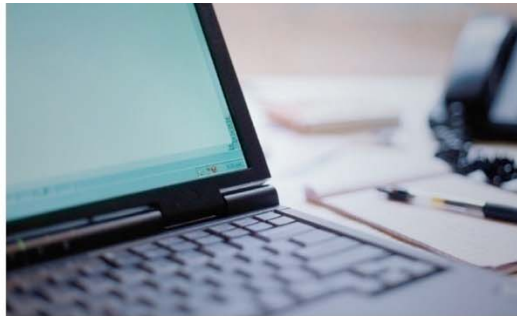


Feedback Intelligence



vovici™ know more. go far.

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Today's Presenters

- Richard Adams
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What We'll Cover

- Introduction
- Vovici Solution Set
- Feedback Intelligence Overview
- Demonstration
- Q&A



About Vovici

- 15 years of industry experience, leadership and innovation
- Utilized by 60% of the Global 500
- Thousands of customers in over 47 countries
- More than 150 million completed surveys
- Delivering measurable results for customer satisfaction, employee retention and cost reduction

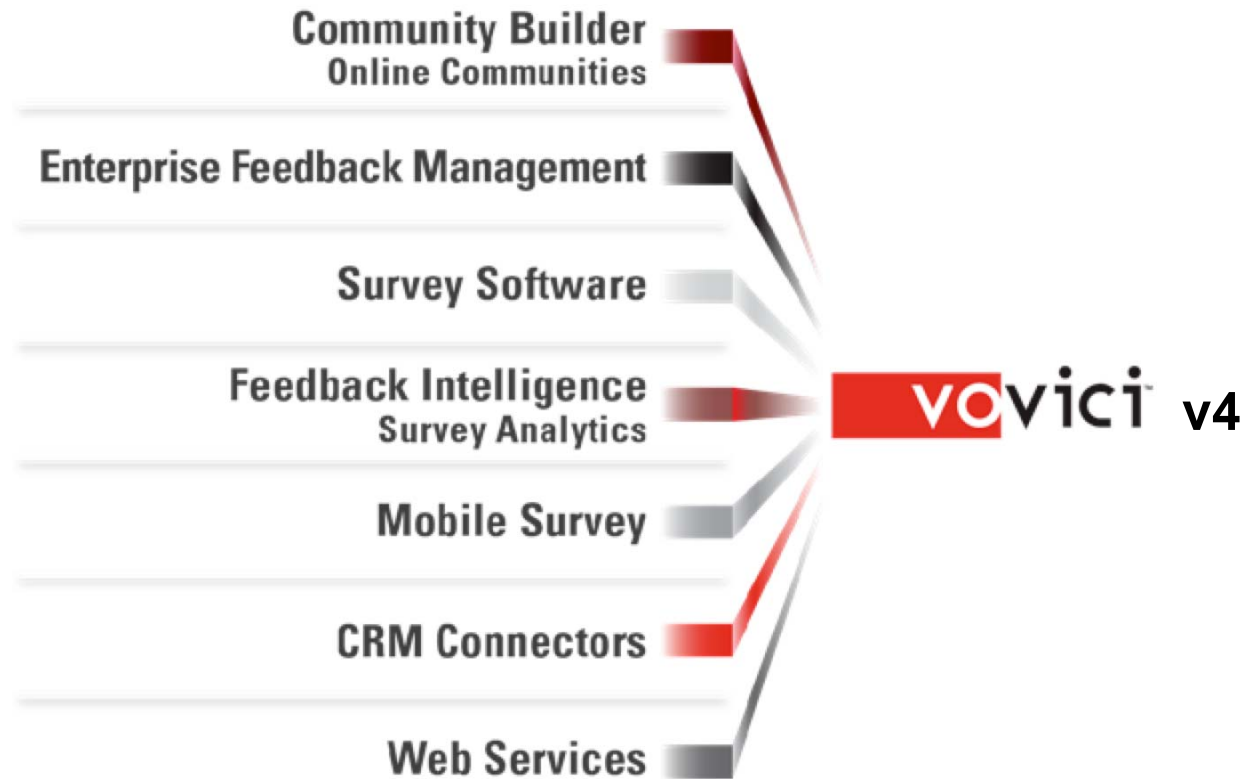
Across All Industries



Vovici's Solution Set



Industry's Most Comprehensive, Integrated Product Suite



Why Feedback Intelligence?

- Overcomes the limitations of current survey reporting tools
- Most survey analysis is done outside of survey tools
 - Excel
 - SPSS
 - SAS
- Difficult to manipulate and share data
- Requires high level of expertise



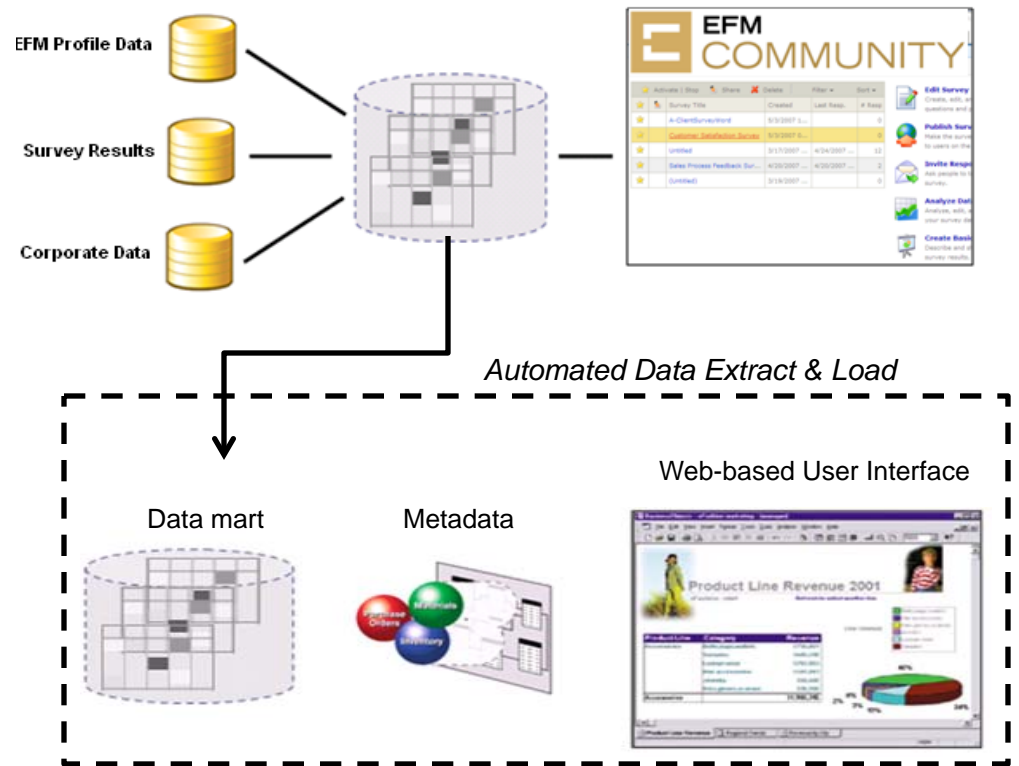
What is Vovici Feedback Intelligence

- **Puts powerful data mining, survey data analysis and reporting in the hands of everyday business managers**
- **Dramatically reduces the time and cost of creating usable data – from weeks to hours**
- **Allows easy creation and sharing of executive-level dashboards with drill-down capability**
- **Enables easy online report sharing and hierarchical report management**



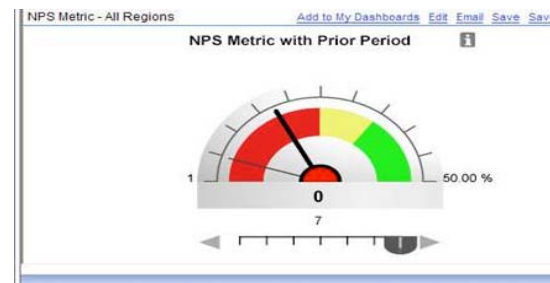
How Vovici Feedback Intelligence Works

- Add-on module to EFM Community
- Proprietary Extraction, Transformation and Load process on top of EFM Community
- Creates an instantaneous data mart and meta data that enables drag & drop creation of reports
- Reports can be shared online



Benefits of Vovici Feedback Intelligence?

- Dramatically reduces the amount of time required to create & share reports
- Eases data sharing
- Eliminates need to take data offline to conduct analyses



Length Of Relationship	NPS	Competitor NPS
Greater than five years	3%	0%
Four to five years	6%	-16%
One to three years	-12%	-2%
Less than one year	-24%	6%
Unsure	12%	-29%

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Questions

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