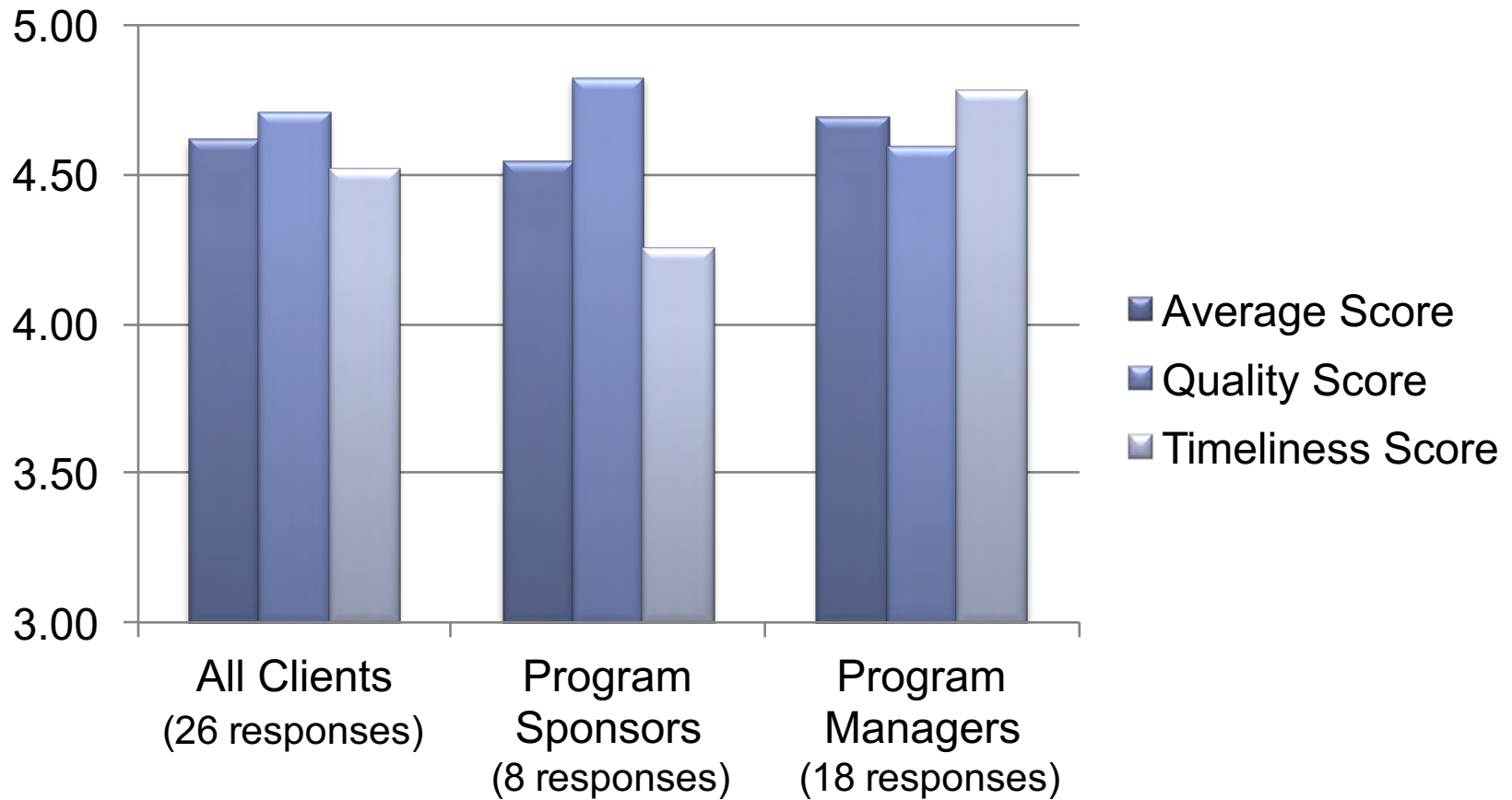


Broadsword *Client Satisfaction Survey*

December 2014 Results

January 30, 2015

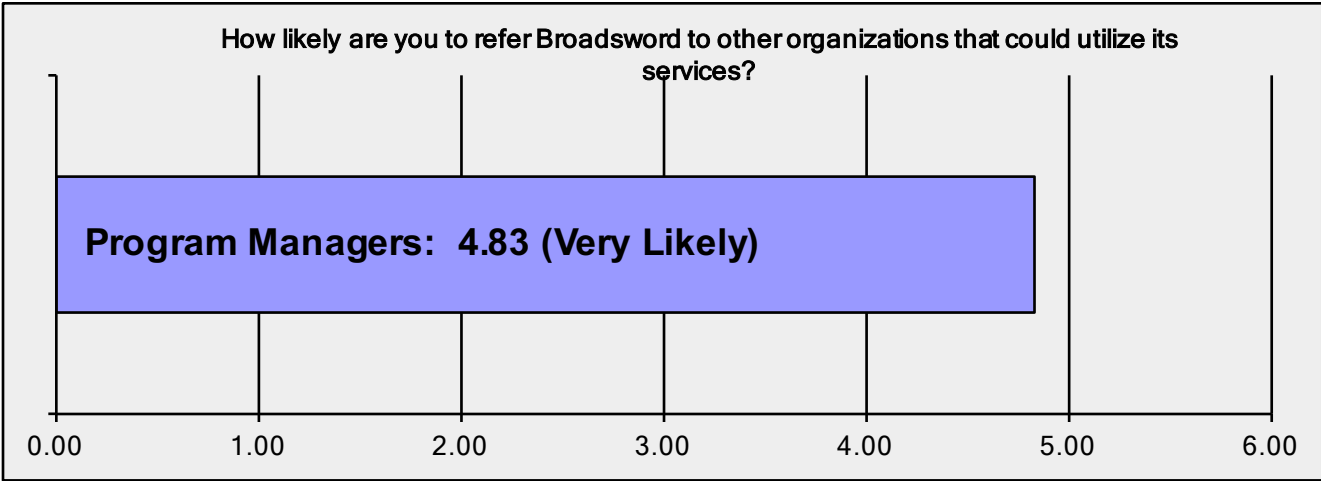
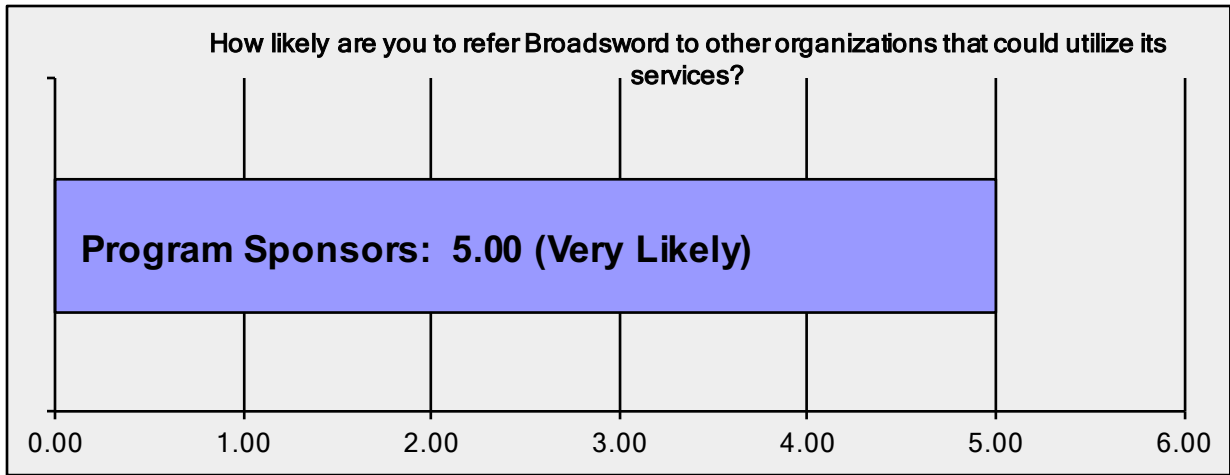
December 2014 Results Summary



December 2014 Results Summary (cont'd)

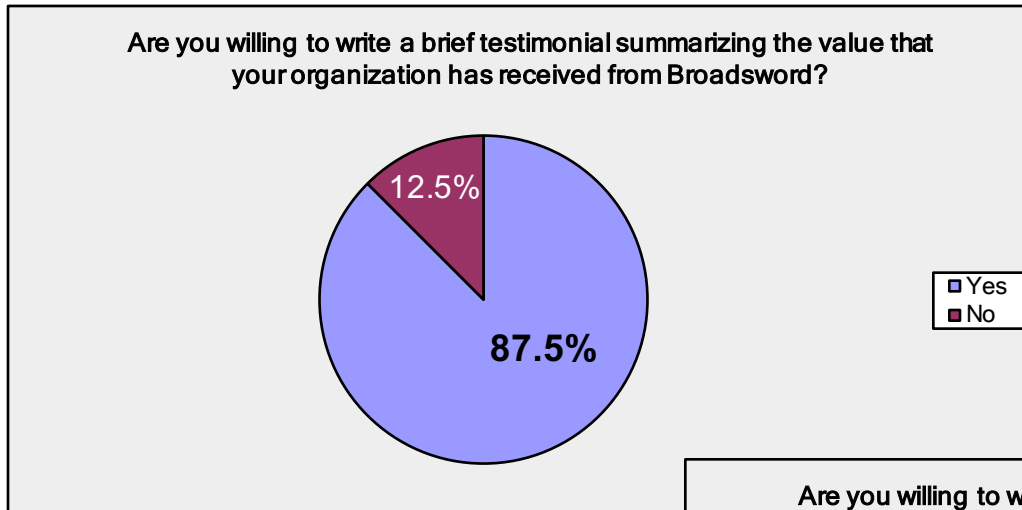
	Average Score	Quality Score	Timeliness Score
All Clients	4.61	4.71	4.52
Program Sponsors	4.54	4.82	4.25
Program Managers	4.69	4.59	4.78

December 2014 Results Summary - Referral

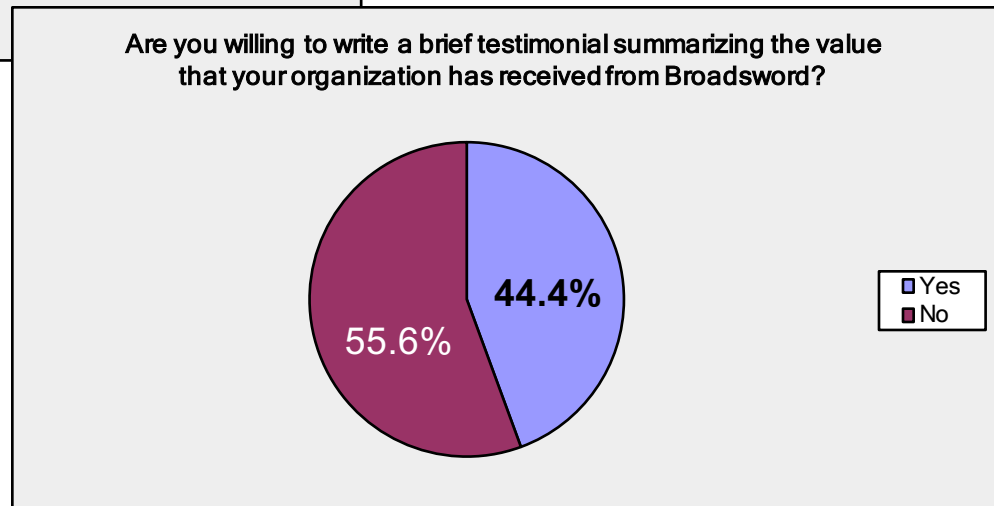


December 2014 Results Summary - Testimonial

Program Sponsors



Program Managers



December 2014 Results Summary - Comments

- Broadsword was able to engage with the team, determine what was not working in our original CMMI roll out structure and build a plan and method for rollout that took our culture into account.
- Broadsword's years of experience contributed to their ability to provide us with savvy ideas and suggestions on how to set ourselves up for success.
- They "hit the ground running" showing understanding and asking the right questions to "fill-in the blanks". Great observations about our business/organization.
- Provided business-friendly solutions and helped break down barriers to success.
- Great job matching CMMI requirements to our business. Suggested ways to integrate CMMI with ISO 9001.
- Great flexibility to adapt and support emerging needs requested within a few days
- Broadsword has supported our company for the past seven years and their responsiveness to our requirements and requests is unmatched.
- Both for directly related and a few "what if" questions Broadsword has been very supportive, educating where needing and simply answering if appropriate.

December 2014 Results Summary - Comments

Praise for AgileCMMI

- We were thrilled with Broadsword's agile approach to rolling out CMMI. It really fit with our culture and getting the measured maturity we were seeking without forcing us into a process for process mode of operating.
- We were making middling process in our CMMI efforts before changing over to Broadsword and since they applied their agile approach to rollout we have seen a marked uptick in both progress and engagement.

December 2014 Results Summary - Comments (cont'd)

Recognition of Broadsword Team Members

- Great people at Broadsword!
- The Broadsword team are experts and have helped our organization scope, document, and deploy processes to multiple projects of various size and complexity.
- Broadsword team members are very knowledgeable, skilled communicators, and a pleasure to work with.
- The Broadsword team was quite effective in helping us improve our processes by identifying improvement areas in the way our communications flow between projects and programs.
- Julie and Jeff were remarkably effective in tailoring solutions to our company's needs.
- Michael's disposition and attitude was very flexible and fit well into our organization. Michael did an excellent job of meeting the requirements for the interim role with a high level of quality to the outputs he was responsible for.
- As always your team is in sync with the AAM culture.

December 2014 Results Summary - Comments (cont'd)

Recognition of Broadword Team Members (cont'd)

- Broadword has a very knowledgeable team and is very fast to respond to our concerns or questions and their personnel are very professional.
- The on site consultant does a great job of reading people and needs.
- The Broadword team took time to immerse themselves into understanding our processes and our business model as a government service provider.
- Julie was always right on top of our requests - she seemed to read my mind - she usually called right when I needed her.
- The Broadword team is very accessible and have been very instrumental in getting us a better understanding of CMMI and how best to incorporate it into our processes that in turn benefit our customers.
- Julie quickly understood the nuances of how our DoD contracts, task bids, and loose SOWs are different than what is typical with other Broadword customers.
- Broadword's representative to our firm, Julie Calfin, was well-prepared for our first meeting: she understood our business (and our business objectives) and quickly got to know and respect our culture.

December 2014 Results Summary - Comments (cont'd)

Referring Broadsword to Others

- We are already considering calling on Broadsword to support us on an ML3 effort; as such we are quite happy to recommend them to colleagues and friends.
- I would heartily recommend Broadsword to any organization like ours.
- Despite the fact that we'd like to keep them to ourselves, they are great for our industry and business in general!

December 2014 Results Summary - Comments (cont'd)

Critical Comments and Suggestions

- Sample documents provided were useful but needed additional caveats. Because we didn't understand they were written for Level 3 (and we're trying to achieve Level 2) we struggled with unnecessary cycles.
- I don't feel that time estimates communicated in the proposal were fair or accurate. Having attended the CMMI Introduction course, I learned that SEI approximates thousands of hours based on historical information. The milestone/project schedule initially presented was not worked or established very effectively. This is sure to create schedule slips and we are not likely to meet our target date of implementation.
- Need to have more examples from Broadword to demonstrate and select what is required for our organization.
- I feel that having a "customer advocate" on your staff that focuses on the clients success and project plan might improve the experience and the likelihood of their success. This advocate should be outside of the scheduling and providing services....this could be a part of your QA processes.

December 2014 Results Summary - Comments (cont'd)

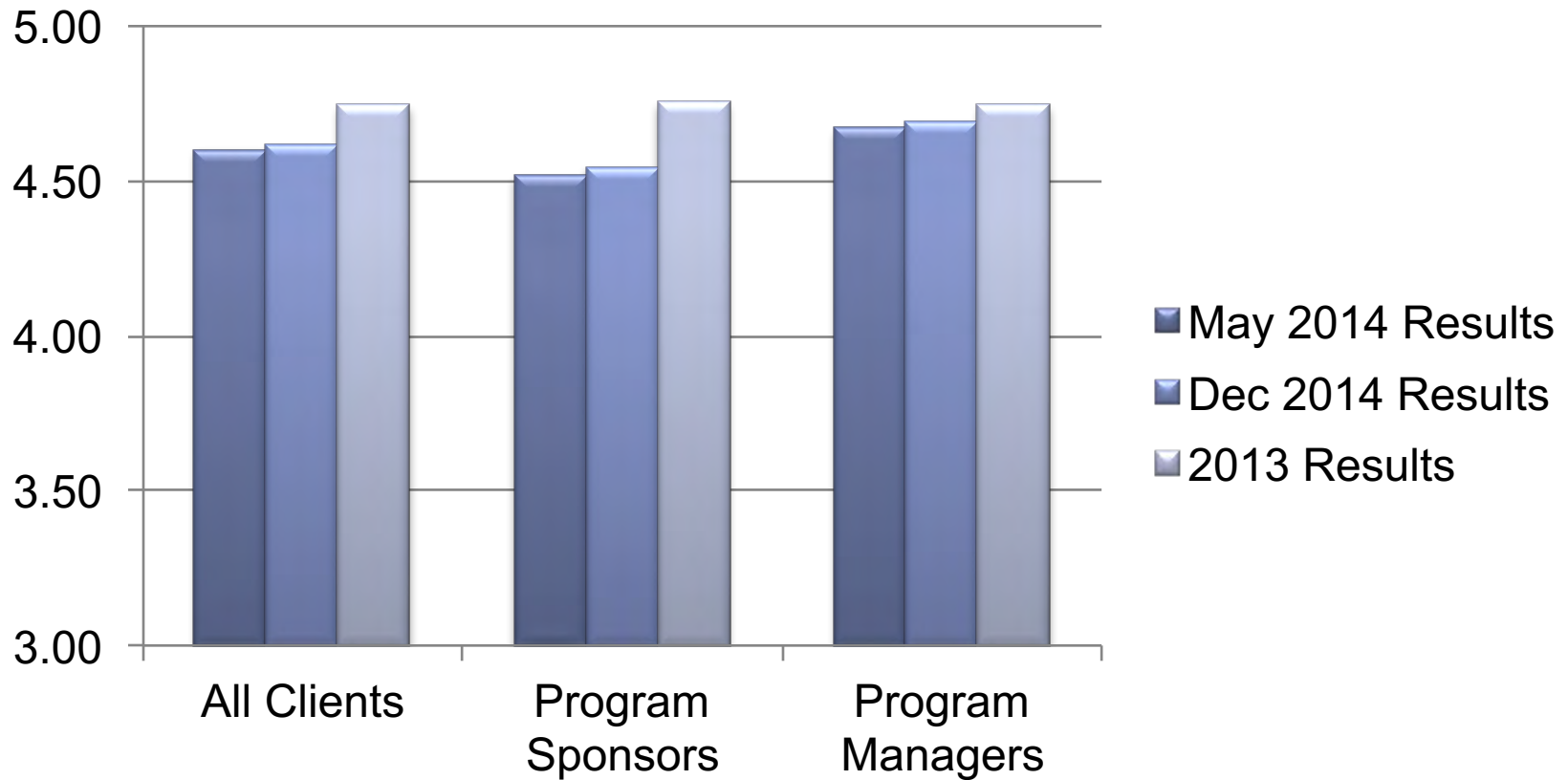
Critical Comments and Suggestions (cont'd)

- Sometimes the proposals are too limited to the traditional CMMI/SCAMPI services
- Without knowing the SIG team knowledge, we are involving the team in very deep dive in producing process work products. Need to have some mechanism to bring them to good level. Today they are just creators of swimlanes and process description from drafts given by Broadsword but not sure how much they are gaining knowledge on CMMI from Broadsword.

Current Topic

1. Introduction
2. December 2014 Results
3. Trend Analysis (2013 and 2014)
4. Next Steps

Trend Analysis (2013 and 2014 Results)



Trend Analysis (2013 and 2014 Results)

- Broadsword's clients are "very likely" to refer Broadsword to others. This trend is consistent over the past 2 years.
- The majority of Broadsword's clients are willing to write a brief testimonial of their experience with Broadsword:
 - 2014: 87% of clients were willing to write a testimonial
 - 2013: 74% of clients were willing to write a testimonial