

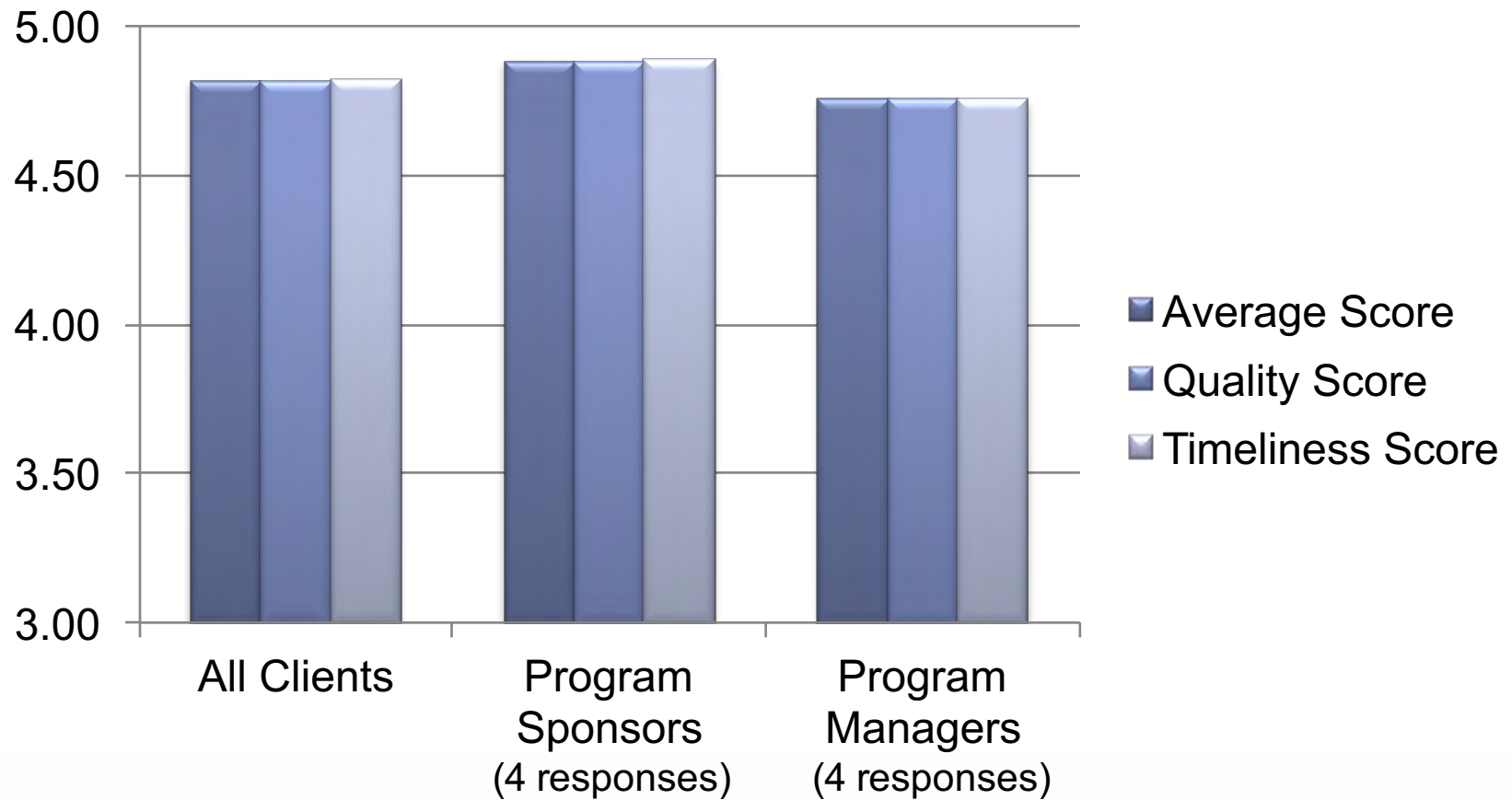
Broadsword Client Satisfaction Survey September 2013 Results

November 8, 2013



SEIPartner
CMMI

September 2013 Results Summary



September 2013 Results Summary - Referral

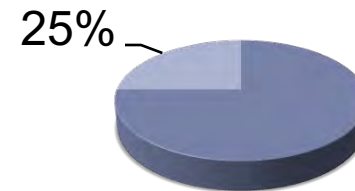
Will you refer Broadsword to other organizations?

■ Yes ■ No
0%



Are you willing to write a brief testimonial?

■ Yes ■ No



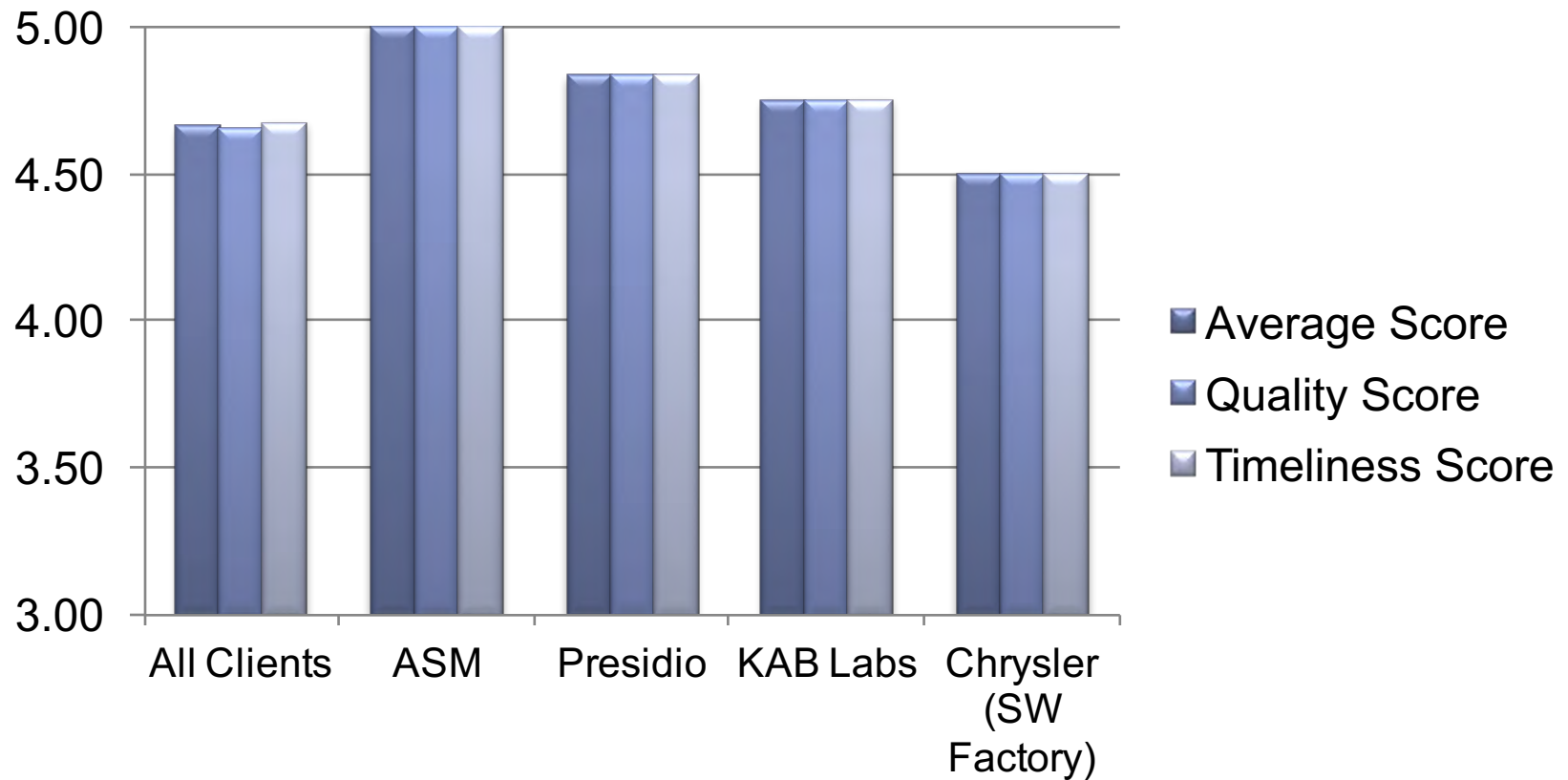
September 2013 Results Summary - Comments

- They did an awesome job and adopted their presentations to meet a unique environment
- They showed flexibility throughout the last 3 years as our scope changed several times
- Most importantly, they did not force their knowledge and experience on us... rather used it to help guide us to figure out what worked for us as a company.
- Broadsword became like family to us... fully integrated into our teams that supported our prep for our SCAMPI appraisal(s) but also independent in their objective evaluation of our progress toward being ready. Great balance.
- Broadsword workshops and various documentation deliverables were always thorough, on point and easy to understand and respond to.
- All services were provided on time and to advertised standard. Absolutely no issues with quality or dependability of their support services.

September 2013 Results Summary - Comments (cont'd)

- Our Broadsword consultants were great about coaching us to avoid pitfalls in our planning and execution. Like the true professional mentors they are, when we encountered difficulty because we failed to heed or fully appreciate their suggestions along the way, they didn't dwell on that... they dug in to help us effectively deal with and eliminate the obstacle we encountered. Great teammates in our journey.
- Julie has been critical in anticipating our needs, this comes from truly understanding our people and processes and thus being able to provide value added.
- I would say that Julie has been motivational, inspiring, dedicated, and firm when needed to have us realize and achieve our goals and objectives.

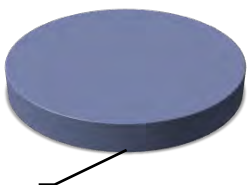
September 2013 Results by Client



September 2013 Results by Client - Referral

Will you refer Broadsword to other organizations?

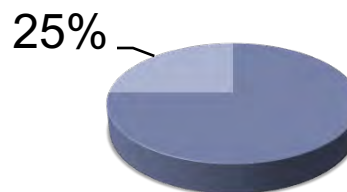
■ Yes ■ No
0%



- ✓ **ASM**
- ✓ **Presidio**
- ✓ **KAB Labs**
- ✓ **Chrysler Software Factory**

Are you willing to write a brief testimonial?

■ Yes ■ No



- ✓ **ASM (1 of 2 respondents)**
- ✓ **Presidio**
- ✓ **KAB Labs**
- ✓ **Chrysler Software Factory**