

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 7.1
Location(s) Deployed	14 TUAS AVE 18 A (S) 638862
Date Deployed	

Company Information

Name of Company	HONG XING ENGINEERING & CONSTRUCTION PTE LTD
Unique Entity Number (UEN)	198202657E
Industry Sector (Primary)	METAL FABRICATION
Industry Sector (Secondary) (Leave blank if no Secondary)	CONSTRUCTION & PROCESS INDUSTRY
Contact Person	VALERIE
Designation	ACCOUNTS CLERK
Mobile/Office Contact	65587515
Email Contact	valerie@hongxing.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 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 checked="" type="checkbox"/>	<input 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 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	$(Before - After) / Before \times 100 = (10 - 8) / 10 \times 100 = \underline{20\%}$

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	N.A	N.A
Manpower saving	N.A	N.A
Reduce in operating expenses	N.A	N.A
Increase in sales revenue	N.A	N.A
Time saving	N.A	N.A
Others: _____	N.A	N.A


WILL YOU RECOMMEND THIS SOLUTION TO OTHER SMEs?

Yes No

ANY OTHER COMMENTS

< Please add other comments if any >

SIGNATURE



NAME

SOO YIH JYE

DESIGNATION

DIRECTOR

DATE

23/1/19

COMPANY STAMP

