

Elfiq Networks 2009 Customer Survey



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“I personally wish to thank our customers for their contribution to this process and Elfiq Networks’ overall success. We look forward to partnering with our customers for many years to come to help us deliver the best possible products, services and return on investment in our industry.”

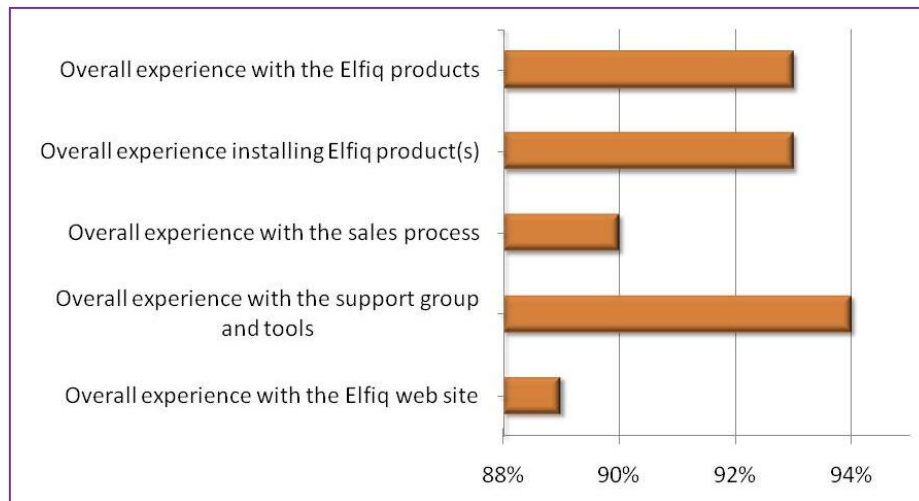
Ghislain Lachapelle, CEO
Elfiq Networks

Executive Summary

Elfiq Networks is an organization fueled by innovation and driven by customer needs, and to measure success in delivering customer value and market research, Elfiq conducts an annual customer satisfaction and experience survey. For the 2009 edition, results are published for the first time to share findings based on metrics supplied by Elfiq customers, and these go beyond their experience with Elfiq Networks. The goal is to share how organizations are using link balancers in the field and their experience with their carriers to provide insight for future customers.

Customer Satisfaction Results

Customer satisfaction is paramount at Elfiq Networks, as we wish to build long-term relationships with our existing customers and enhance their ability to conduct business. Accordingly, customers were asked to submit their opinions of working with Elfiq networks on selected topics. The chart below details the satisfaction rate of customers (rating of 4/5 or 5/5 in survey).

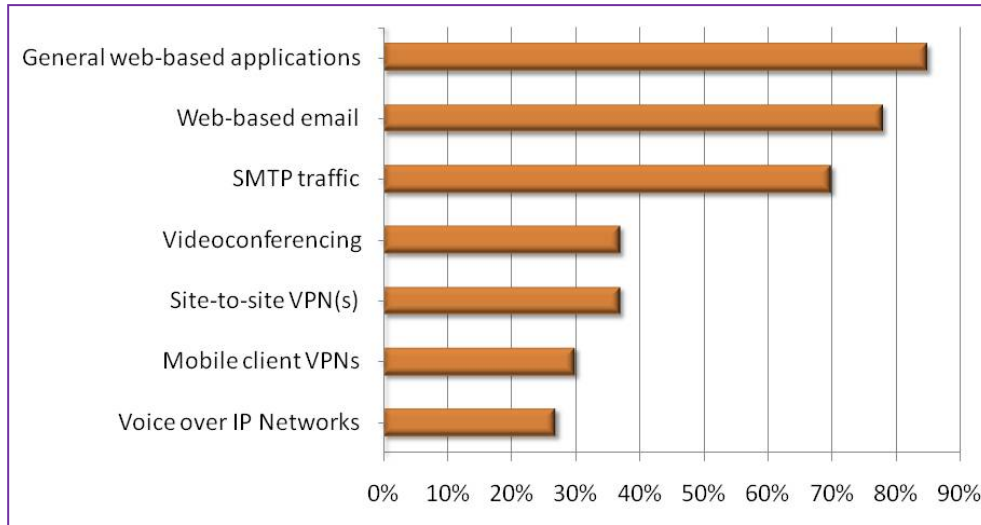


Customer satisfaction for every topic queried is very high, and customers provided comments on their experience:

- “Great products and excellent customer service. Keep up the good work!”
- Cesar Calderon, Universidad del Sagrado Corazon, Puerto Rico
- “The support team has been wonderful and extremely responsive at making sure all our LB-1100E units are configured and adjusted as required.”
- William Mellott, Club Quarters, USA
- “Outstanding customer support team...Always very helpful. Many thanks!”
- Faheem Mashadi, Kohl and Frisch Limited, Canada

Common Link Balancer Usage

In the 2009 annual survey, customers were asked to list which services they balance for both inbound and outbound traffic beyond Web surfing. This information is interesting, as other organizations can look into how Elfiq's products are used prior to planning their deployments.



Customer Carrier Experiences

Elfiq Link Balancers are deployed primarily to keep networks running even in the case of carrier network failure by using a failover process. Below are the failure rates based on carrier technologies used at customer sites. It is worth mentioning that **93% of the respondents experienced carrier outages** since installing their Elfiq unit.

The key result in this set of customer experiences is that Internet connectivity was not halted, and business and IT services continued operating even with unavailable ISP links.

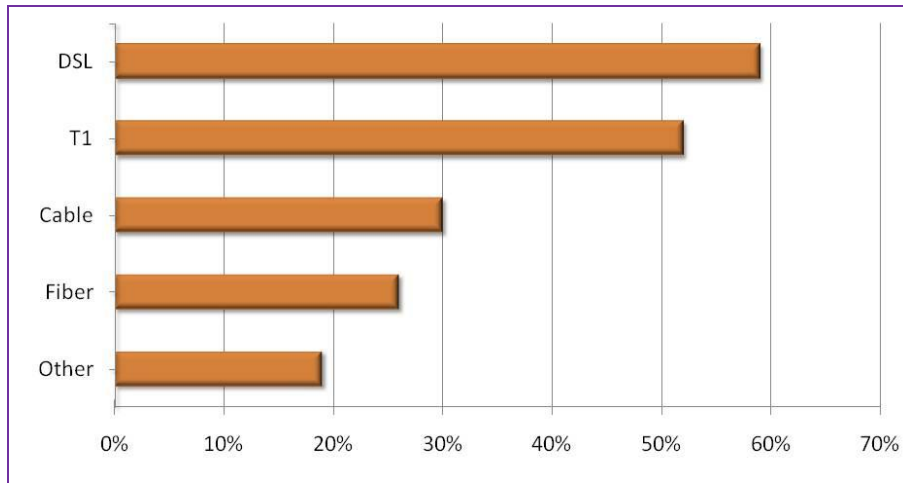
Customer testimonial on the effectiveness of Elfiq products:

"Elfiq is an appliance that no company should be without! I have two 100Mbps fiber connections and in the last month BOTH have failed (at different times). Elfiq did what it was designed to do and my users experienced ZERO downtime!

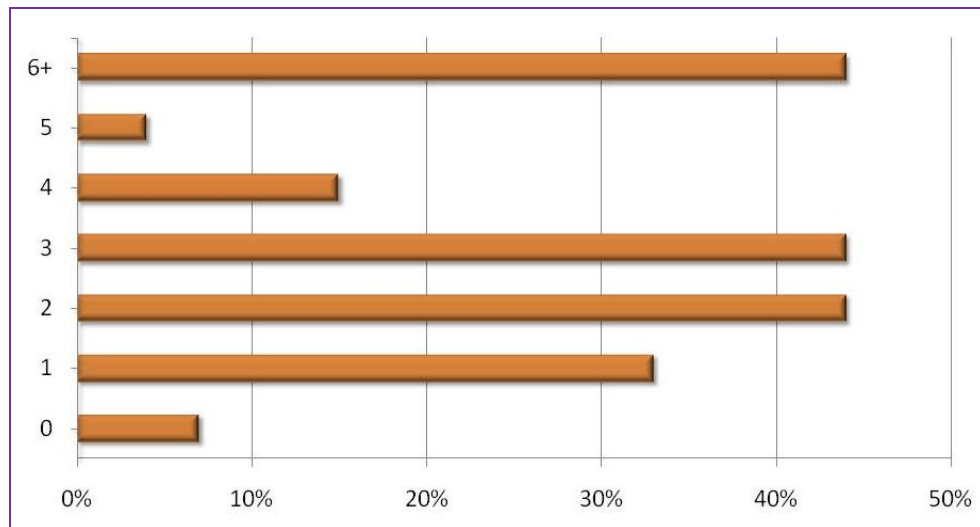
I even had to go and inform Senior Management that we were in failover mode - they had no indication. To top it all off, I was the one to inform my ISP's they were down thanks to the Elfiq's email alerts I received!"

Dan Elder, IT Manager
Sprott Asset Management

The first result set from the customer survey on this topic is the rate of carrier failures experienced by Elfiq customers based on technologies deployed:



The second result set from the customer survey on this topic is the number of carrier failures experienced by Elfiq customers for all carrier technology employed:



Conclusion

Elfiq Networks' Link Balancer appliances have been designed to deliver business continuity to organizations of any size, vertical or geography, and our customers make full use of the product's capabilities to ensure their Internet access is available even when a carrier outage occurs.

Elfiq Networks is very proud of the results of the survey in terms of the satisfaction expressed by existing customers regarding product quality and interaction with the Elfiq teams. These metrics ensure that existing and future customers have a high level of confidence when deploying an Elfiq-based project into their environment, and that they will have maximum uptime as any carrier technology will likely have an outage during normal operation hours.

Customer feedback provided through this activity and via our Web site and interaction with various groups at Elfiq Networks help us prioritize items in our product roadmap and bring new ideas to the products as well.

Produced by Elfiq Networks

Elfiq Networks is a technology leader and innovator in the field of WAN link management and balancing. With successful installations in over 60 countries, Elfiq's Link Balancer products help organizations of any type and size perform more competitively every day with the ability to use multiple Internet and private links easily and securely.

For more information on Elfiq Networks' products and technologies, please contact:

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December 2009

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