

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.

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	3 Church Street #12-03 Samsung Hub Singapore 049483
Date Deployed	Jun 2019

Company Information

Name of Company	Bilsea International Pte Ltd
Unique Entity Number (UEN)	200815209N
Industry Sector (Primary)	Sea Transport
Industry Sector (Secondary) (Leave blank if no Secondary)	Choose an item.
Contact Person	Chow Yim Ha
Designation	Consultant
Mobile/Office Contact	6536 4198
Email Contact	yhchow@bilsea.com

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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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	$(Before - After) / Before \times 100 = (10 - 8) / 10 \times 100 = \mathbf{20\%}$

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	2 staffs	1 staffs
Reduce in operating expenses	Nil	Nil
Increase in sales revenue	Nil	Nil
Time saving	2 days	1 day
Others: _____		

WILL YOU RECOMMEND THIS SOLUTION TO OTHER COMPANIES?

Yes No

ANY OTHER COMMENTS

< Please add other comments if any >

SIGNATURE

yhchow

NAME

Chow Yim Ha

DESIGNATION

Consultant

DATE

22/4/2020

**COMPANY
STAMP**

