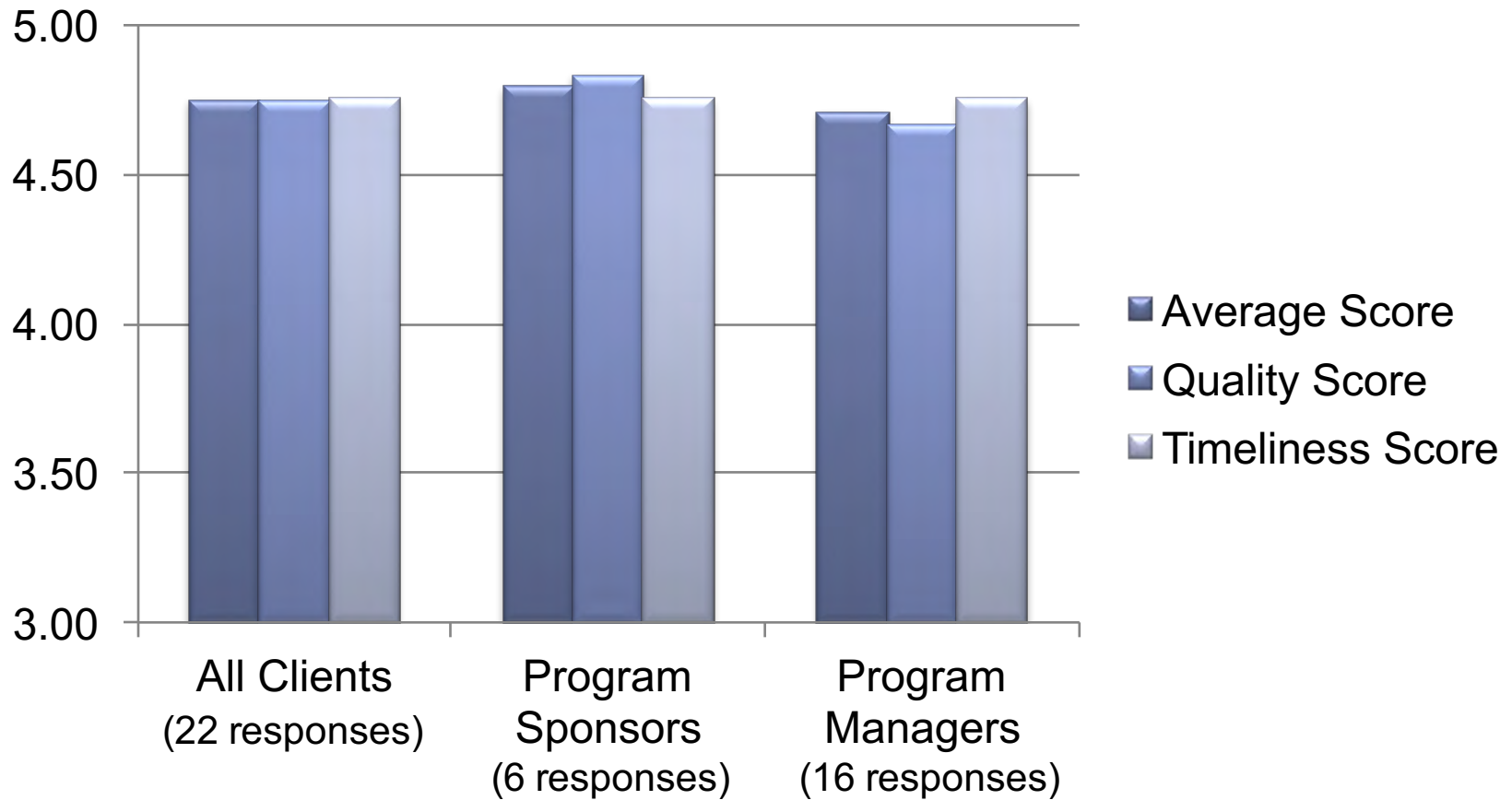


Broadsword *Client Satisfaction Survey*

May 2015 Results

June 19, 2015

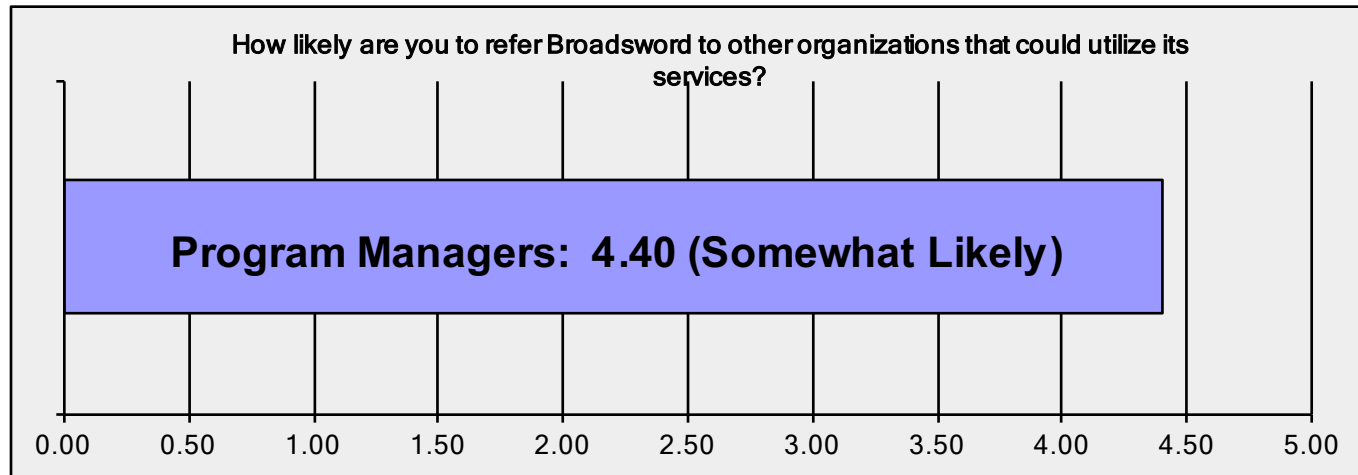
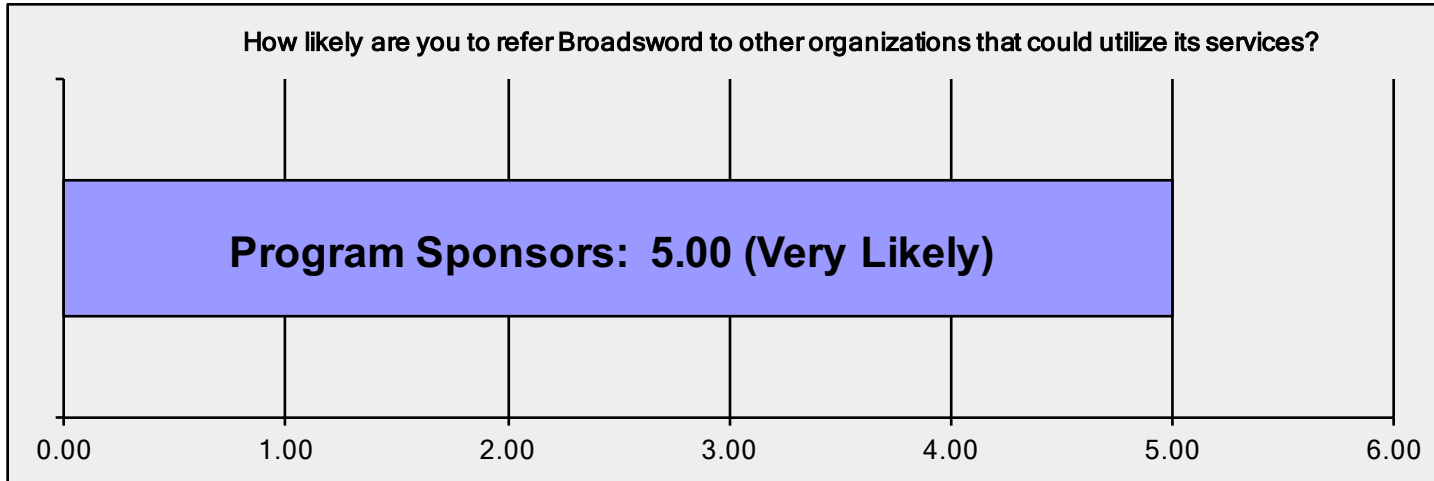
May 2015 Results Summary



May 2015 Results Summary (cont'd)

	Average Score	Quality Score	Timeliness Score
All Clients	4.74	4.74	4.75
Program Sponsors	4.83	4.83	4.75
Program Managers	4.64	4.66	4.75

May 2015 Results Summary - Referral

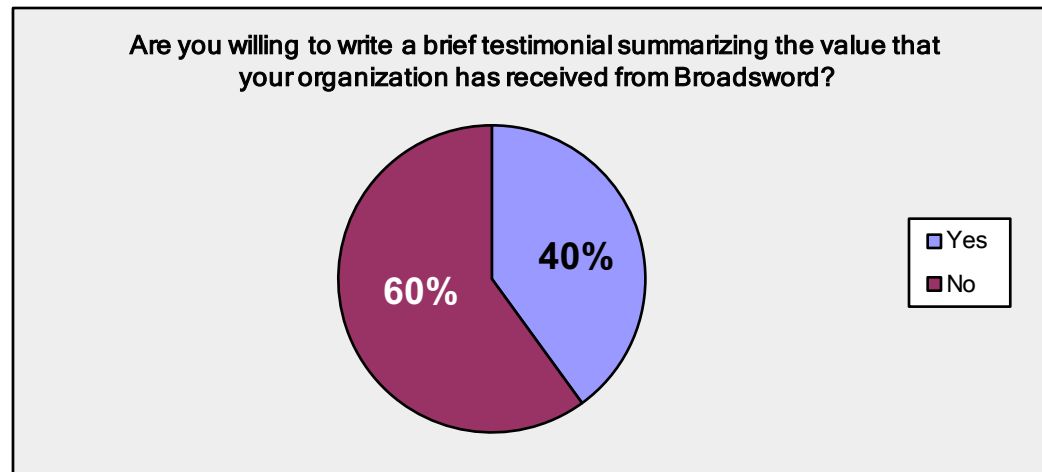


May 2015 Results Summary - Testimonial

Program Sponsors



Program Managers



May 2015 Results Summary - Comments

- “Suggestions on solving process challenges seem supported by experience from a broad perspective. Ideas are good items for discussion and usually help solve the problem.” - David Alderton, ASM Research
- “Always responsive, usually understand and act.” - David Alderton, ASM Research
- “Every Broadsword team member we have worked with has demonstrated an innate passion for and capability to teach and mentor. That has been and continues to be, invaluable for our company.” - Willie Kelly, ASM Research
- “Broadsword consultants live and breathe the philosophy they market - that CMMI is about the company, its employees, and their adherence to their processes. You guys are true to yours and you inspire us to believe in and be true to ours. That breeds deep respect and that makes for exceptional and effective working relationships.” - Willie Kelly, ASM Research
- “Tailored the approach to meet timeline and organizational requirements.” - Robert Pennoyer, Epsilon Systems Solutions

May 2015 Results Summary - Comments (cont'd)

- In response to, “How well does Broadsword anticipate your needs and provide value-added suggestions?” “For example, my pain point was the Organizations Process Asset Library. WE put this into a sprint and worked on it. This is great in my opinion. The other element I like is how Broadsword arranged for AMT to work the process improvement in an Agile Planning way the same as projects are being worked.” = Russell Riehl, Tetra Tech AMT
- “In person meetings are well organized and planned.” - Russell Riehl, Tetra Tech AMT
- “My experience is that all planned activities have been taken place as planned.” - Russell Riehl, Tetra Tech AMT

May 2015 Results Summary - Comments (cont'd)

Praise for AgileCMMI

- “The Agile approach is a definite advantage to project deliverables.” - Russell Riehl, Tetra Tech AMT

May 2015 Results Summary - Comments (cont'd)

Recognition of Broadsword Team Members

- “Tim and Ross are very personable and accommodating to our organizational challenges.”
- Chris Stewart, ASM Research
- “Julie is very attentive to our direction and needs. A pleasure to work with.” - Robert Pennoyer, Epsilon Systems Solutions

May 2015 Results Summary - Comments (cont'd)

Referring Broadsword to Others

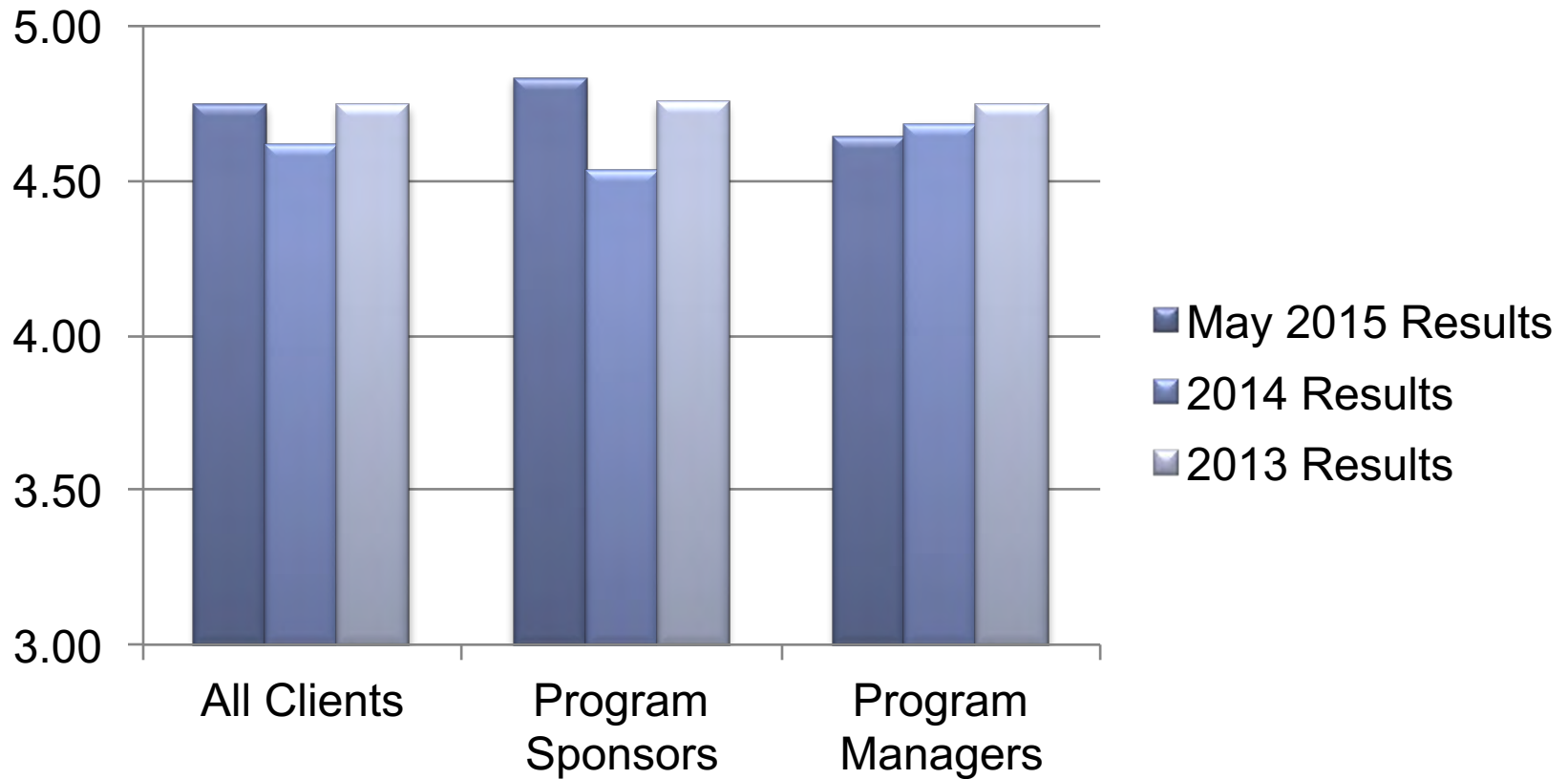
- “I would have absolutely no reticence to recommend Broadsword highly to anyone that asked me about your services and the quality of your work.” - Willie Kelly, ASM Research
- “I have not met anyone from other organizations that wanted to know about our Process Improvement Program and Agile Approach. I observed that our Process Improvement is a business advantage and for that reason we have been requested not to share. I struggle with this concept. I am not in full agreement. However, I wish to follow AMT guiding principles.” - Russell Riehl, Tetra Tech AMT

May 2015 Results Summary - Comments (cont'd)

Critical Comments and Suggestions

- “They could be more directive in cases but overall good.” - David Alderton, ASM Research
- “Broadsword consultant needs to provide clear feedback on what will not be acceptable for an appraisal and then ensure that the organisation addresses these prior to the appraisal. The consultant must not allow the organisation to misunderstand when evidence is absolutely not acceptable.” - Hilary Knightley, Pi Innovo
- “Plans and minutes were not always easy to read. Format could be improved. Also, version management was not always effectively applied, leading to confusion.” - Hilary Knightley, Pi Innovo
- “Broadsword has worked with SIG last year. This year they are only working with SEPG. I am hoping that we can plan to work with SIGs again. The SIG work was a success in my view.” - Tetra Tech AMT
- “Overtasking of Broadsword staff led to delay of finished product/packaged deliverables for Release Zero.” - John Higgins, VET

Trend Analysis (2013 - 2015 Results)



Trend Analysis (2013 - 2015 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:
 - 2015: 48% of clients were willing to write a testimonial
 - 2014: 87% of clients were willing to write a testimonial
 - 2013: 74% of clients were willing to write a testimonial