



Client Survey Response Summary

As this Month's Bulletin attachment, we are pleased to present a summary of the responses to our 2009 annual client survey. We take our client survey scores very seriously and the feedback is invaluable to our continued effort to provide outstanding services and technology to our clients. To those who participated in our survey, we thank you for your time and candid responses.

Consulting Services

How did you hear about us?

- 55% Referred by an advisor
- 27% Web search
- 9% Referred by a client
- 9% Monthly Bulletin
- 0% Seminar

What are the top three HR challenges you and/or your organization will face in the next six months?

- Staff reductions & reduced work schedule
- Maintaining productivity and moral with lean staffing
- Managing compensation & benefits costs
- Retention of talented staff
- Performance evaluations

In what ways could SharedHR be helpful to you in meeting those challenges?

- SharedHR is already helping
- Not sure
- Better reporting tools (referring to the SHR technology)

Please rate the usefulness of the following in keeping up with human resources trends.

- Webinars – Very Useful
- SharedHR Monthly Bulletin – Useful
- Online Publications – Useful
- Public Seminars – Somewhat Useful
- Blogs – Not Very Useful

How do you primarily engage?

- 47% Hourly Advice – As Needed
- 33% HR Projects
- 27% HR Outsourcing
- 20% Monthly Retainer

Is the SharedHR team knowledgeable and helpful?

- 69% Strongly Agree
- 31% Agree
- 0% Disagree or Strongly Disagree

Are the solutions that have been provided to your organization practical and effective?

- 63% Strongly Agree
- 31% Agree
- 6% Disagree
- 0% Strongly Disagree

Is the SharedHR team accessible and are the services provided timely?

- 66% Strongly Agree
- 34% Agree
- 0% Disagree or Strongly Disagree

Do you feel SharedHR's services are fairly priced, based on the value received?

- 40% Strongly Agree
- 53% Agree
- 6% Disagree

What do you particularly value about the working relationship with our firm?

- The firm is knowledgeable and accessible with valuable timely solutions. The staff is dedicated, understanding and professional.

Are there any challenges or problems in working with our firm?

- Can Be Expensive

What is your overall rating of our firm?

- 59% Excellent
- 35% Good
- 6% Fair
- 0% Poor

Would you recommend our firm to others?

- 94% Yes

What other services would be of interested to your firm?

- Employee Development and Retention
- Paperless HR and Compliance on SharedHR
- HR Assessment
- To a lesser extent, Annual Strategic HR Review/Trends Conference, Recruiting and Talent Acquisition, and Talent Retention Assessment

SharedHR Technology

92% Agreed or Strongly Agreed and 8% Disagreed to the following statements about SharedHR:

- SharedHR is a useful and reliable resource
- Our information is secure on SharedHR
- SharedHR is easy to navigate and use
- The SharedHR team provides helpful customer service
- SharedHR is fairly priced
- You are satisfied with the client communications/updates from SharedHR

The following are the most highly valued features of SharedHR:

- Employee data tracking and reporting
- Accessibility of data and ease of use
- Employee communications and self-serve
- Web-based
- Guaranteed HR Compliance

The following are areas for improvement with the software:

- More workflow features
- More sophisticated reporting capabilities including history
- A timekeeping system
- More flexible handbook
- More robust calendar feature

Would you recommend SharedHR to other organizations?

- 75% Yes
- 25% No

What would cause you to leave SharedHR?

- Increased costs or finding a similar or better product for less money.