

15 July, 2009



Media Release

DATABASE CONSULTANTS AUSTRALIA SCORES 93.70% FOR CUSTOMER SATISFACTION

The judging process for the 2009 Australian Achiever Awards for Victoria's Computer Systems & Software Services category was completed on 15th July.

Database Consultants Australia scored a highly recommended 93.70%.

Now into its twelfth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a businesses' own customers - an indication of a well run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last five years can be viewed at www.achiever.com.au

Some of the comments Australian Achiever received from Database Consultants Australia clients are:

"DCA are very professional and very concise about what they do and they know their business and are market leaders in their field. They have a very good research and development area, which means that there are continual upgrades with their products and enhancements etc. Their customer service is good and they are always very good to deal with."

"DCA are very flexible and responsive. They understand the market and they are willing to partner with customers to achieve new outcomes. They have exceptional customer service and exceptional technical knowledge and follow up. The staff are very professional, friendly and obliging and we have a good working relationship with them."

"DCA are very innovative and a leader in their field. They understand our needs and go above and beyond with their help and expertise. The staff we deal with are professional, friendly with very good customer service. They regularly keep in touch with updates and we have a very good working relationship with them."

ENDS: For verification of this report, please call
Geoff Harwood, Director, Australian Achiever, 1800 638 318.