

H&W Releases Findings from 2007 Customer Survey

BOISE, Idaho – May 1, 2008 – H&W Computer Systems, Inc. today announced its 2007 Customer Satisfaction survey findings, which include that customers highly value the quality and reliability of the company's products and the caliber of its support. The annual study also found that a significant majority of H&W's customers consider the company to be a trusted vendor.

When asked about their thoughts regarding H&W's products and services, 93 percent of customer respondents said they were Very Satisfied or Satisfied with the quality of H&W's software. Additionally, 92 percent of customer respondents said they were Very Satisfied or Satisfied with the software's reliability.

"We know that customers depend on our software to ensure that they accomplish their business goals," said Mary Chaffin, President of H&W Computer Systems. "So we pride ourselves on ensuring our software provides the quality and reliability customers need. It's reassuring to know that they recognize that value."

In another area of the survey, 87 percent of customers responded that they Strongly agreed or Agreed with the statement that "H&W provides quality support." Similarly, 85 percent of customers answered that they Strongly agreed or Agreed with the statement that "H&W is a trusted vendor."

"We focus on giving customers superior support, which is often lacking with other software vendors today," said Chaffin. "Our focus on support and quality software contributes to making H&W a supplier of choice, and being viewed as a trusted vendor by our customers is an honor."

The survey consisted of both multiple choice and open-ended questions. Many responses to open-ended questions centered on the areas of quality, reliability, and support. Responses included:

- "...Without SYSB-II, our online availability would not meet our SLAs."
- "The product (SYSB-II) runs with no problems. I wish everything worked this well."
- "SYSB-II just works without a lot of messing around. That is my idea of a quality product. Install and forget."
- "If our shop uses [an H&W product], it must be good."
- "[H&W] is customer driven."
- "Great service and support and trusted."
- "SYSB has been a valuable product in much of my work experience. The product is stable and an easy way to do many of the functions ISPF can do but without the overhead of TSO/ISPF."
- "We have had excellent success with the SYSB-II product in terms of performance, functionality, and ease of install and use. All of the people that I've had interaction with have been extremely professional, courteous, and helpful."

Respondents to this fourth annual survey represented technical, managerial, and administrative roles at their companies. Current H&W customers can log in to H&W Customer Support at <https://www.hwcs.com/support/survey/index.asp> to see key initiatives and IT management areas their peers are addressing in the near future.

About H&W

Headquartered in Boise, Idaho, H&W has been a leading provider of quality software solutions since 1979. H&W creates reliable, technically sound solutions that provide long-term value. Today, hundreds of corporations worldwide, including many Global 500 companies, trust H&W for their IT software and services needs.

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