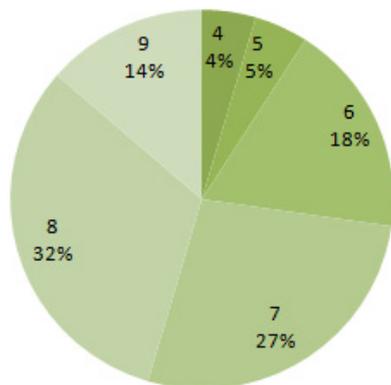


## Artologik HelpDesk – Results of our satisfaction survey

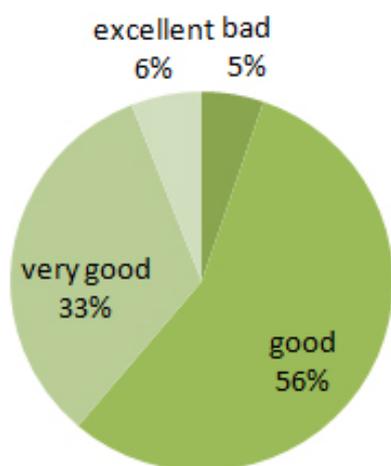
These are the results of a survey we conducted to find out what our service and rental customers on the international market think of Artologik HelpDesk and our services.



Answers (in %) on a scale of 1-10  
(when 10 is the highest grade)

### 90% OF OUR CUSTOMERS ARE SATISFIED WITH THE FUNCTIONS

We want our software to meet the customer's needs and set ourselves the goal of continuously improving its functions. We are thus glad about the above-average rating of HelpDesk's functions (90% gave the grades 6 to 10).



Answers (in %) from very bad to excellent

### 95% OF OUR CUSTOMERS ARE SATISFIED WITH OUR SERVICES

In addition to providing a product that our customers are satisfied with, it is very important for us to offer a good service. We are therefore happy to receive a positive response on the testing and sales phases, as well as on support. Some customers have however underlined that we have to improve our after-sales activities and offer more frequent upgrades.

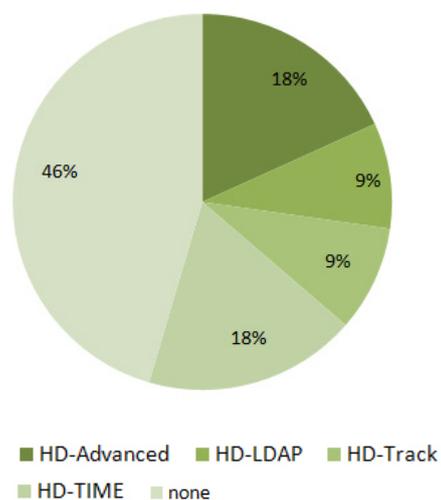
### VERSATILE USAGE OF HELPDESK

The survey pointed out that our customers work very different sectors and that they are of different sizes (from small to large companies and organisations) and application areas. The versatile usage of Artologik HelpDesk besides the classical internal and external IT support (74%) is shown in the following examples:

- **Government:** treats internal Logistics and Human Resources inquiries
- **Pharmaceutical Equipment Company:** handles product-related questions sent in by sales staff
- **Web-design company:** manages customer demands and registers and invoices their worked hours
- **Business school:** students ask questions regarding library resources and use the FAQ intensively
- **Festive Lightings Company:** solves all incoming customer requests

### MORE THAN HALF OF OUR CUSTOMERS ARE USING PLUG-INS

The survey also shows that 54% of our customers use Plug-ins to adapt the program to their specific needs. If you would like to read more about the Plug-ins, please visit [www.artologik.com](http://www.artologik.com).



- **HD-Advanced:** advanced handling of tickets; support levels, SLA, ticket classification, primary and connected tickets, standard questions on object groups, final customers, actions on standard tickets...
- **HD-LDAP:** automatic importation of users from an Active Directory;

enables "single-sign-on"

- **HD-Track:** product directory, links products with users/ organisations/ objects
- **HD-TIME:** time recording, connected to tickets and/or other every day projects

## CHARACTERISTICS OF ARTOLOGIK HELPDESK



The customer informed us that through the use of HelpDesk requests are processed faster, never get lost and are available for the whole support team. Additionally your customers' satisfaction has improved significantly. Here are some of the characteristics our customers mentioned and which created a positive value for them:

- easy to use
- effective
- adaptable to specific needs
- web-based / centralised
- individual statistics and reports
- good value for money

## ARTISAN'S CONCLUSIONS

Many helpful suggestions on how to improve Artisan's software and services led us to reassess our after-sales and upgrade activities. We will work on sending more regular e-mails and newsletters with information and tips regarding the Artologik software series to customers with a valid service or rental agreement. The ideas for new functions that our customers sent us have now been added to the programming team's list of potential features for future versions.

Your input is very important to us for the continuous development of our software and services.

Please keep on sharing your ideas with us!

If you would like to read more, visit our website [www.artologik.com](http://www.artologik.com)