



2014 Customer Satisfaction Metrics: ENLASO® meets or exceeds clients overall expectations.

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

- Should be recommended to other companies
- Offers effective solutions to project requests and project issues.
- Meets or exceeds the expectations defined in the project proposal or scope of work.

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 2014 customer satisfaction survey uses 14 standardized questions to encourage 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 eighth 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,
- Continual improvement to all aspects of our quality management system,
- The incorporation of technology in our services, and
- Competitive pricing for 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 assigned any opportunities for improvement to our Quality Coordination Team for action.

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

Sincerely,

John Watkins
President and COO
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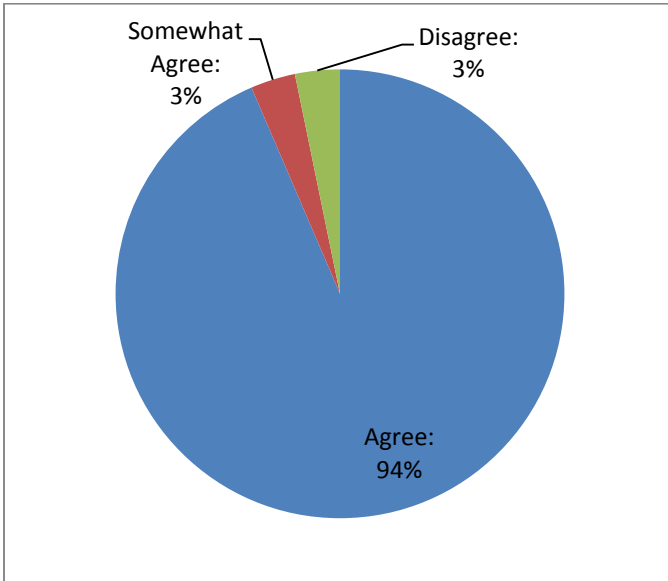
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Communication/Responsiveness

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

94% of the respondents agree, 3% somewhat agree, and 3% disagree with this statement.



Actual Customer Feedback

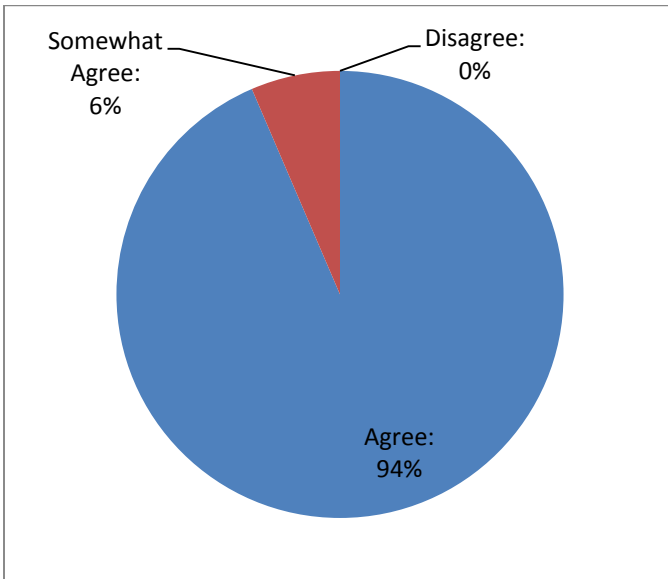
"Response time is very impressive."

"I have always been pleased with the responsiveness and professionalism of the ENLASO team, coupled with the personal touch."

"Responses are always prompt and very detailed."

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

94% of customers who responded agree and 6% somewhat agree with this statement.



Actual Customer Feedback

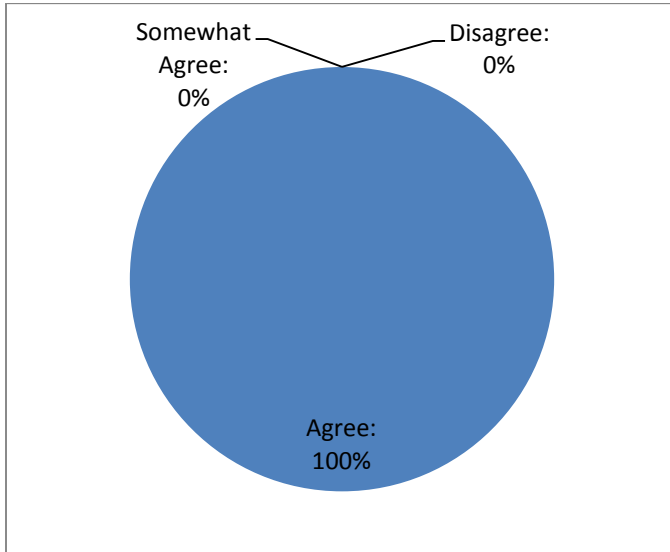
"We had some system issues and ENLASO worked through those with us to still get to the outcome."

"The ENLASO team has helped us define deliverables and provide better content to our end-users."

Understanding Customer Needs

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

100% of customers who responded agree with this statement.



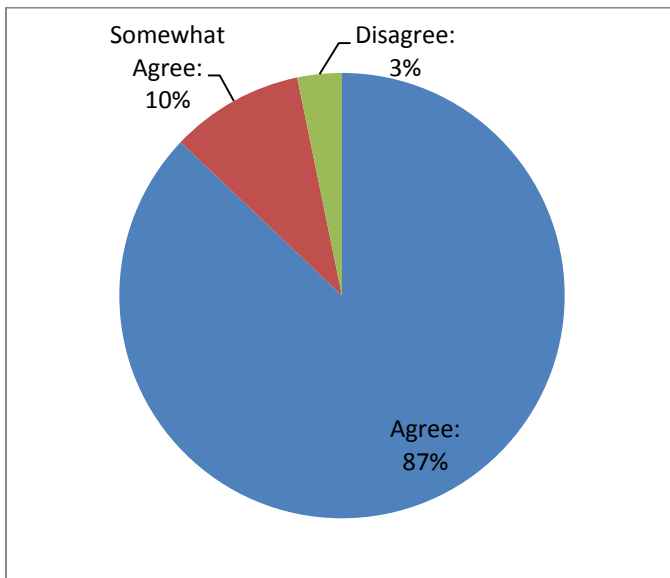
Actual Customer Feedback

“ENLASO has worked to prioritize our projects and get them done quickly when we were under time pressure”

“Always!”

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

87% of the respondents agree, 10% somewhat agree, and 3% disagree with this statement.



Actual Customer Feedback

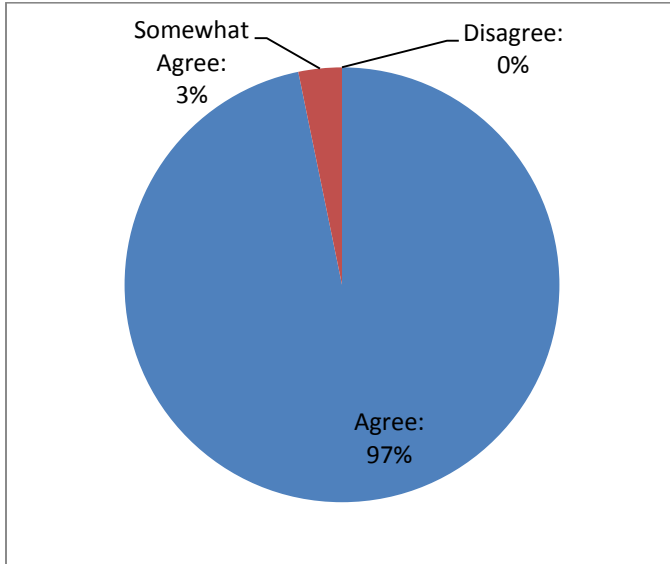
“Strongly agree. I see this as one of ENLASO’s strengths.”

“So far milestones have been met early.”

Cost Focus

ENLASO provides me with clear pricing information.

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



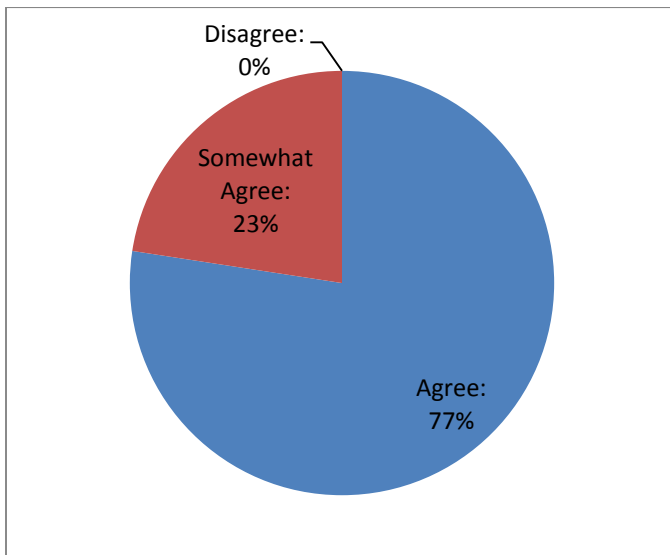
Actual Customer Feedback

“Appreciate the detailed quotes.”

“Pricing was clear and consistent.”

Considering the services offered, ENLASO provides competitive pricing.

77% of customers who responded strongly agree and 23% somewhat agree with this statement.



Actual Customer Feedback

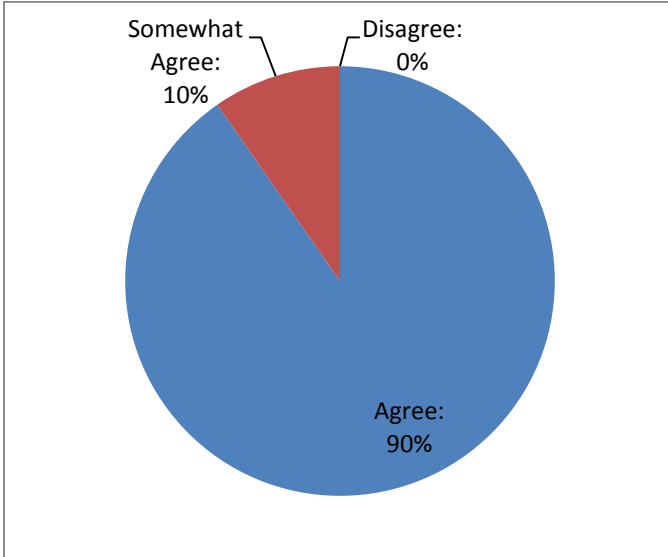
“Well priced.”

“ENLASO always works to help us find the best solution and pricing.”

Innovation/Initiative

ENLASO offers innovative solutions to problems and requests.

90% of customers who responded agree and 10% somewhat agree with this statement.



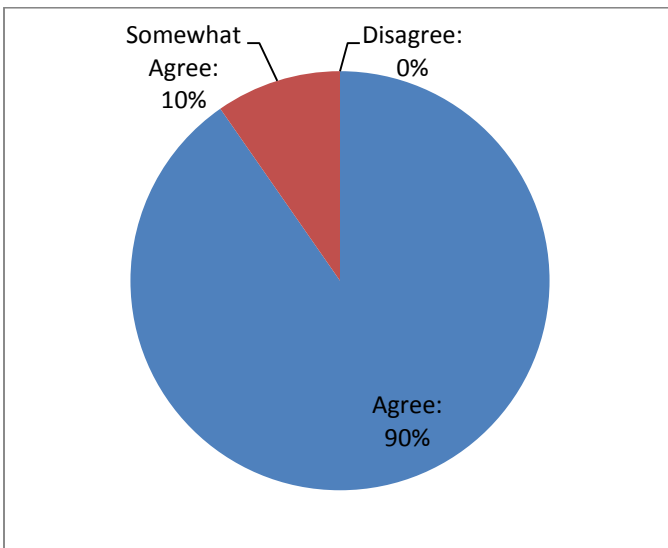
Actual Customer Feedback

"Highly reliable company."

Technology

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

90% of customers who responded agree and 10% somewhat agree with this statement.



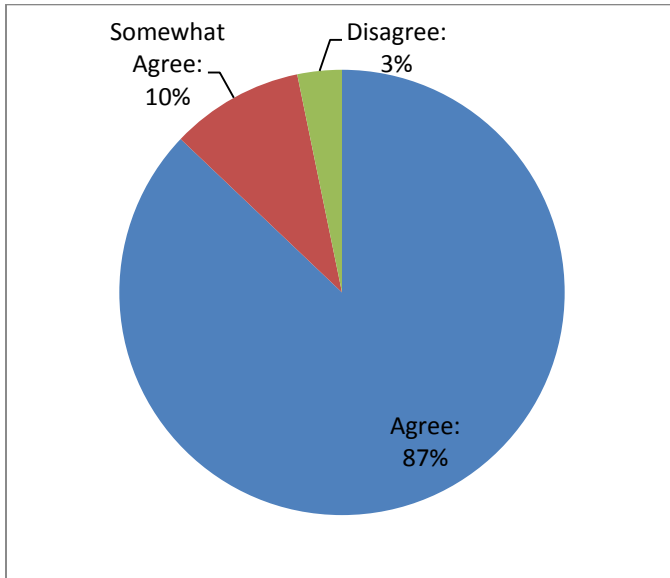
Actual Customer Feedback

"We are in the process of implementing a new TMS. The ENLASO team has been very open and generous in inviting their experts to evaluate the files and transfer issues."

Quality

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

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



Actual Customer Feedback

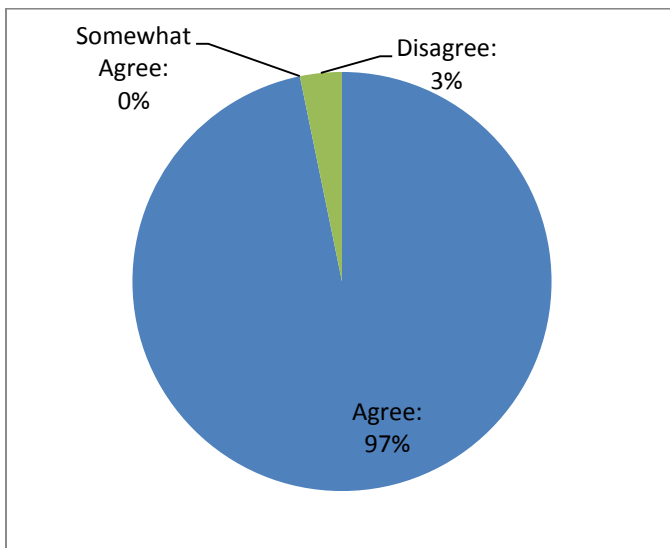
"Our native speakers have been very pleased with the translations."

"The native language speakers that review ENLASO's work are typically quite happy with the quality."

Account Management

ENLASO provides my account the attention I feel it requires.

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



Actual Customer Feedback

"My Account Manager ensured that every process stage was very clearly explained and was always available should any questions arise."

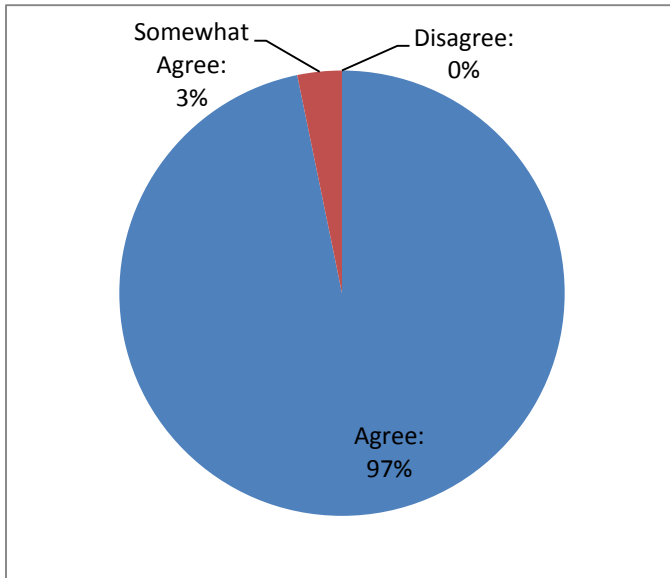
"Our Logistical Rep is very responsive and friendly. He has excellent customer service skills."

"I and my team always feel that ENLASO is attentive to our needs and requirements."

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 am so fortunate with my project team -- I am totally, 100% customer satisfied :)."

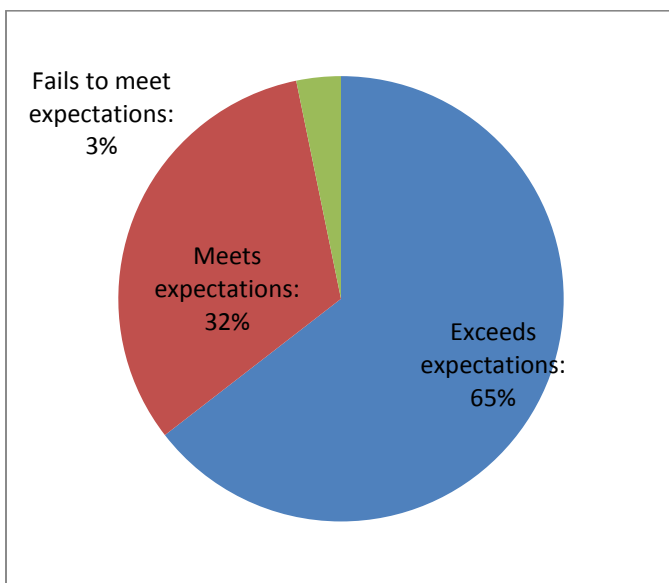
"My account manager and project manager are great. They check in with me on recurring projects to find out if they are happening again, which I really appreciate."

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

65% of customers who responded felt that ENLASO exceeds expectations and 32% felt that ENLASO meets their expectations. 3% felt ENLASO fails to meet their expectations.



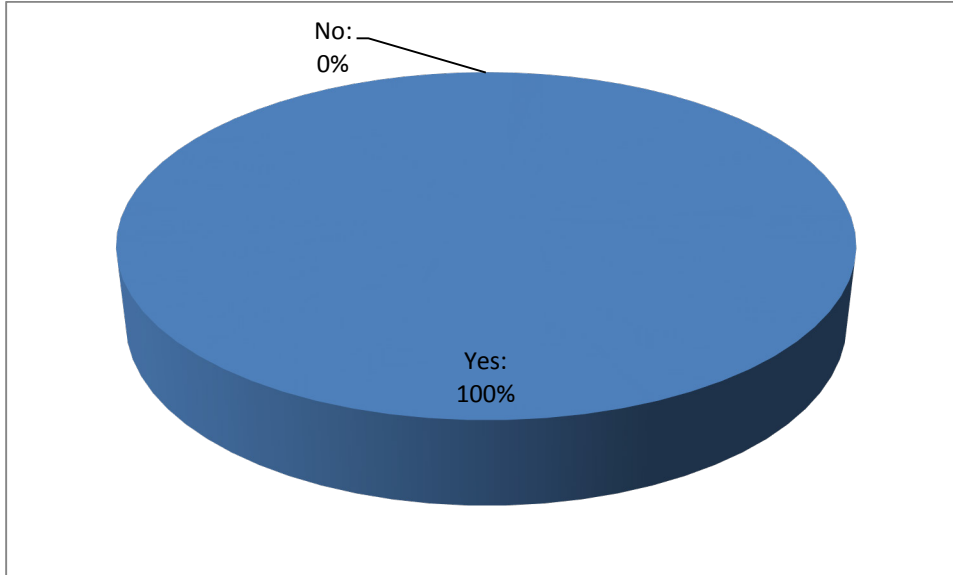
Actual Customer Feedback

“Very pleased with the project experience and the end result.”

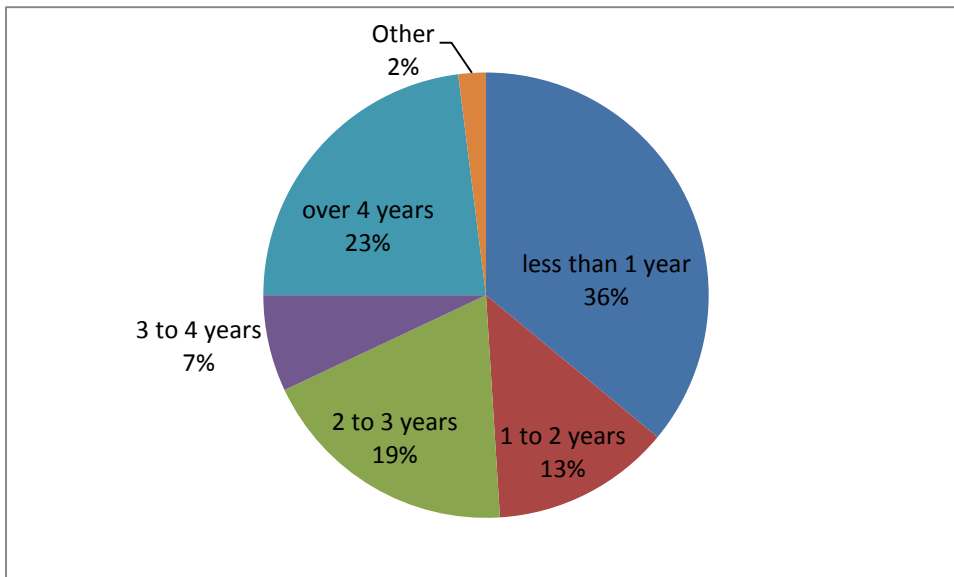
“I have and will continue to recommend ENLASO.”

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 November 19, 2014 and closed it on December 5, 2014.
- ENLASO designed and conducted this survey.
- ENLASO received responses from 31 customers.
- ENLASO sent this survey to active customers.
- The survey was conducted online.

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