

## Past Performance Evaluation

### 1. COMPANY OVERVIEW

<b>Primary Name :</b> Strategic Enterprise Solutions, Inc. <b>Alternate Name :</b> HELP4ACCESS <b>D-U-N-S® :</b> 02-380-6289 <b>Address :</b> 604 Mission St Ste 605 San Francisco, CA 94105 <b>Telephone Number :</b> +1 (415) 519-4434		<b>Past Performance Evaluation</b> <b>Report Date :</b> 08-03-2015 <b>Order Number :</b> 2442216	
		<b>Company Information</b> <b>Year Started:</b> 1998 <b>Year of Current Control:</b> 2004 <b>Annual Sales:</b> \$ 100,000 <b>Total Employees:</b> 1 <b>SIC/Line of Business:</b> 7371/Custom computer programming services	

### 2. SUPPLIER PERFORMANCE RATINGS










The supplier's overall performance rating is an assessment of predicted performance. Ratings are on a scale from 0 to 100, where 100 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.

**Overall Performance Rating**      93            Bottom      **SIC/Quintile**            Top

Overall, how satisfied do you feel about the performance of this company during this transaction?

SIC: 7371/Custom computer programming services

### Detailed Performance Ratings

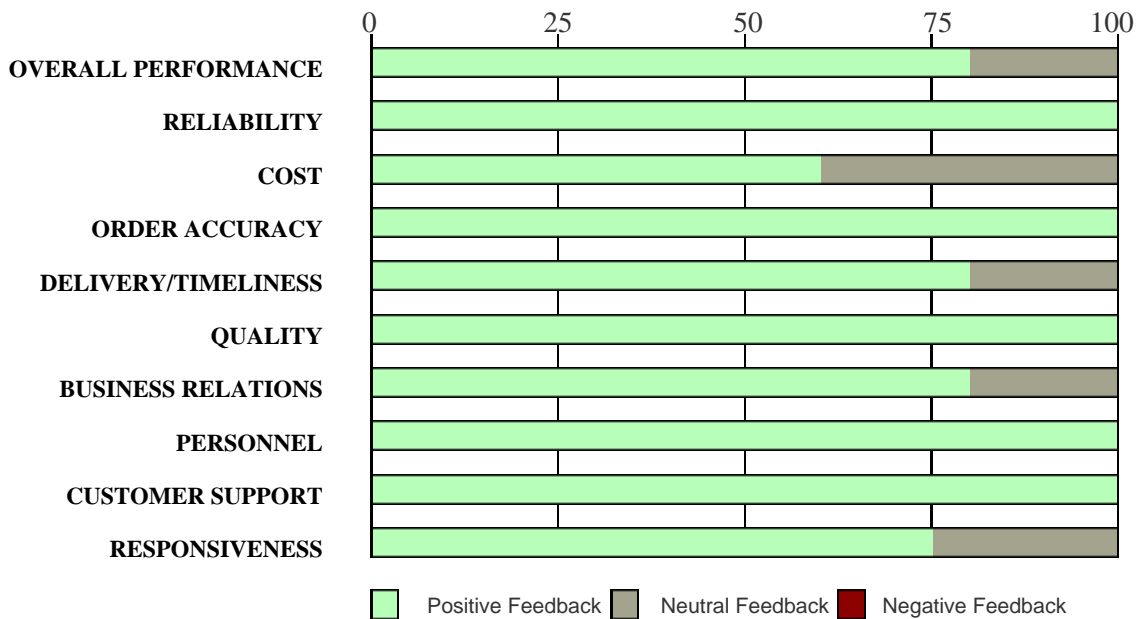
		0	25	50	75	100
<b>RELIABILITY:</b>						
How reliably do you think this company follows through on its commitments?	96					
<b>COST:</b>						
How closely did your final total costs correspond to your expectations at the beginning of the transaction?	91					
<b>ORDER ACCURACY:</b>						
How well do you think the product/service delivered matched your order specifications and quantity?	98					
<b>DELIVERY/TIMELINESS:</b>						
How satisfied do you feel about the timeliness of the product/service delivery?	93					
<b>QUALITY:</b>						
How satisfied do you feel about the quality of the product/service provided by this company?	96					
<b>BUSINESS RELATIONS:</b>						
How easy do you think this company is to do business with?	95					
<b>PERSONNEL:</b>						
How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?	97					
<b>CUSTOMER SUPPORT:</b>						
How satisfied do you feel about the customer support you received from this company?	96					
<b>RESPONSIVENESS:</b>						
How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?	95					

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**D-U-N-S®** : 02-380-6289  
**Report Date** : 08-03-2015

### 3. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from customers in the last 12 months. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). All Customer feedback is provided confidentially; individual reference responses are not disclosed. The percentages of responses falling into each category are shown below.



### 4. CUSTOMER REFERENCES SURVEYED

The most recent feedback obtained on this supplier came from companies in the following industries.

**SIC/Line of Business:**

Total number of surveys completed : 5.

**Note:** The supplier ratings set forth above incorporate the responses and performance opinions of the surveyed customer references and not those of Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.

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