

## QL Customer Survey 2004



*The QL Product Portfolio includes:*

*QL Housing*

*QL Financials*

*QL Payroll*

*QL Personnel*

*QL CRM*

*QL Computer Telephony Integration*

*QL Business Intelligence*

*QL e-Business*

*QL Documents*

*QL Mobile*



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One of the ways in which Aareon maintains its position providing the market leading QL software is the emphasis we place on customer focus. With over 50 RSL's using QL in the UK and Ireland, it is proven and popular software among housing providers.

We consider the relationship we have with our customers as a partnership, and have in place a distinct approach to maintaining good working relations through implementation, account management, product development and support.

As part of this ongoing commitment, we regularly evaluate the QL product and the quality of our services with an annual survey issued to all QL customers.

The survey is useful to us to understand how the customers feel we are supporting them and where they feel we could improve. The questions relate to specific areas, for example development, and users are asked whether they agree or disagree with statements. The results allow us to form our strategies for the following year, based on the priorities of our customers.

The 2004 results have shown that 79% of customers agree that the system is easy to use and 76% of customers believe that QL has helped with their work.

Again this year the excellent support service offered by Aareon has been recognised with 95% of customers responding that the QL support helpdesk provides a good service.

Aareon prides itself on the commitment of our staff and their ability to perform their jobs to the highest standard. 100% of customers rated the support of the Aareon consultants as excellent, thus acknowledging the partnership working between Aareon and its customers.

In addition we have also identified ways in which we are able to improve on our services for users – for example with the introduction of a new support system and trying out a new method of testing – and we will continue to meet the needs of our customers as their business' grows.