



Customer Satisfaction Metrics:

ENLASO is responsive, understands customer needs, and offers flexible solutions to customer problems.

100% of customers agree or somewhat agree that ENLASO:

- Responds to requests for information in a timely manner.
- Exhibits effective problem solving abilities.
- Understands project needs and is able to adjust to changing needs when necessary.

ENLASO® is highly focused 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 2012 customer satisfaction survey uses 14 standard questions to elicit detailed 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 took approximately 10 minutes to complete.

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

The annual customer satisfaction survey is designed to help 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,
- Continual improvement to all aspects of our quality management system,
- The incorporation of technology in our services,
- Competitive pricing for services.

ENLASO greatly appreciates the feedback and open communication provided by the survey respondents. We highly value all feedback and Management has carefully reviewed all comments from our customers who participated in the survey to identify possible opportunities for improvement for follow-up in the near future by our quality coordination team.

Please do not hesitate to contact Yves Lang or myself directly if you would like to share additional feedback or comments.

Sincerely,

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Survey Results

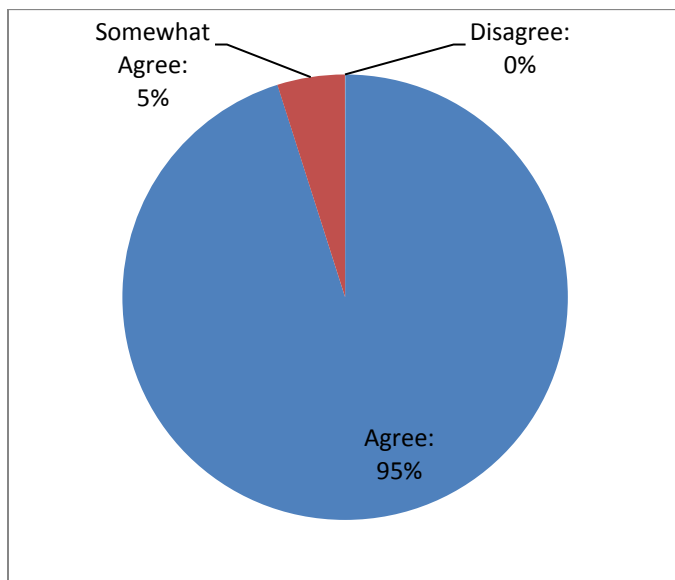
The surveyed customers were asked to rate the following statements using the rating system below:

- Agree
- Somewhat Agree
- Disagree

Communication/Responsiveness

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

95% of the respondents agree and 5% somewhat agree with this statement.



Actual Customer Feedback

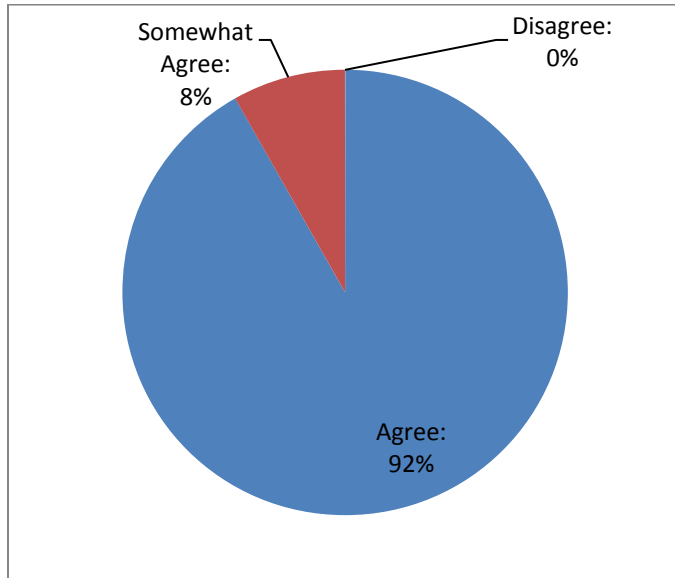
“ENLASO always replies quickly to questions and quotes always come back within 24 hours.”

“Outstanding Communication.”

“Very proactive and highly responsive.”

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

92% of customers who responded agree and 8% somewhat agree with this statement.



Actual Customer Feedback

“ENLASO was very flexible in adapting their processes and service delivery to the evolution of our technology.”

“I usually get a long series of detailed questions regarding my specific needs regarding translations.”

“Very effective problem solving and always provides great solutions.”

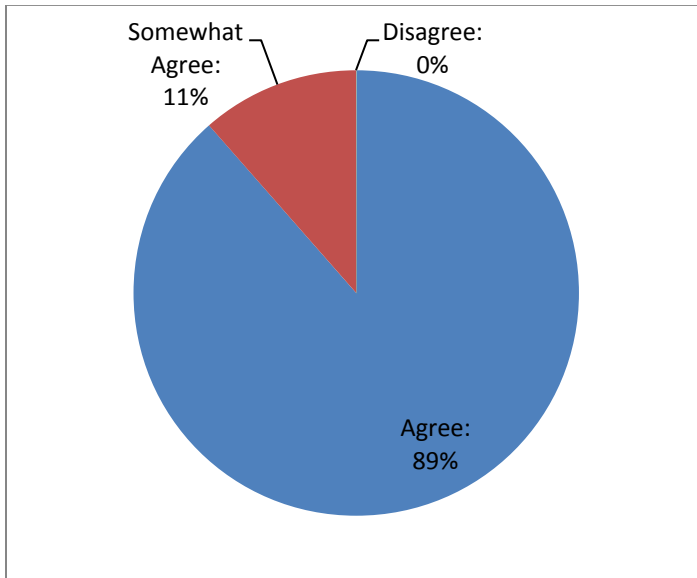
“Proactively offers solutions and options”

“Localization is precise”

Understanding Customer Needs

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

89% of customers who responded agree with this statement and 11% somewhat agree with this statement.



Actual Customer Feedback

"Sometimes it seems as though ENLASO understands my project needs more than I do."

"The team has really helped guide us through this process."

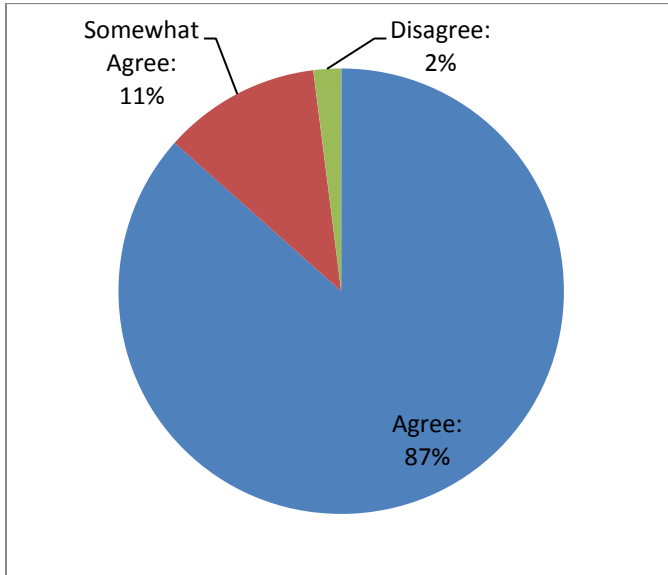
"The ENLASO team asks questions to ensure they understand our needs and is always flexible."

"Very flexible, especially in meeting tight deadlines."

Delivery Focus/Deadlines

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

87% of the respondents agree and 11% somewhat agree with this statement.



Actual Customer Feedback

“Amazing turnaround time.”

“Always meets deadlines. Builds cushion into schedule to allow for possible unforeseen slippage.”

“ENLASO meets deadlines and provides accurate translations that satisfy customer needs.”

“You guys always work with us to meet our delivery dates at a very high-level of quality.”

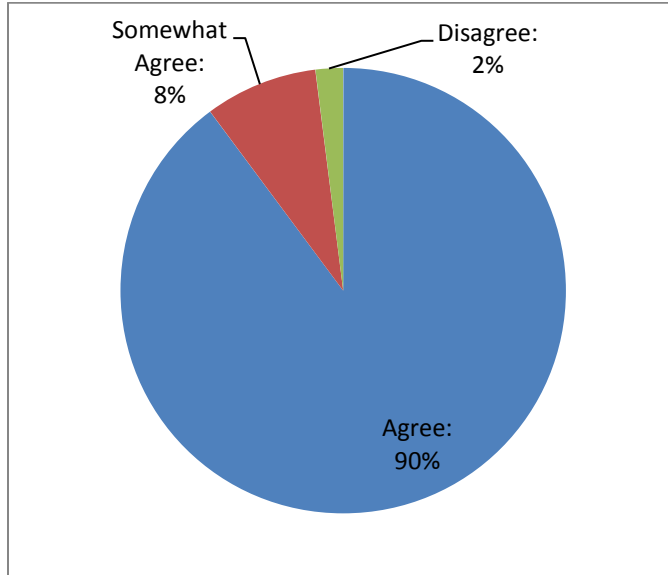
“Products were delivered ahead of schedule.”

“The project managers assigned to my projects are always attentive and communicative throughout the project.”

Cost Focus

ENLASO provides me with clear pricing information.

90% of customers who responded agree and 8% somewhat agree with this statement.



Actual Customer Feedback

"ENLASO provides accurate estimates and offers suggestions on how to save money, when possible."

"Quotes are clear and understandable. No surprises and the price from the quote is the price of the actual project."

"Spreadsheets provide excellent detail -- easy to understand what we're paying for."

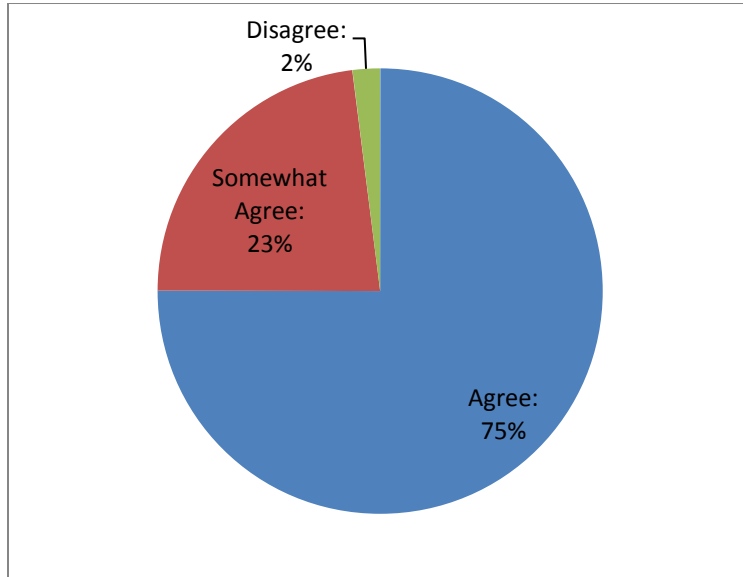
"The break-up of the project and cost for every task is very clearly specified."

"They have been very helpful and clear with their assistance and adaptive to our somewhat changing needs."

Cost Focus

Considering the services offered, ENLASO provides competitive pricing.

75% of customers who responded strongly agree and 23% somewhat agree with this statement.



Actual Customer Feedback

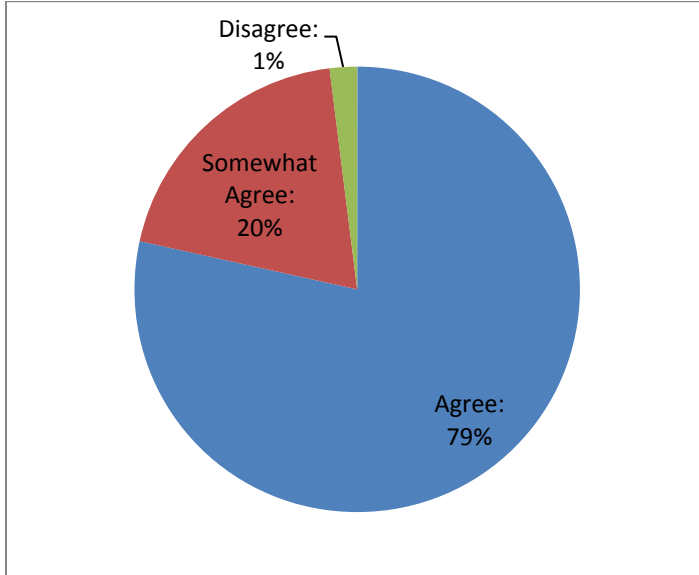
"ENLASO is priced higher than their competitors but the quality is also very high."

"I would like to use a magic wand to make all fees go away. Of course, that would put ENLASO out of business, so let's not do that."

Innovation/Initiative

ENLASO offers innovative solutions to problems and requests.

79% of customers who responded agree and 20% somewhat agree with this statement.



Actual Customer Feedback

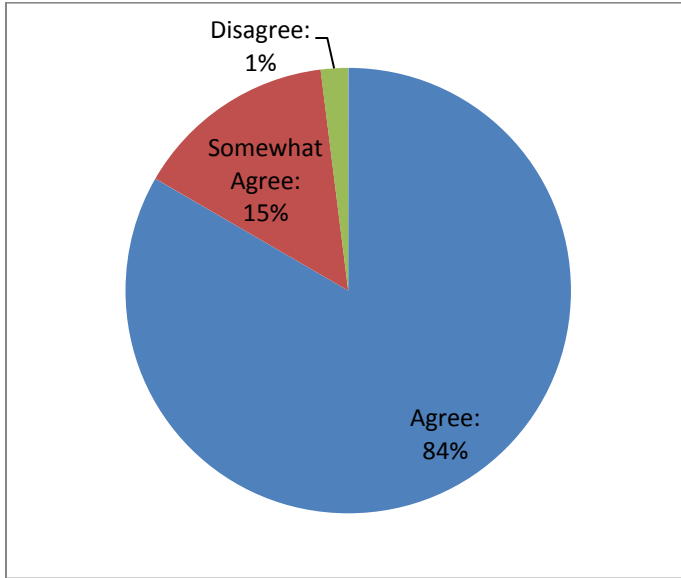
“Provides creative ways to process our files to solve challenges.”

“ENLASO managers and translators always offer solutions.”

Technology

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

84% of customers who responded agree and 15% somewhat agree with this statement.



Actual Customer Feedback

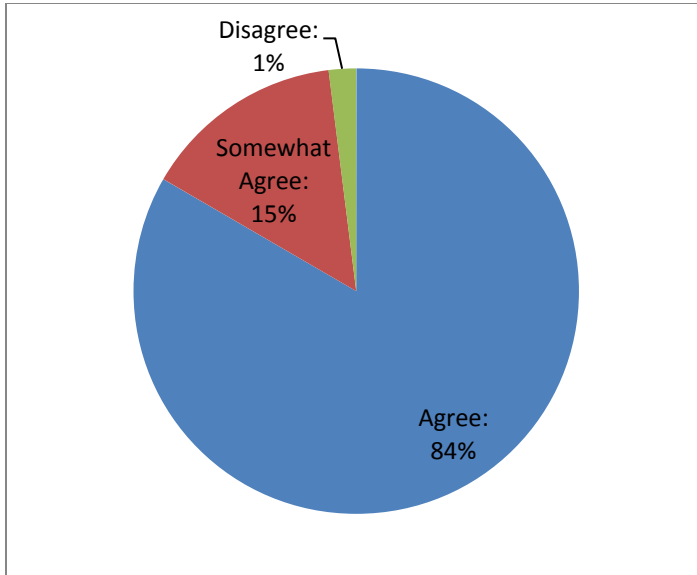
"They have taken our complex Flash structure and made it completely translated with little effort required from our end."

"Regarding documentation media or text, I have not yet had to explain anything about how things work."

Quality

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

84% of customers who responded agree and 15% somewhat agree with this statement.



Actual Customer Feedback

“Our translation reviewers have positive feedback regarding the increase in the quality of translations since we've contracted with ENLASO.”

“Our in-country reviewers have been very pleased with the quality of the work done by ENLASO.”

“ENLASO provides high-quality work that meets our localization standards. We are very pleased to have them as a partner.”

“My expectations are always met. I have always gotten what I pay for.”

“It has been a very positive experience.”

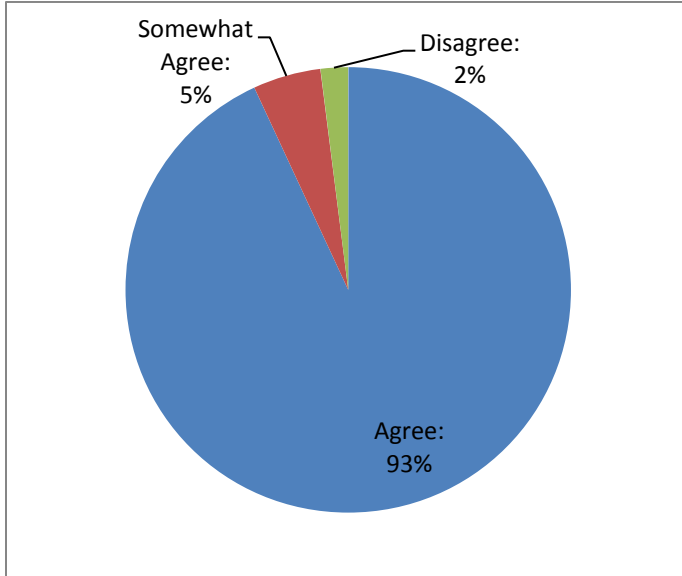
“We've been very pleased with ENLASO's work on our projects.”

“Have been happy about the quality and overall services for many years....”

Account Management

ENLASO provides my account the attention I feel it requires.

93% of customers who responded agree and 5% somewhat agreed with this statement.



Actual Customer Feedback

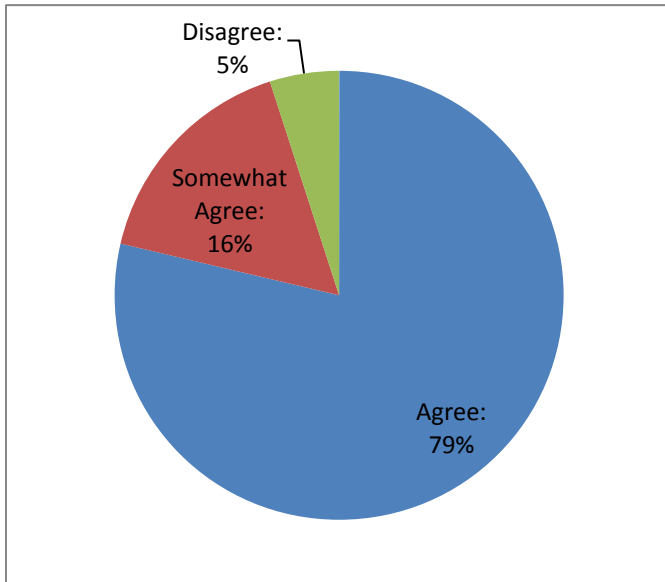
"We have the best account manager!"

"Invoicing is prompt, clear, and meets my company's requirements."

Project Management

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

79% of customers who responded agree and 16% somewhat agree with this statement.



Actual Customer Feedback

“Overall, I have been very pleased with the ENLASO team. All activities are completed on time and always meet my expectations.”

“Our project team is AWESOME!!!”

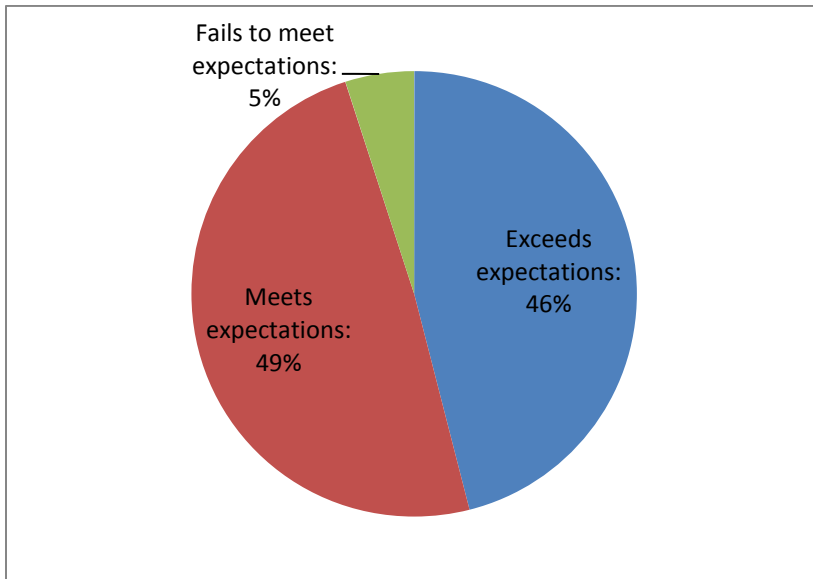
“I loved working with ENLASO. My team really went above and beyond a number of times for my projects. I highly recommend ENLASO.”

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

46% of customers who responded felt that ENLASO was exceeding expectations and 49% felt that ENLASO meets their expectations.



Actual Customer Feedback

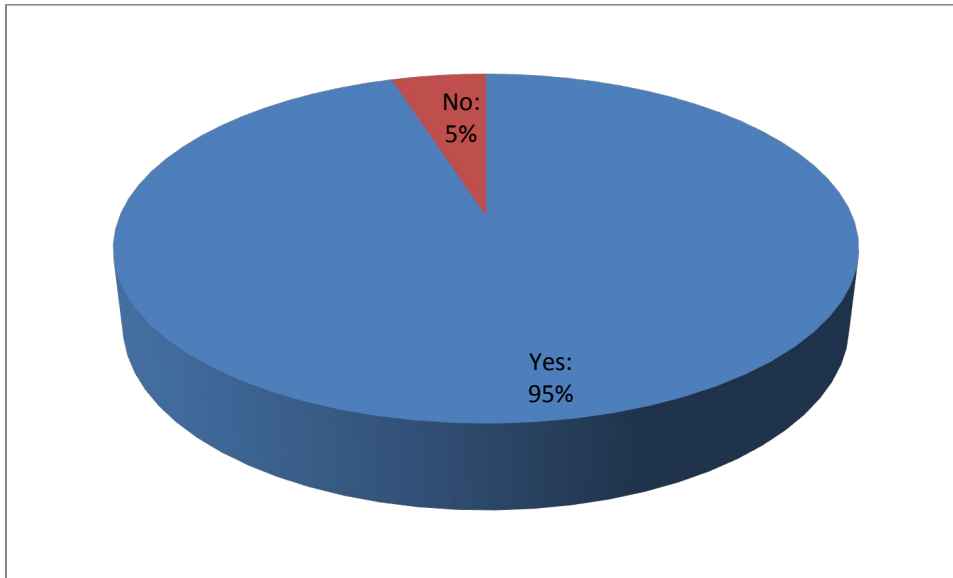
"The ENLASO Team I work with embodies the term 100% customer service in every way. They make ENLASO more than a vendor to me.....they are my friends and are always there with sincerity to help me in every way! Thank you all!"

"I've worked with ENLASO for many years, and I've always been happy with the people, the attention to detail, the responsiveness, and the care that we are given!"

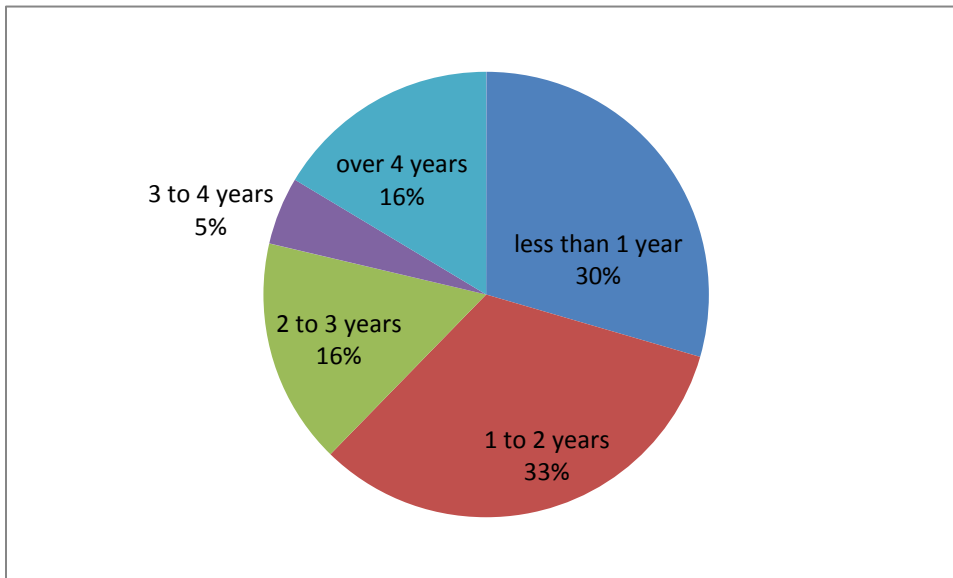
"Everyone is professional, friendly, and helpful."

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

95% 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:

- This survey was first distributed to ENLASO's active customers on Tuesday, September 11, 2012 and closed on Friday, October 5, 2012.
- All numbers were rounded to the nearest whole number.
- The survey was designed and conducted by ENLASO.
- ENLASO sampled 61 customers.
- ENLASO sent this survey to active customers.
- The survey was conducted online.

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