



2015 Customer Satisfaction Survey

ENLASO® meets or exceeds customer expectations.

100% of customers who responded to the survey agree that ENLASO:

- Meets or exceeds our customers' quality expectations.
- Responds to requests for information in a timely manner.
- Should be recommended to other companies.

ENLASO® focuses on providing an excellent customer experience. To ensure we meet or exceed our customers' expectations, we survey our customers each year to measure our success. The 2015 customer satisfaction survey uses 14 standardized questions to obtain feedback from our customers about their experiences with ENLASO. In addition to the standard 14 questions, the survey also asks several open-ended questions that allow our customers to provide additional qualitative feedback about their experience. The survey takes approximately 10 minutes to complete.

For the ninth consecutive year, ENLASO used standardized survey questions to measure ENLASO's success at meeting and exceeding our customers' expectations. By using the same questions each year, ENLASO can compare the results with the findings from previous years to identify trends and opportunities for improvement.

The annual customer satisfaction survey helps ENLASO meet the quality objectives as outlined in our ISO 9001:2008 quality policy. Our quality policy provides the framework for ensuring customer satisfaction and supports these four objectives:

- Consistent, high-quality localization services to our customers,
- Continuous process improvement to all aspects of our quality management system,
- The effective incorporation of technology in our services, and
- Competitive pricing for our services.

ENLASO greatly appreciates the feedback and open communication our customers provide through the survey. We highly value all feedback we receive. Management has carefully reviewed all comments from our customers who participated in the survey and has pursued any opportunities for improvement discovered through the survey process.

Please do not hesitate to contact us directly if you would like to share additional feedback.

Sincerely,

John Watkins
President
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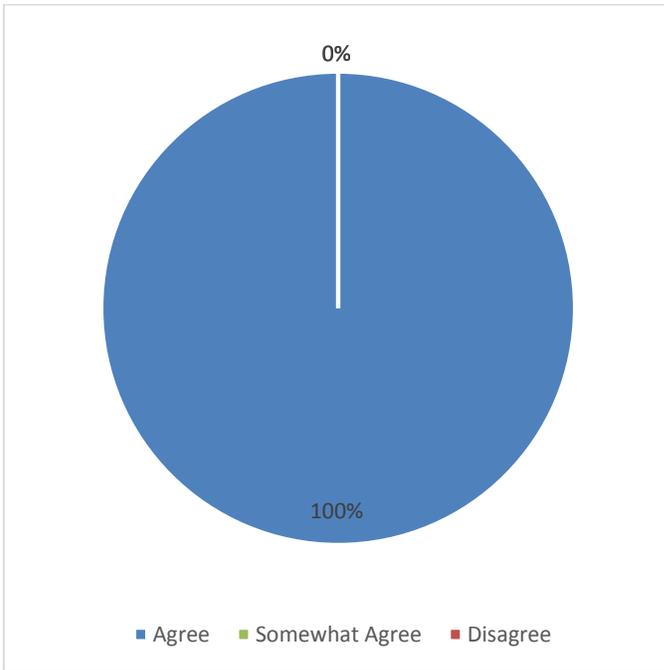
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Communication/Responsiveness

ENLASO responds to my requests for information in a timely manner.

100% of the respondents agree with this statement.



Actual Customer Feedback

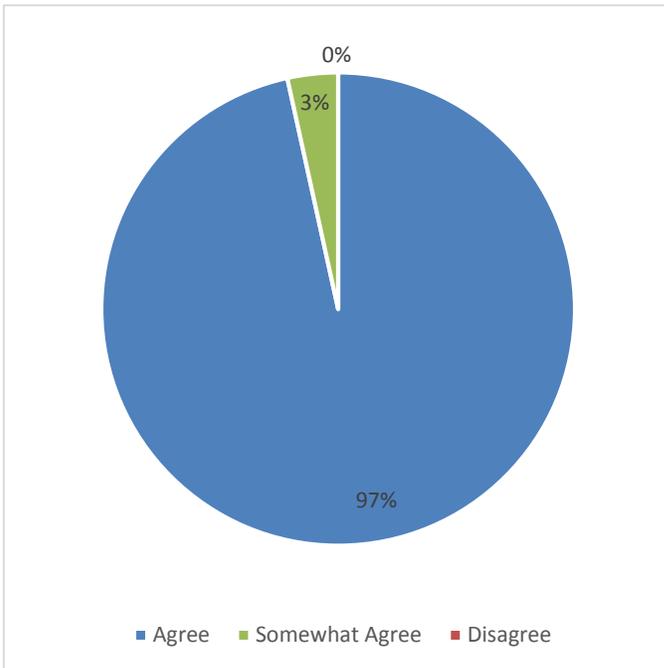
"ENLASO has been very responsive and flexible."

"Every project manager I have worked with has been exceptionally responsive, provided updates on the work, and hit the promised date every time!"

"I never have to send "where is my translation?" emails. ENLASO's communication and follow-through is excellent."

ENLASO exhibits effective problem solving abilities when responding to my questions and requests.

97% of customers who responded agree and 3% somewhat agree with this statement.



Actual Customer Feedback

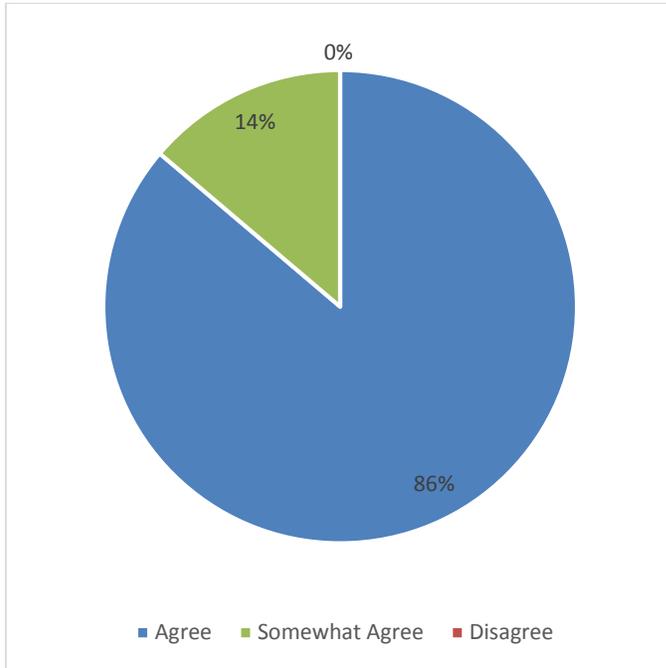
"Had many helpful discussions with ENLASO staff to help steer projects towards successful outcomes."

"Thank you for finding a solution for segments' identification when we transitioned to a new TMS!"

Understanding Customer Needs

ENLASO understands my initial project needs and is able to adjust to changing needs when necessary.

86% of customers who responded agree and 14% somewhat agree with this statement.



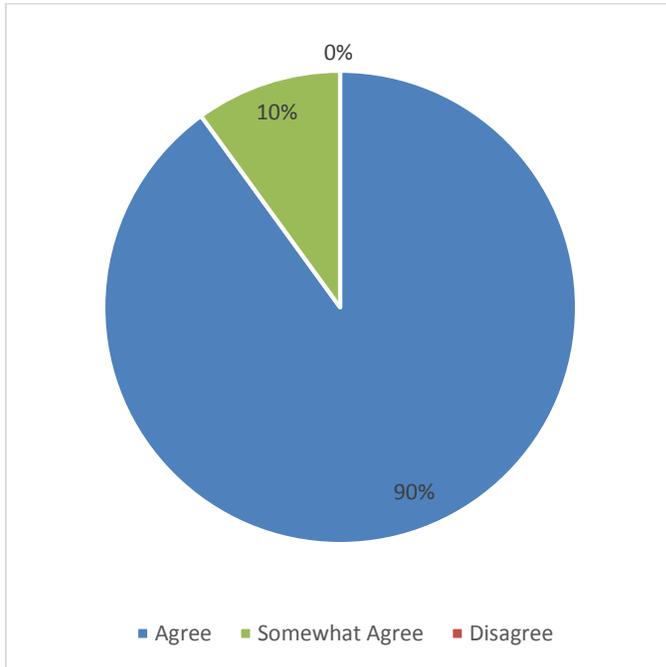
Actual Customer Feedback

"On occasion, there are some difficulties in understanding exactly what we are asking, but it is always resolved."

"ENLASO is always willing to work with issues and changing terrain."

ENLASO understands the importance of and is committed to meeting final project milestones and delivery dates.

90% of the respondents agree and 10% somewhat agree with this statement.



Actual Customer Feedback

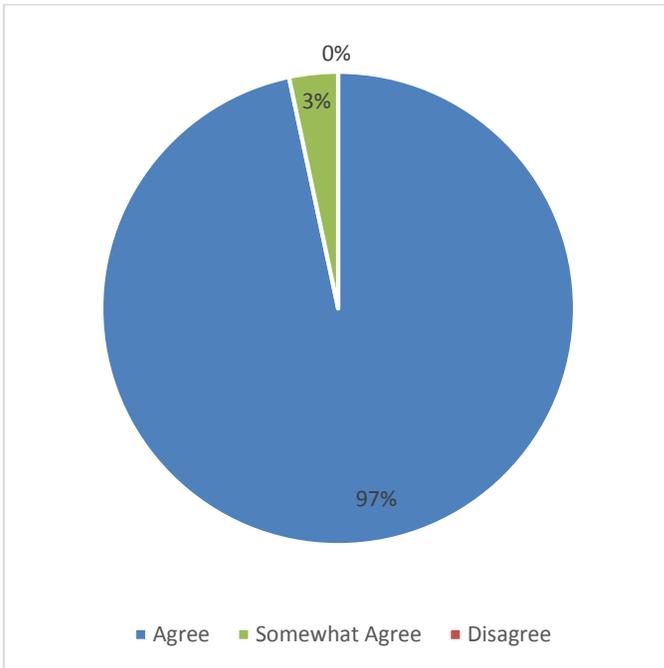
“Over the 12 year span of our partnership, I cannot remember one time that ENLASO did not meet our delivery dates and in fact, delivered a majority of projects early.”

“ENLASO will tell me challenges to deadlines ahead of time.”

Cost Focus

ENLASO provides me with clear pricing information.

97% of customers who responded agree and 3% somewhat agree with this statement.

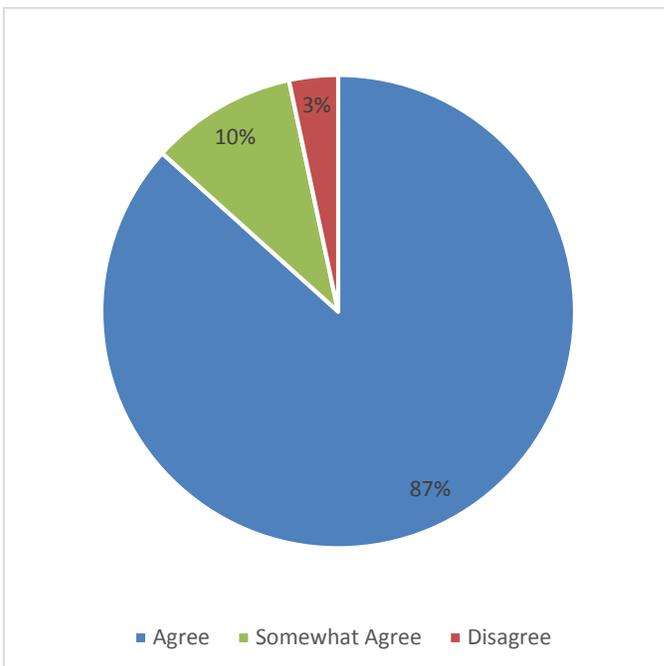


Actual Customer Feedback

"ENLASO provides detailed quotes that are easy to understand."

Considering the services offered, ENLASO provides competitive pricing.

87% of customers who responded strongly agree, 10% somewhat agree, and 3% disagree with this statement.



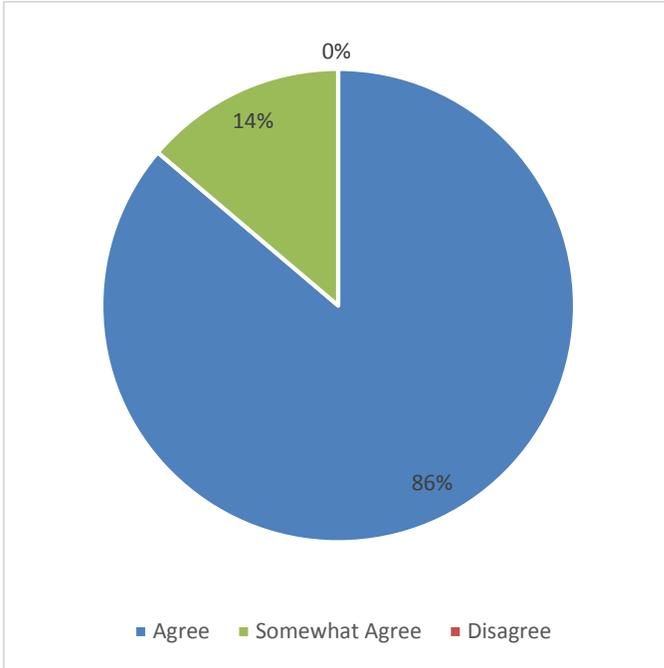
Actual Customer Feedback

"ENLASO often presents us with options to save us money on translation jobs. I appreciate this sharing of their expertise to my benefit."

Innovation/Initiative

ENLASO offers innovative solutions to problems and requests.

86% of customers who responded agree and 14% somewhat agree with this statement.



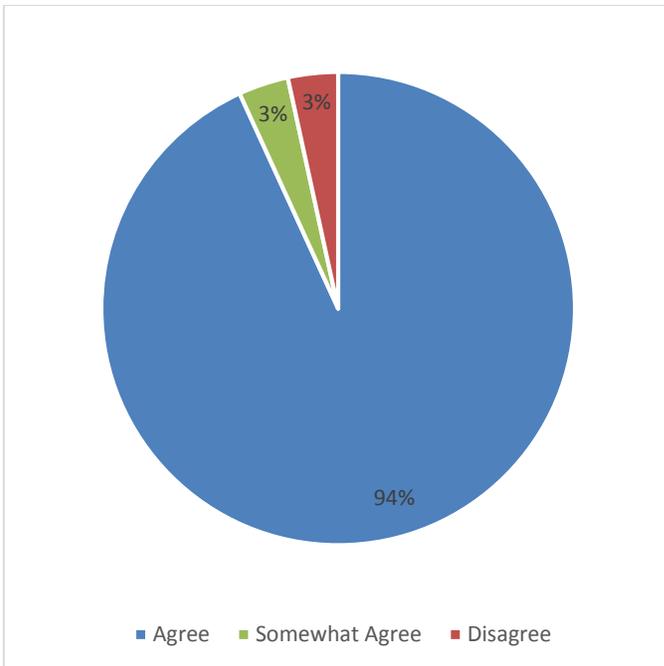
Actual Customer Feedback

"ENLASO's in-house desktop publishing has been a huge win for us."

Technology

As applied to my projects, ENLASO provides effective technical expertise.

94% of customers who responded agree, 3% somewhat agree, and 3% disagree with this statement.



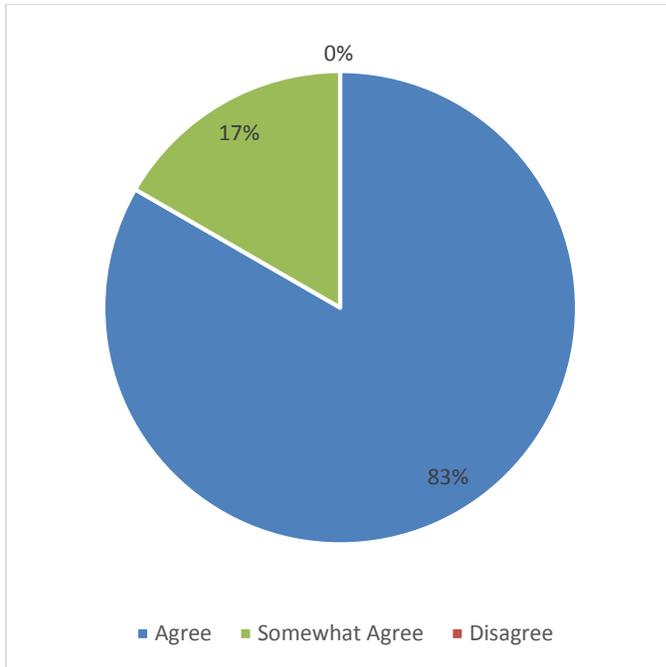
Actual Customer Feedback

"I greatly appreciate that I don't have to use some tricky proprietary software or online portal to submit my translation jobs."

Quality

The overall quality of ENLASO's final deliverables meets my expectations.

83% of customers who responded agree and 17% somewhat agree with this statement.



Actual Customer Feedback

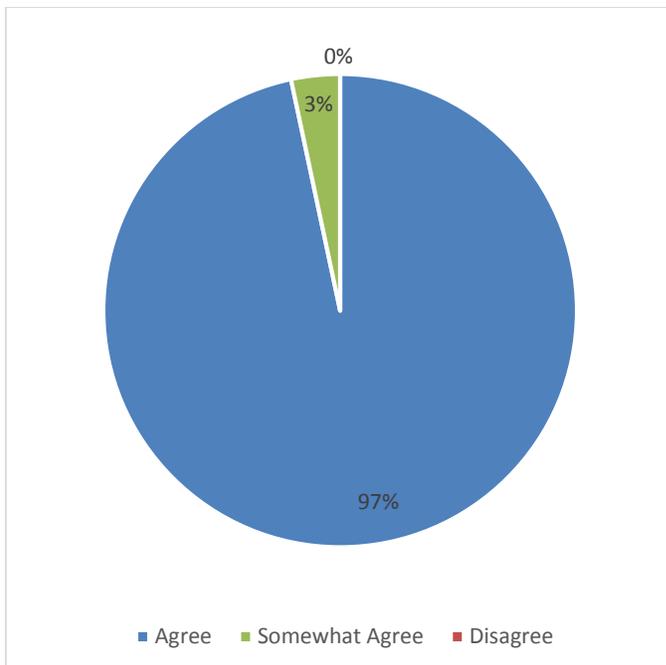
"The translations were very good. We had a good experience and will use you again. Thank you!"

"100% Satisfaction is what we have always received from ENLASO."

Account Management

ENLASO provides my account the attention I feel it requires.

97% of customers who responded agree and 3% somewhat agree with this statement.



Actual Customer Feedback

"Excellent account management services: thoughtful, speedy and proactive."

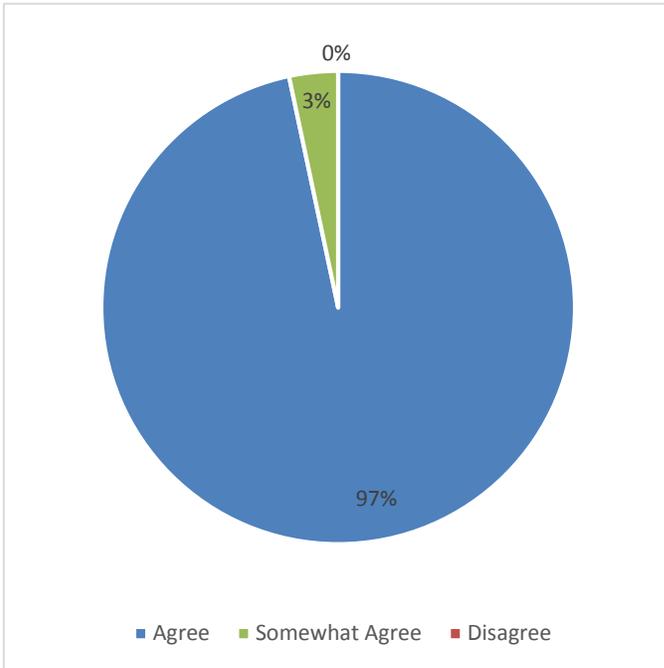
"ENLASO reaches out on occasion to take our thoughts and impressions into account - without over-doing it, either."

"Very attentive!"

Project Management

My ENLASO project team meets all of the expectations as defined in the original proposal or scope of work.

97% of customers who responded agree and 3% somewhat agree with this statement.



Actual Customer Feedback

"I cannot appropriately express how special my project team is to me and feel we are like a family! We have shared many challenges and experiences together and I have learned very much in regards to the world of localization!"

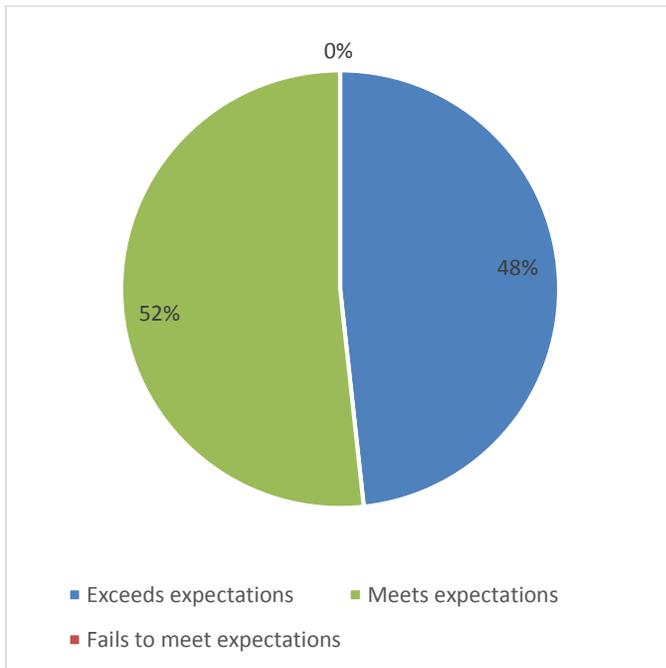
"My PMs are great to work with. I always feel I'm being taken care of with them."

Overall Rating

Using the rating system below, we then asked our customers, considering all of the points above, how does ENLASO perform in regards to their overall expectations:

- Exceeds expectations
- Meets expectations
- Fails to meet expectations

48% of customers who responded felt that ENLASO exceeds expectations and 52% felt that ENLASO meets their expectations.



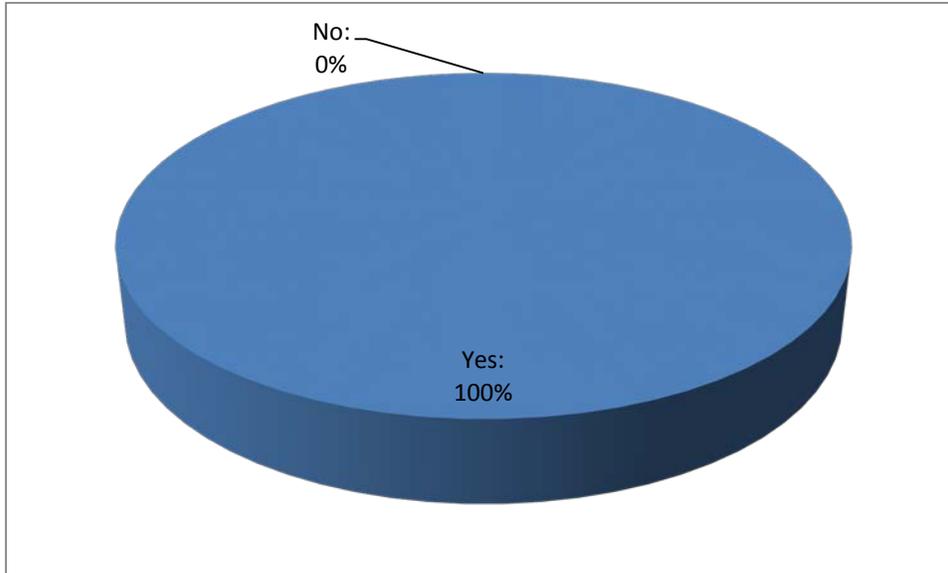
Actual Customer Feedback

"I wouldn't change a thing."

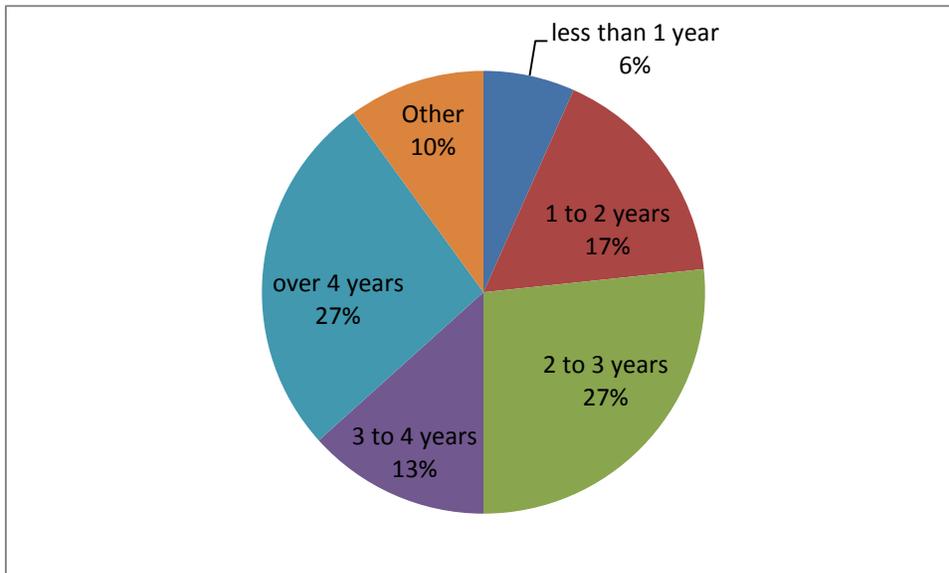
"I have recommended ENLASO to other companies without any hesitation."

Last but not least, we asked if our customers would recommend ENLASO to other companies.

100% percent of customers would recommend ENLASO to other companies.



The customers who responded to this survey worked with ENLASO on average for the following durations:



Survey details:

- ENLASO distributed this survey on October 14, 2015 and closed it on November 13, 2015.
- ENLASO designed and conducted this survey.
- ENLASO received responses from 29 customers.
- ENLASO sent this survey to active customers.
- The survey was conducted online.

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