

**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**

<b>Name of Solution Provider</b>	Psoft Pte Ltd
<b>Name and Version of Solution Deployed</b>	Psoft Accounting Software (Version 7)
<b>Location(s) Deployed</b>	Click or tap here to enter text.
<b>Date Deployed</b>	Click <i>May 2018</i> or tap here to enter text.

**Company Information**

<b>Name of Company</b>	Boon Leng Trading Co
<b>Unique Entity Number (UEN)</b>	21484400E
<b>Industry Sector (Primary)</b>	Wholesale of Paper & Paper Products
<b>Industry Sector (Secondary) (Leave blank if no Secondary)</b>	Choose an item. —
<b>Contact Person</b>	Adam Goh
<b>Designation</b>	Business development
<b>Mobile/Office Contact</b>	98524372
<b>Email Contact</b>	Adamgoh@BLTrading.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 checked="" type="checkbox"/>	<input 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 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Ease of use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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	$(\text{Before} - \text{After}) / \text{Before} \times 100 = (10 - 8) / 10 \times 100 = \underline{20\%}$


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	2 days	1 day
Others: _____	<b>1 local access only</b>	<b>Anywhere can access.</b>

**WILL YOU RECOMMEND THIS SOLUTION TO OTHER COMPANIES?**  Yes  No

**ANY OTHER COMMENTS**

< Please add other comments if any >

**SIGNATURE**  


**NAME**  
 Adam Goh

**DESIGNATION**  
 Business Development

**DATE**  
 22 April 2020

**COMPANY STAMP**  
*Boon Leng Trading Co*  
 11 MANDAI ESTATE #03-11  
 ELDIX  
 S'PORE 729908