



WE ARE KNOWN BY The Company We Keep

Our Incident Management software is used in thousands of organizations worldwide and by a broad spectrum of industries.

AUTOMOBILE

AAA Auto Club Group
Ford Motor Company
Harley-Davidson Motor Company
Rolls Royce Corporation
Toyota Motor Manufacturing

CASINOS

Ameristar Casino and Hotel
Casino Windsor
Desert Diamond Casino
Mohegan Sun Casino
Shooting Star Casino

EDUCATIONAL

Boston University Medical Center
Colorado Springs School District
Medical College of Wisconsin
New York University
Washington Univ. School of Medicine

ENTERTAINMENT & MEDIA

AEG Anshutz Entertainment
Anheuser Busch International
British Broadcasting Corporation (BBC)
Cox Enterprises Inc.
Paramount's Kings Dominion

FINANCIAL

Bank Popular
Citigroup
Federal Reserve Bank of New York
TransUnion
Visa International

FOOD & BEVERAGE

Associated Wholesale Foods, Inc.
Jack in the Box Inc.
Lowe's Foods
McDonald's Corporation
Pepsi-Cola Company

GOVERNMENT

Government of Alberta
Libraries & Archives Canada
Legislative Assembly of Ontario
New York City Housing Authority
U.S. Department of Veterans Affairs

HEALTHCARE

Children's Hospital of Eastern Ontario
Community Hospital—Monterey
Mayo Foundation
North Memorial Medical Center
United Healthcare

HIGH TECH

Bell Aliant
Emdeon Corporation
Gateway 2000
NEC Electronics Inc.
Vishay Siliconix

HOTELS & RESORTS

Boston Park Plaza Hotel
Breakers Hotel
Burj Al Arab Hotel
Loews—Universal Studios Escape
Morgan's Hotel Group Management

INSURANCE

American Century Insurance
Asurion Insurance Services, Inc.
Highmark Blue Cross Blue Shield
NJ Manufacturers Insurance
Progressive Insurance Company

MANUFACTURING

Briggs & Stratton
Deere & Company
Gillette Company
ITT ACI
Johnson & Johnson

PETROLEUM

BP North American Products
Hunt Oil
J.D. Irving
Sunoco Inc.
TransCanada Pipelines

PHARMACEUTICAL

Abbott Laboratories
Amgen Inc.
AstraZeneca
GlaxoSmithKline
Wyeth Pharmaceuticals

PROPERTY MANAGEMENT

20 Vic Management
Boston Properties
Childress Klein Properties
Oxford Properties Group
Pyramid Management

RETAIL

Adidas
Canadian Tire
Grainger, Inc.
Tommy Hilfiger Inc.
Wegmans Food Markets, Inc.

TRANSPORTATION / AVIATION

American Airlines, Inc.
Delta Airlines
Greater Toronto Airport Authority
JetBlue Airways
Southwest Airlines

UTILITIES

Constellation Energy Group
Duke Energy Corporation
Epcor
Kansas City Power & Light
PSEG



2008 Customer Satisfaction Survey

As part of the renewal process for Microsoft® Gold Certification, we are required to take part in a Customer Satisfaction Survey commissioned by Microsoft and independently managed by TNS Prognostics. Each of the respondents has to answer a variety of questions about their experiences as PPM 2000 clients, and the questions cover everything from software, to service, to overall communication. The results directly impact Microsoft's decision to renew PPM 2000's Gold certification, and we appreciate all the feedback we receive. For our latest survey, the responses were submitted throughout December 2007, and the results were published in January 2008.

Overall Customer Satisfaction Ratings

How many of our customers report average or better satisfaction?

94%

How many of our customers would recommend us to other companies?

98%

How many of our customers would repurchase their software?

93%

Overall, I would give the highest ratings possible to PPM 2000. The customer service is second to none.

Ameristar Casino

Companies with PPM 2000's approach to customer service and satisfaction are few and far between. It is my pleasure to be working with them.

Bell Aliant

Nothing to improve! Very happy with current setup. Keep up the good work.

Boston Park Plaza Hotel

It's always a pleasure working with the tech support folks.

BP North American Products

I have absolutely no complaints. I have worked with both IRIMS and Perspective and have over 5 years of experience dealing with PPM. Bravo!

De Beers Canada

Nothing to improve on at this time! PPM 2000 has been very responsive to needs and questions.

Harley-Davidson Motor Company

At this time, there is nothing to improve. Customer Service is awesome, and they have always answered my myriads of questions about our existing technology, new technology, etc. with knowledge and professionalism. I enjoy working with them. Keep up the great work!

Integrys

Good relationship already! Any issues we have had with our software or questions on how to use it have been answered quickly and efficiently.

Kansas City Power & Light

PPM 2000 has always been helpful and gone out of their way to assist.

Kansas State University Police

Very Satisfied!

Owens Illinois

The people in tech support are excellent.

Prospera Credit Union

Everyone that I've dealt with has been wonderfully helpful, from tech support to sales.

Remington Park

I have been using PPM 2000's software now for approximately thirteen years. We have seven casino properties involved, and everyone is very pleased. Overall, it's outstanding!

Seminole Tribe of Florida

Great Product!

United Natural Foods

I'm not computer savvy, and you don't have to be if you're with PPM 2000. Technical support personnel are knowledgeable, patient and always professional.

Washington Hospital Center

I already receive the highest level of support and assistance that one could ask for.

Anonymous

It is a great product and easy to use.

Anonymous

The product we use is so stable, I don't need to contact them very often.

Anonymous



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