzheim software developer with regard to the key subject areas of „Products“, „Product-specific service“, „Customer care“, „Know-how and capabilities“ as well as its „Position compared with competitors“ and „Commercial handling“. At the same time, the customers were also asked to state how important they considered the respective point to be and how satisfied they were with its implementation.

### **Further Information**