Customer Feedback from Dun & Bradstreet Open Ratings

Open Ratings calculates supplier performance scores using a sophisticated algorithm that takes into account the amount of information available on a supplier, the recency of the information, and the accuracy of the raters. Ratings range from 0 to 100, however, this is not a percentile score. SIC Level Quintile Overall Performance Rating Top Indicative of likely overall performance SIC: 8748/Business Consulting Services, NEC 50 75 100 Detailed Performance Ratings RELIABILITY: How reliably do you think this company follows 92 through on its commitments? COST: How closely did your final total costs correspond to your expectations at the beginning of the transaction? ORDER ACCURACY: How well do you think the product/service delivered matched your order specifications and quantity? DELIVERY/TIMELINESS: How satisfied do you feel about the timeliness 92 of the product/service delivery? QUALITY: How satisfied do you feel about the quality of the product/service provided by this company? BUSINESS RELATIONS: How easy do you think this company is to do business with? PERSONNEL: How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff? CUSTOMER SUPPORT: How satisfied do you feel about the customer 93 support you received from this company? RESPONSIVENESS: How responsive do you think this company was to information requests, issues, or 93 problems that arose in the course of the transaction?

Reliability

"Jason Roberts LLC has met every deadline committed to. They have not let me down once."

Quality

"The quality of the services delivered by Jason Roberts LLC is second to none. I'm extremely pleased with the quality of the work produced. They have exceeded my expectations."

Personnel

"The Jason Roberts team is professional and committed to my business needs. They have consistently gone above and beyond to achieve our goals."

Responsiveness

"The entire organization has always been highly responsive to our needs. They delivered their services providing exactly what we needed. I consider Jason Roberts to be our trusted advisor."

Customer support

"I have received only the best support as a customer of Jason Roberts. They have exceeded my expectations again and again."

Business relationship

"It is effortless from my perspective to do business with Jason Roberts LLC."

Cost

"They have delivered our solution on-time and on budget. I find the overall value to be exceptional"

