

Annex I – SATISFACTION SURVEY ON DIGITAL SOLUTION DEPLOYED

SMEs Go Digital programme was announced at Budget 2017 to assist SMEs build stronger digital capabilities to participate in the digital economy. As part of the SMEs Go Digital Pre-Approval process, we would like to seek your assistance to provide feedback on the digital solution and support provided by the solution provider. We would appreciate it if you could take some time to complete the survey form. The information provided is for IMDA reference only.

If you require any clarification on this survey form, you may email us at [SMEs Go Digital@imda.gov.sg](mailto:SMEs_Go_Digital@imda.gov.sg).

Thank You!

IMDA SMEs Go Digital Team

Solution Information

Name of Solution Provider	Psoft Pte Ltd
Name and Version of Solution Deployed	Psoft Accounting Software (Version 7)
Location(s) Deployed	22 Jalan Pari Burong 488688
Date Deployed	2019

Company Information

Name of Company	Baxell (S) Pte Ltd
Unique Entity Number (UEN)	199202517E
Industry Sector (Primary)	Security
Industry Sector (Secondary) (Leave blank if no Secondary)	Construction
Contact Person	Dennis Yeong
Designation	Director
Mobile/Office Contact	90069595
Email Contact	dennis@baxell.com.sg

Is your company currently still using the solution?

Yes

No

Please check the below boxes accordingly.

SERVICE DELIVERY OF SOLUTION PROVIDER

Description	[1] Extremely Unsatisfied	[2] Unsatisfied	[3] Somewhat Unsatisfied	[4] Somewhat Satisfied	[5] Satisfied	[6] Extremely Satisfied
Technically competent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ability to understand and translate business requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall quality of deliverables, i.e. professional services, training, etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

PLANNING, SCHEDULING AND MONITORING

Description	[1] Extremely Unsatisfied	[2] Unsatisfied	[3] Somewhat Unsatisfied	[4] Somewhat Satisfied	[5] Satisfied	[6] Extremely Satisfied
Project is well planned, executed, and tracked by Solution Provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

RESPONSIVENESS OF SOLUTION PROVIDER

Description	[1] Extremely Unsatisfied	[2] Unsatisfied	[3] Somewhat Unsatisfied	[4] Somewhat Satisfied	[5] Satisfied	[6] Extremely Satisfied
Able to handle queries and resolve problems promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Proactive in proposing solutions and pre-empting problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

FEEDBACK ON SOLUTION DEPLOYED

Description	[1] Extremely Unsatisfied	[2] Unsatisfied	[3] Somewhat Unsatisfied	[4] Somewhat Satisfied	[5] Satisfied	[6] Extremely Satisfied
Solution meets your business & operations needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Ease of use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Affordability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall solution performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

OVERALL SOLUTION PROVIDER PERFORMANCE

Description	[1] Extremely Unsatisfied	[2] Unsatisfied	[3] Somewhat Unsatisfied	[4] Somewhat Satisfied	[5] Satisfied	[6] Extremely Satisfied
Overall performance of solution provider's	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

DOES THE SOLUTION HELP YOUR COMPANY ACHIEVE AT LEAST 15% INCREASE IN PRODUCTIVITY PER YEAR?

Example:

Benefits	Before Using the Solution	After Using the Solution	Productivity Gain
Manpower Saving	Need 10 waiters to serve	Only need 8 waiters to serve	$(\text{Before} - \text{After}) / \text{Before} \times 100 = (10 - 8) / 10 \times 100 = \underline{20\%}$

Please provide an estimate for at least one of the benefits stated in the table below
 (“NA” if the stated benefits from the use of the solution are not applicable to your company)

Benefits	Before Using the Solution	After Using the Solution
Improve in operational process	2 days	1 day
Manpower saving	10 staffs	6 staffs
Reduce in operating expenses	S\$400,000	S\$300,000
Increase in sales revenue	S\$200,000	S\$250,000
Time saving	7 days	3 days
Others: _____		


WILL YOU RECOMMEND THIS SOLUTION TO OTHER COMPANIES?

Yes No

ANY OTHER COMMENTS

< Please add other comments if any >

SIGNATURE



NAME

Dennis yeong

DESIGNATION

Director

DATE

22 April 2020

**COMPANY
STAMP**