



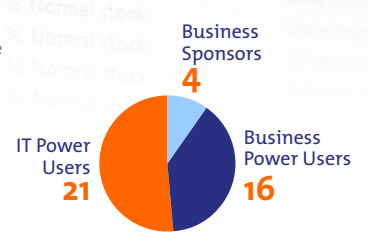
# Customer Survey 2011: top-notch support and lower ABAP-costs

The results of the survey amongst our customers are incredibly rewarding. Assumptions we had about customer satisfaction, reducing data pollution in SAP, lowering the ABAP-development costs all seemed to be true in reality. The support of Every Angle deserves a special award according to our customers.

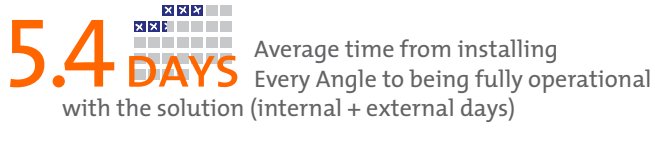
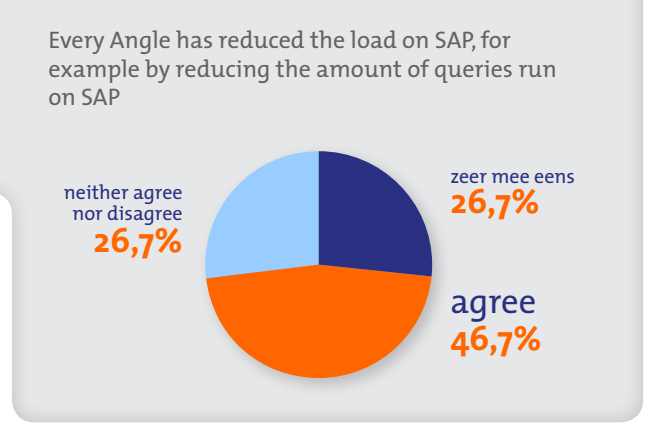
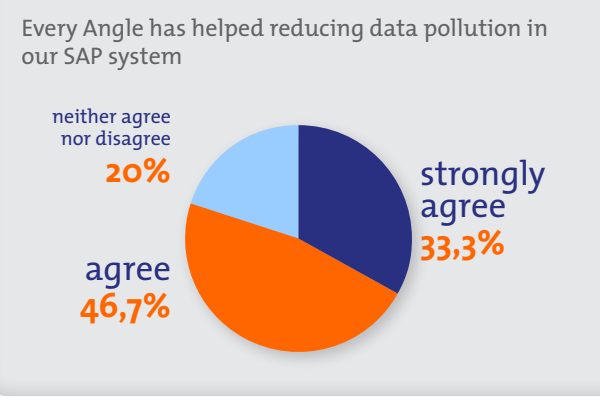
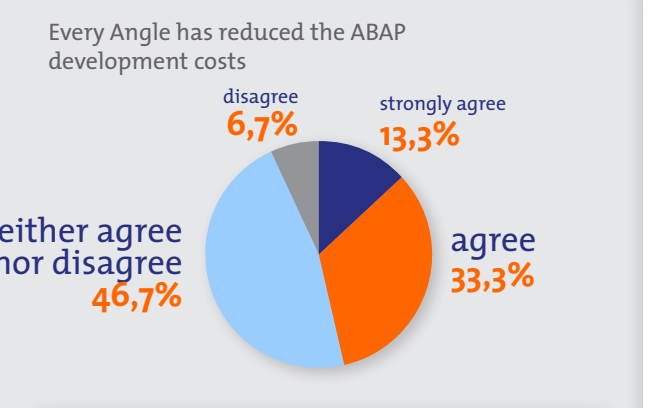
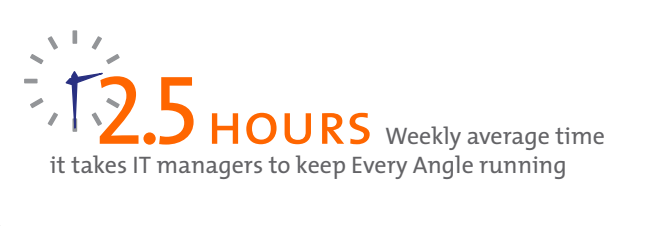
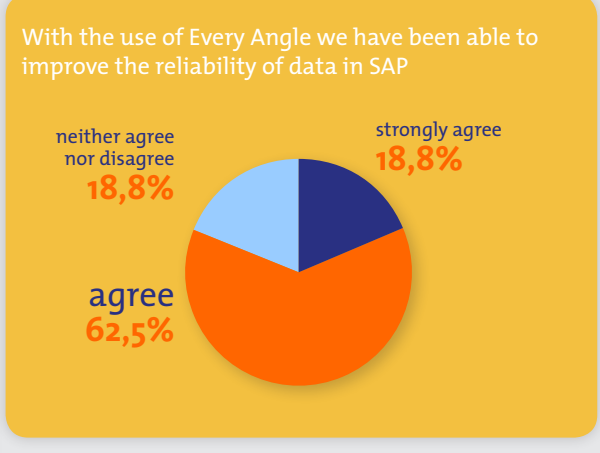
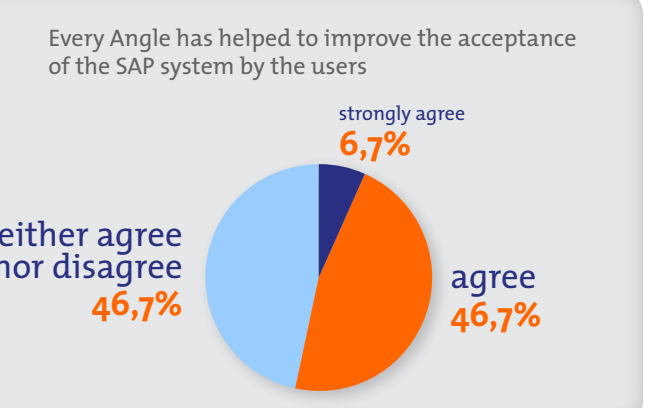
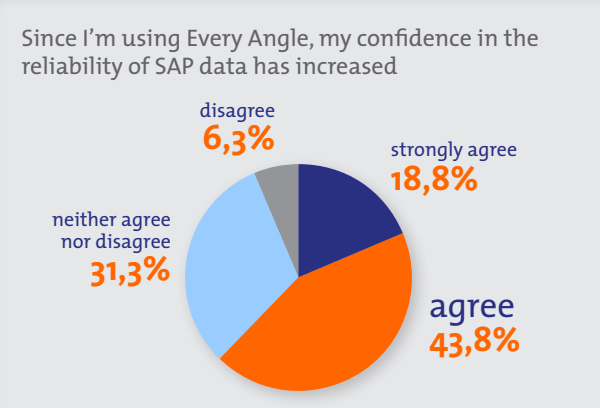
Every Angle customers are on average very satisfied customers. That is doesn't need to be a bad sign if customers need to contact support, is something we can conclude when we see the statistics of the survey. Of all respondents (41), 81,3 percent said they were in need of support. And an incredible 96 percent showed they were very satisfied with the support they got. What surprised our customers, was that our support was giving additional tips, something which was appreciated by our customers.

**Most important results combined**  
 In the charts below you will find the most important results of the survey in a synoptic way. The results are based on answers of 41 customers. We asked three type of respondents to answer our questions.

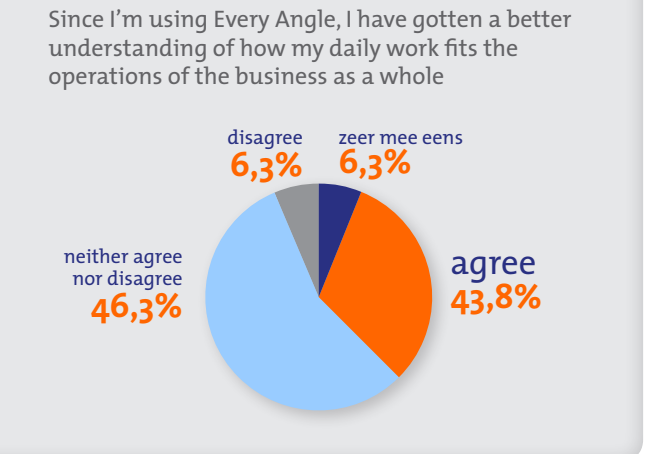
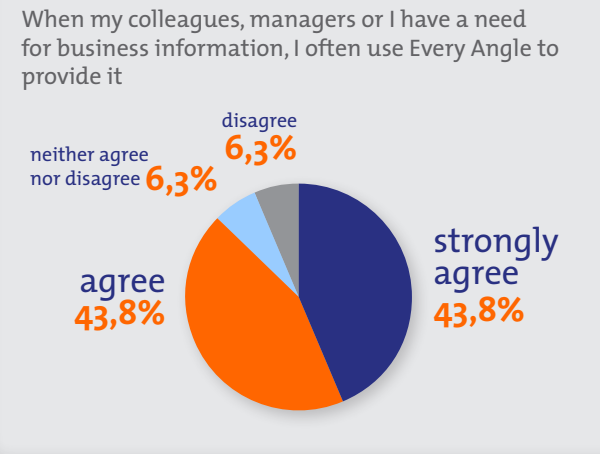
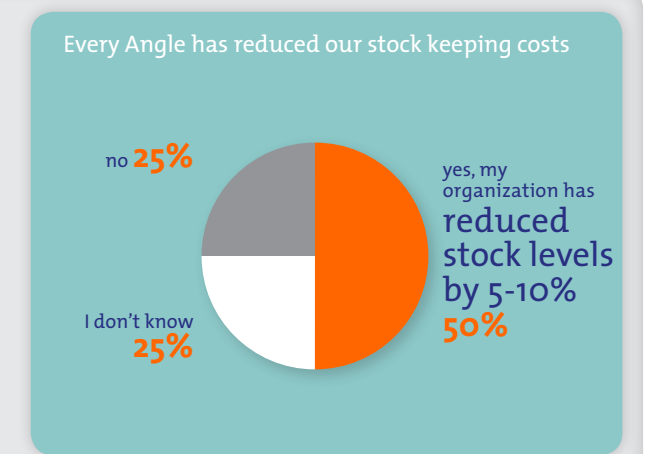
- Business Sponsors (often responsible for signing the Every Angle contract)
- Business Power Users (Experienced Every Angle users)
- IT Power Users (Maintaining Every Angle from the IT side)



## Why Every Angle as add-on is delivering added value to SAP



## Why Every Angle is helping and how it reduces costs



## Why customers appreciate the Every Angle support

