Dear *|FNAME|*,

Welcome to the Formpak Spring newsletter, we hope you find it interesting and insightful.

Formpak Newsletter - Spring 2017 contents:

- Team expansion
- Save the date for our Formpak Software Training Day
- Support response times and client surveys
- New training and support content
- Events
- Key software updates

Team Expansion

We are pleased to announce we have recently expanded the Formpak team with the addition of Victoria Ayres as our Project Manager.

Victoria will be joining our Sales and Support team. Her key responsibilities are to oversee implementations of Formpak, working closely with customers so they get as much from the system as they can.

We will be holding a Formpak Software Training Day on the 6th June 2017 at our facilities in Colworth Science Park. We will send you more information regarding this event soon.

Support Response Times and Client Surveys

We are committed to offering great software and excellent support to our clients. To help us achieve this we monitored our response times to support requests and sent out Customer
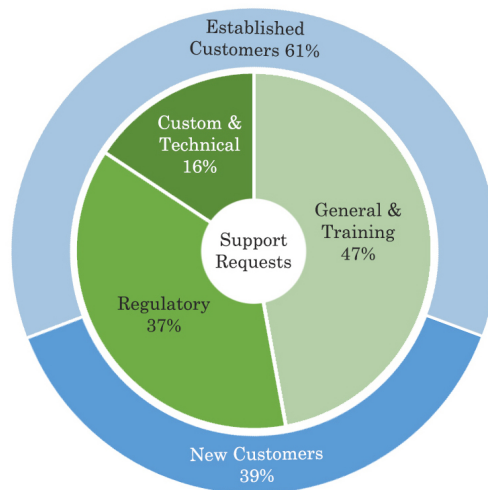
Feedback Surveys.

Support Response Times

We monitored the support requests via telephone and email for 4 weeks between September and November last year. During this time, we recorded the following:
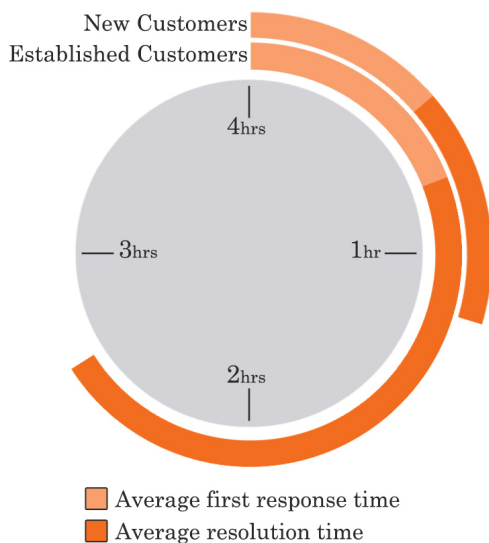
- First response time
- Resolution time
- Support topic
  - General & Training Support
  - Custom & Technical Support
  - Regulatory Support
- Customer type
  - New Customer (installed within the last 12 months)
  - Established Customer

Our average first response time was 41 minutes, and the average resolution time was 2 hours and 5 minutes. We also found that 56% of the support requests were resolved in the first response. Please see a further breakdown for the results below:
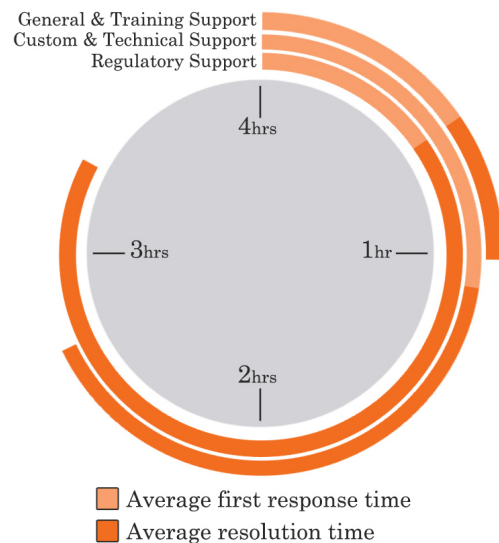
Support request overview

Support times by Customer

- Average first response time
- Average resolution time

Support times by topic

- Average first response time
- Average resolution time
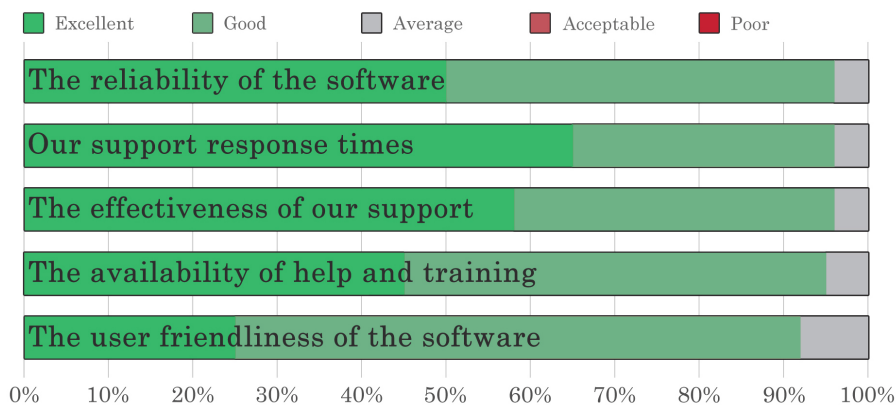
Client Survey

In November last year, we also sent out a Customer Feedback Questionnaire to many of our customers. We requested feedback in 5 specific areas:

- The reliability of the software
- Our support response times
- The effectiveness of our support
- The availability of help and training
- The user friendliness of the software

The results of the survey are below:

Thank you to everyone who took the time to complete the questionnaire.

Through the feedback obtained from survey and monitoring, we identified the areas where we can improve and have already started implementing some changes. We will continue to monitor, adapt and improve and always welcome your input.

New Training and Support Content

We have been working on new training and support content to help with some of the complex areas the software manages. This includes the following presentations on:

- IFRA Guide
- User Permissions
- Using Projects
- Document Version Processes
- Understanding the Link Between Raw Material Compositions and Properties

If you would like access to any of these presentations, please contact us at support@formpak-software.co.uk and we will send you the download link.

Events

We had fun exhibiting at this year's B.E.O.A. Symposium. The talks were excellent as usual and it was great to see some of our Formpak clients. We will also be attending the following events:

- BSP One Day Symposium – 11th May 2017
- IFRA UK 2017 Fragrance Forum - 12th October 2017

Key Software Updates

Please see some of the recent software updates below:

Print documents and labels in Action Tasks - Added function for printing documents and labels from Action Tasks.

Sample Delivery Note - Report amendments - Amendments to Sample Delivery Note report to include more ability to modify within the software.

Added function to remove document versions - This is useful if a document was revised in error.

Improved Automatic Processing - This will now allow property calculations to be focused on a specific property type using 'Recalculate for Property Type'.

A full list of Key Software updates can be found on our Support Centre. Please note that these are not automatic updates. Please contact us if you would like to arrange an update for your Formpak Software.

Thank you for taking the time to read our newsletter.
Best regards from the *Formpak Team*