



Date: 07/05/10

## Past Performance Evaluation<sup>™</sup>

D-U-N-S Number for this company: **78-994-5607**

The Supplier Performance Review is a report on a single company. This report is divided into four sections:

### 1. Company Overview

Contains basic location, contact, and operating data available on the company being evaluated.

### 2. Supplier Performance Ratings

Provides the supplier's Overall Performance Rating, which is an assessment of likely overall performance, and a SIC-level benchmark, which indicates where the supplier's Overall Performance Rating falls in comparison to other rated companies in its SIC group. This section also provides Detailed Performance Ratings for key aspects of supplier performance.

### 3. Buyers Surveyed

Indicates the industries of the companies that have recently provided ratings on this supplier. Individual raters are not identified in order to preserve confidentiality.

### 4. Distribution of Feedback

Provides a breakdown of the survey responses received from raters of this supplier. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4).

## 1. COMPANY OVERVIEW (From Dun & Bradstreet records)

<b>Primary Name:</b>	SYSTEM SUPPORT SOLUTIONS, INC.	<b>Year Started:</b>	2001
<b>Alternate Names:</b>	(none)	<b>Year of Current Control:</b>	2001
<b>Address:</b>	994 Hunt Farm Road Long Lake, MN 55356	<b>Annual Sales:</b>	\$1,750,000
<b>Telephone Number:</b>	+1 (952) 745-0700	<b>Total Employees:</b>	5 total
<b>D-U-N-S<sup>®</sup> Number:</b>	78-994-5607	<b>SIC/Line of Business:</b>	3577/Computer peripheral equipment, nec

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### 2. SUPPLIER PERFORMANCE 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.

**Overall Performance Rating**

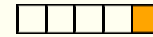
93



Indicative of likely overall performance

**SIC Level Quintile**

Bottom



Top

SIC: 3577/Computer Peripheral Equipment, NEC

#### Detailed Performance Ratings

0                      25                      50                      75                      100

**RELIABILITY:**

How reliably do you think this company follows through on its commitments?

95



**COST:**

How closely did your final total costs correspond to your expectations at the beginning of the transaction?

94



**ORDER ACCURACY:**

How well do you think the product/service delivered matched your order specifications and quantity?

96



**DELIVERY/TIMELINESS:**

How satisfied do you feel about the timeliness of the product/service delivery?

95



**QUALITY:**

How satisfied do you feel about the quality of the product/service provided by this company?

94



**BUSINESS RELATIONS:**

How easy do you think this company is to do business with?

94



**PERSONNEL:**

How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff?

96



**CUSTOMER SUPPORT:**

How satisfied do you feel about the customer support you received from this company?

94



**RESPONSIVENESS:**

How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction?

94



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### 3. BUYERS SURVEYED

The most recent feedback obtained on this supplier came from companies in the following industries.

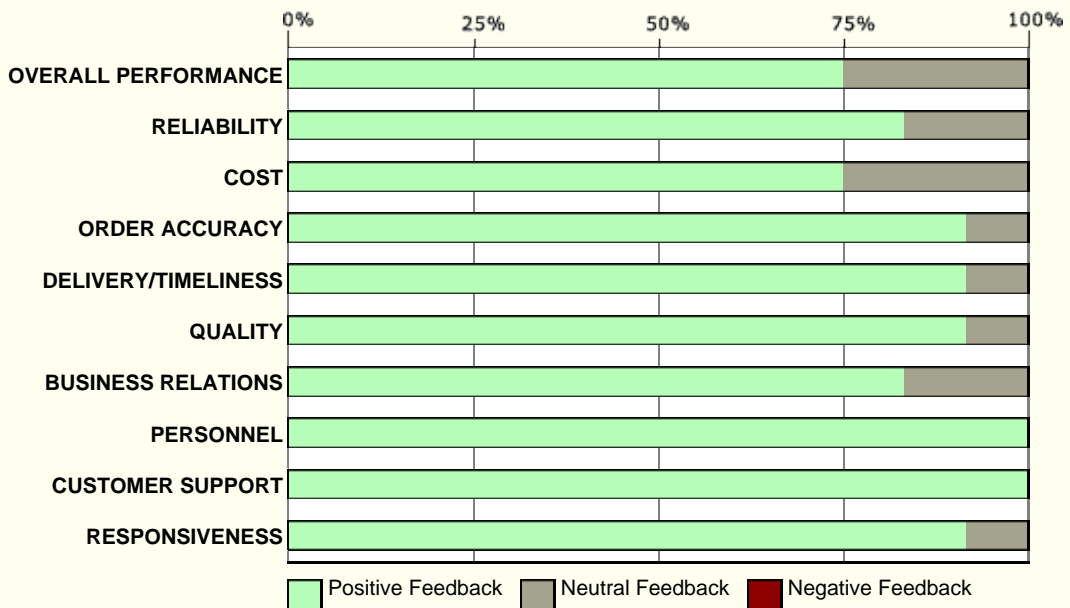
**SIC/Line of Business:**

- Unknown/not available
- 1731/Electrical work
- 3761/Guided missiles and space vehicles
- 5032/Brick, stone, & related materials
- 5045/Computers, peripherals & software
- 5932/Used merchandise stores
- 6022/State commercial banks
- 8331/Job training and related services
- 8712/Architectural services

Number of surveys completed during the past 30 days is 12.

### 4. DISTRIBUTION OF FEEDBACK

This supplier's ratings were based in part on survey feedback from past customers. This chart provides a breakdown of the survey responses received from customers in the last 12 months. For each of the survey questions, the responses, which were provided on a 0 to 10 scale, are categorized as "positive" (9 to 10), "neutral" (5 to 8), or "negative" (0 to 4). The percentages of responses falling into each category are shown below.



**Note: The supplier ratings set forth above represent the opinions of the surveyed customer references and not those of Open Ratings or Dun & Bradstreet. Some references may not have provided ratings for all performance aspects.**

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