

## Past Performance Evaluation

### 1. COMPANY OVERVIEW

**Primary Name :** ADVENT BUSINESS COMPANY INC.  
**Alternate Name :** (none)  
**D-U-N-S® :** 96-248-0807  
**Address :** 3023 Rollingridge Rd  
 Naperville, IL 60564  
**Telephone Number :** +1 (630) 904-2069

#### Past Performance Evaluation

**Report Date :** 08-14-2012  
**Order Number :** 1742376

#### Company Information

**Year Started:** 2000  
**Year of Current Control:** 2000  
**Annual Sales:** \$ 400,000  
**Total Employees:** 3  
**SIC/Line of Business:** 7371/Custom computer programming services

### 2. SUPPLIER PERFORMANCE RATINGS

The supplier's overall performance rating is an assessment of predicted performance. Ratings are on a scale from 0 to 100, where 100 represents the highest level of customer satisfaction. The SIC-level benchmark indicates how the supplier's overall performance rating ranks in comparison against peers.

#### Overall Performance Rating

91



Overall, how satisfied do you feel about the performance of this company during this transaction?

Bottom

SIC:

#### SIC/Quintile



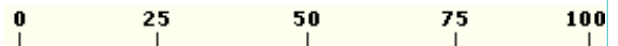
Top

7371/Custom computer programming services

### Detailed Performance Ratings

#### RELIABILITY:

How reliably do you think this company follows through on its commitments? 92



#### COST:

How closely did your final total costs correspond to your expectations at the beginning of the transaction? 87



#### ORDER ACCURACY:

How well do you think the product/service delivered matched your order specifications and quantity? 92



#### DELIVERY/TIMELINESS:

How satisfied do you feel about the timeliness of the product/service delivery? 91



#### QUALITY:

How satisfied do you feel about the quality of the product/service provided by this company? 93



#### BUSINESS RELATIONS:

How easy do you think this company is to do business with? 92



#### PERSONNEL:

How satisfied do you feel about the attitude, courtesy, and professionalism of this company's staff? 90



#### CUSTOMER SUPPORT:

How satisfied do you feel about the customer support you received from this company? 91



#### RESPONSIVENESS:

How responsive do you think this company was to information requests, issues, or problems that arose in the course of the transaction? 92



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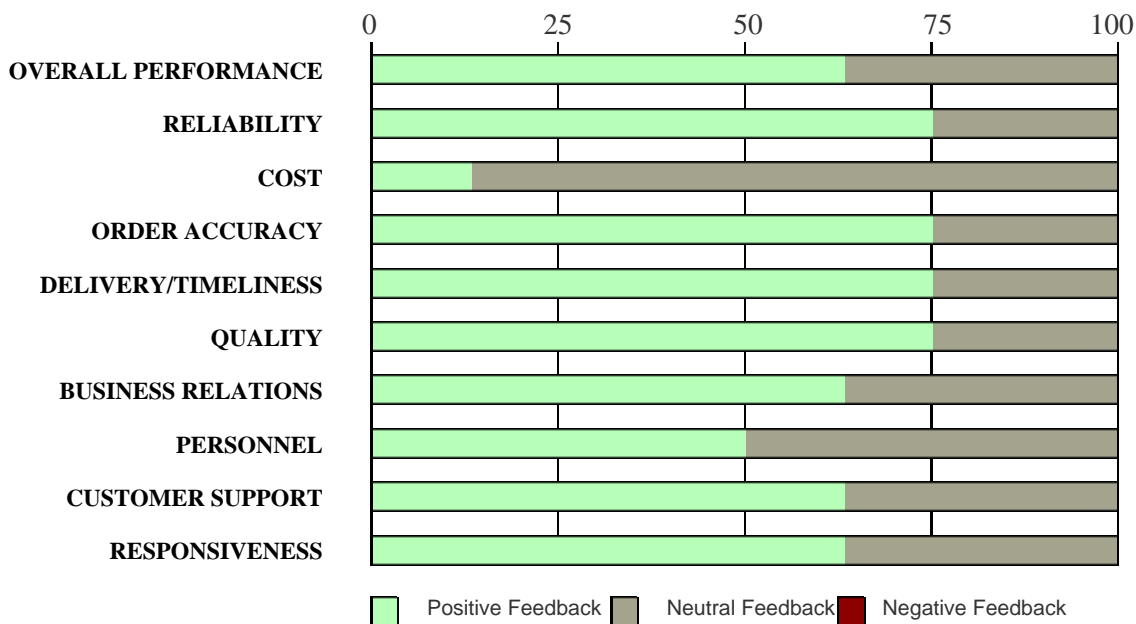
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### 3. DISTRIBUTION OF FEEDBACK

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.



### 4. CUSTOMER REFERENCES SURVEYED

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

**SIC/Line of Business:**

3312/Blast furnaces and steel mills

2096/Potato chips and similar snacks

7372/Prepackaged software

8742/Management consulting services

8732/Commercial nonphysical research

7373/Computer integrated systems design

Number of surveys completed during the past 30 days is 8.

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

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