



# Customer Satisfaction Survey 2020

Listening to our customers



*A high return on investment was typically achieved within the first year of going live with Pelican.*

U.S. Based Bank

*With Pelican, the bank is able to adopt a single comprehensive global Sanctions Screening process, one that is centrally managed and locally deployed.*

European Bank

*Daily payment volumes have doubled and are processed seamlessly by Pelican.*

U.S. Based Bank

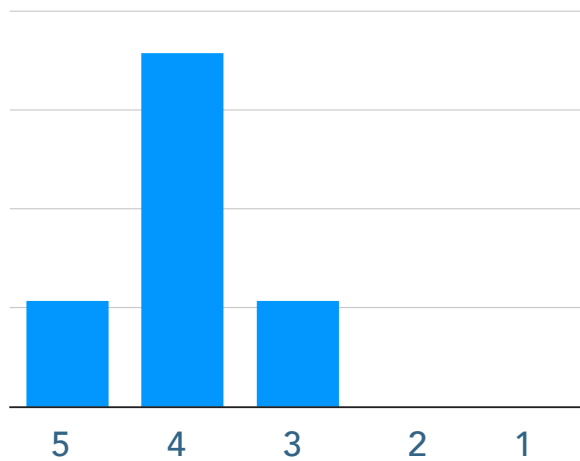
*Pelican is a very intelligent product based on smart logic. It continues to be very reliable, flexible and also affordable.*

U.S. Based Bank

### 1 | Functionality

*How would you rate the overall functionality of the Pelican application you use in terms of fulfilling your business objective?*

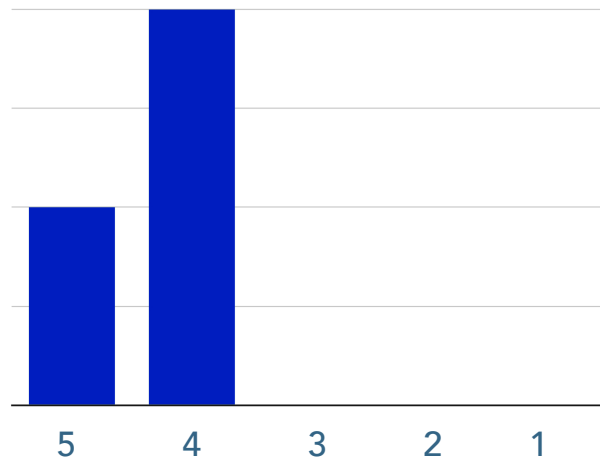
80%



### 2 | ROI

*How would you rate the Pelican application in terms of return on investment?*

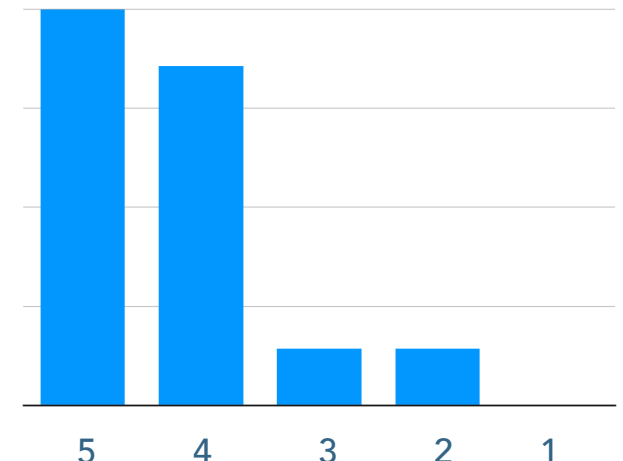
87%



### 3 | Production Support

*How would you rate Pelican for providing production support and resolving "Critical" production issues?*

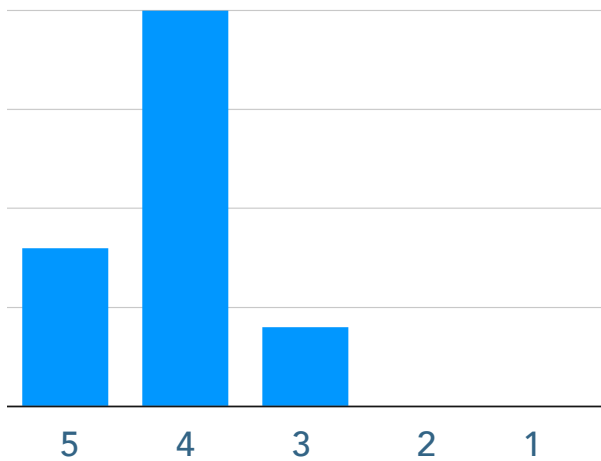
85%



#### 4 | Service Quality

*How satisfied are you with the "Quality of Service" you received from Pelican?*

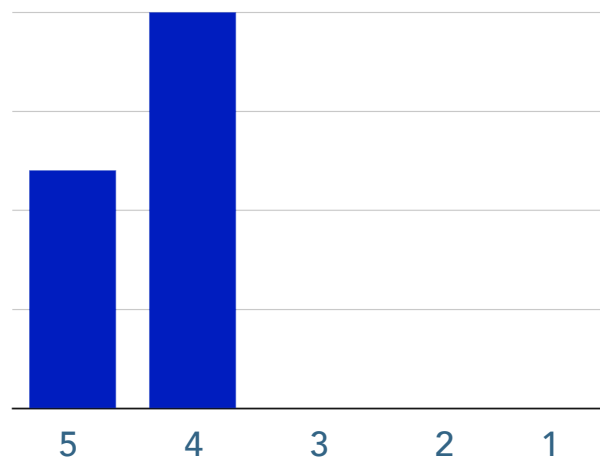
83%



#### 5 | Support Knowledge

*How would you rate the support staff on their knowledge of the product you are using?*

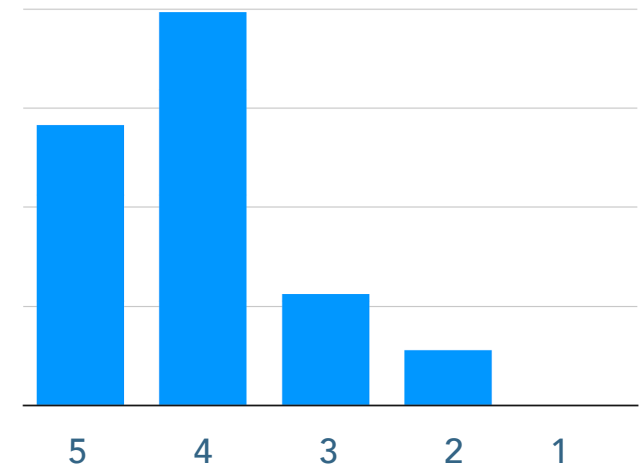
88%



#### 6 | Non-Critical Support

*How would you rate Pelican for providing production support and resolving "Non-Critical" issues?*

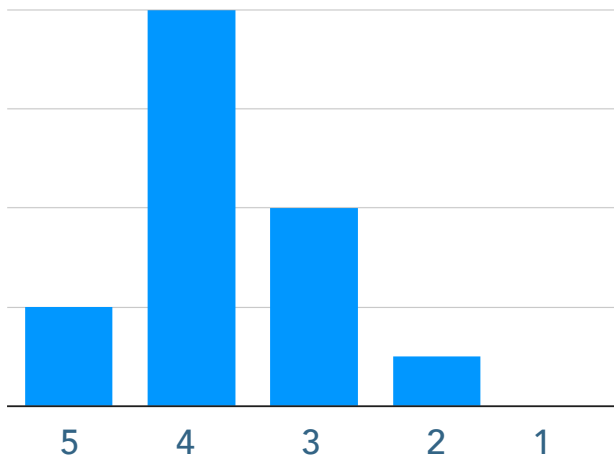
81%



### 7 | User Friendliness

*How would you rate the front-end user interface from a 'User-Friendliness' perspective?*

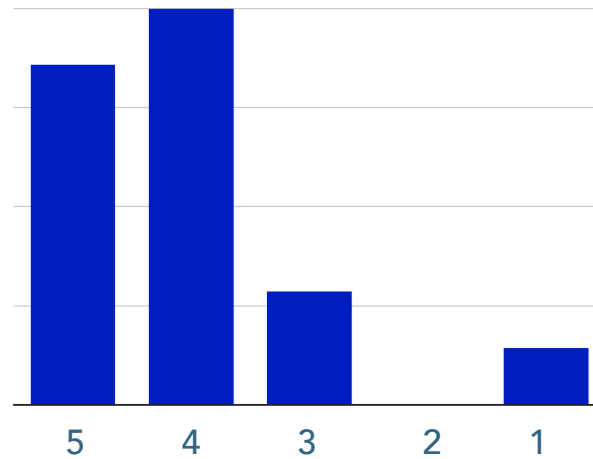
75%



### 8 | Project Team Experience

*How would you rate the overall experience with the Pelican Project Team?*

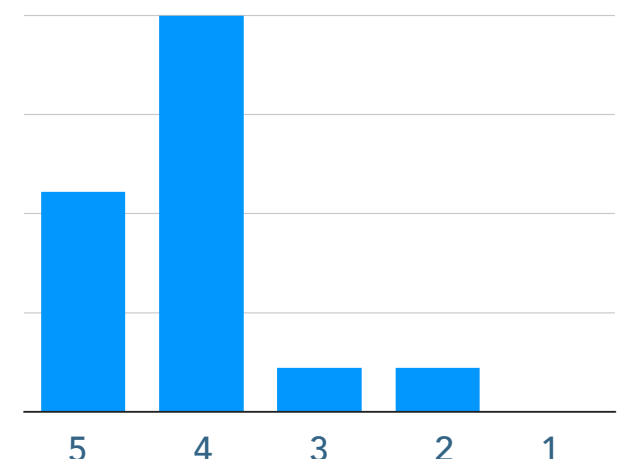
81%



### 9 | Pelican Experience

*How would you rate your overall experience with Pelican?*

83%



# Survey result details

Pelican conducted this customer survey in January 2020 using an independent survey platform to solicit customer feedback covering operations, support, functionality and technology. Customers had the option to provide feedback anonymously. Detailed results for the questions are provide below.

1 | Functionality - How would you rate the overall functionality of the Pelican application you use in terms of fulfilling your business objective? - Very satisfied 18.75%, Satisfied 62.50%, Neither satisfied nor dissatisfied 18.75%, Dissatisfied 0.00%, Very dissatisfied 0.00%.

2 | ROI- How would you rate the Pelican application in terms of return on investment? Above average 33.33%, Average 66.67%, Below average 0.00%.

3 | Production Support - How would you rate Pelican for providing production support and

resolving "Critical" production issues? Very satisfied 46.67%, Satisfied 40.00%Neither satisfied nor , dissatisfied 6.67%, Dissatisfied 6.67%, Very dissatisfied 0.00%.

4 | Service Quality - How satisfied are you with the "Quality of Service" you received from Pelican? Very satisfied 25.00%, Satisfied 62.50%, Neither satisfied nor dissatisfied 12.50%, Dissatisfied 0.00%, Very dissatisfied 0.00%.

5 | Support Knowledge - How would you rate the support staff on their knowledge of the product you are using? Extremely familiar 37.50%, Very familiar 62.50%, Somewhat familiar 0.00%, Not so familiar 0.00%, Not at all familiar 0.00%.

6 | Non-Critical Support - How would you rate Pelican for providing production support and resolving "Non-Critical" issues? Very satisfied 33.33%, Satisfied 46.67%, Neither satisfied nor

dissatisfied 13.33%, Dissatisfied 6.67%, Very dissatisfied 0.00%.

7 | User Friendliness - How would you rate the front-end user interface from a 'User-Friendliness' perspective? Very satisfied 13.33%, Satisfied 53.33%, Neither satisfied nor dissatisfied 26.67%, Dissatisfied 6.67%, Very dissatisfied 0.00%.

8 | Project Team Experience - How would you rate the overall experience with the Pelican Project Team? Very satisfied 37.50%, Satisfied 3.75%, Neither satisfied nor dissatisfied 12.50%, Dissatisfied 0.00%, Very dissatisfied 6.25%.

9 | Pelican Experience - How would you rate your overall experience with Pelican? Very satisfied 31.25%, Satisfied 56.25%, Neither satisfied nor dissatisfied 6.25%, Dissatisfied 6.25%, Very dissatisfied 0.00%.