



## Clarity 2013 Survey Results Summary

**100% of respondents would recommend Clarity to other organizations and colleagues.**



### Survey Reveals Clarity's Products & Service Exceed Expectations

A client satisfaction survey conducted by Clarity Software Solutions has revealed that in 2012, the company continued to achieve an exceptional standing with its clients within the healthcare industry.

More than 95% of clients stated that Clarity has delivered on its promise of application excellence and first-class customer service. 90% of clients were very satisfied with Clarity's customer service and 94% of clients feel that Clarity's staff has the knowledge to satisfy all of their requests.

*One client noted, "It's been quite refreshing to work with a vendor that continues to be innovative with product/service offerings, while keeping up with all the industry standards and requirements. It's nice to know that we are just as important to your business after a few years as we were when we first came onboard!"*

Most clients agree: 100% of respondents would recommend Clarity to other organizations and colleagues.

Clarity seeks out the direct feedback of its clients on a regular basis. "The only way for Clarity to improve itself is to hear how we're doing from our clients. We're not afraid to get constructive feedback; in fact, it is one of the most valuable tools we have to aid in strategic planning." said Clarity President and CEO, Sean Rotermund. "This satisfaction survey gives us visibility into how we become even better partners to our clients."

Clarity separates itself from competition with cutting-edge technology and 97% of clients representing over 80 unique organizations rated Clarity's applications as "industry leading." In fact, every client surveyed said that their expectations were met or exceeded in relation to the quality of product that Clarity delivers.

Clarity continues to deliver innovative solutions in response to the changing health plan marketplace, including offering electronic delivery of communications to the web and mobile devices. Over 50% of existing clients utilizing these services have said that they exceed expectations and help them differentiate themselves from their competition.