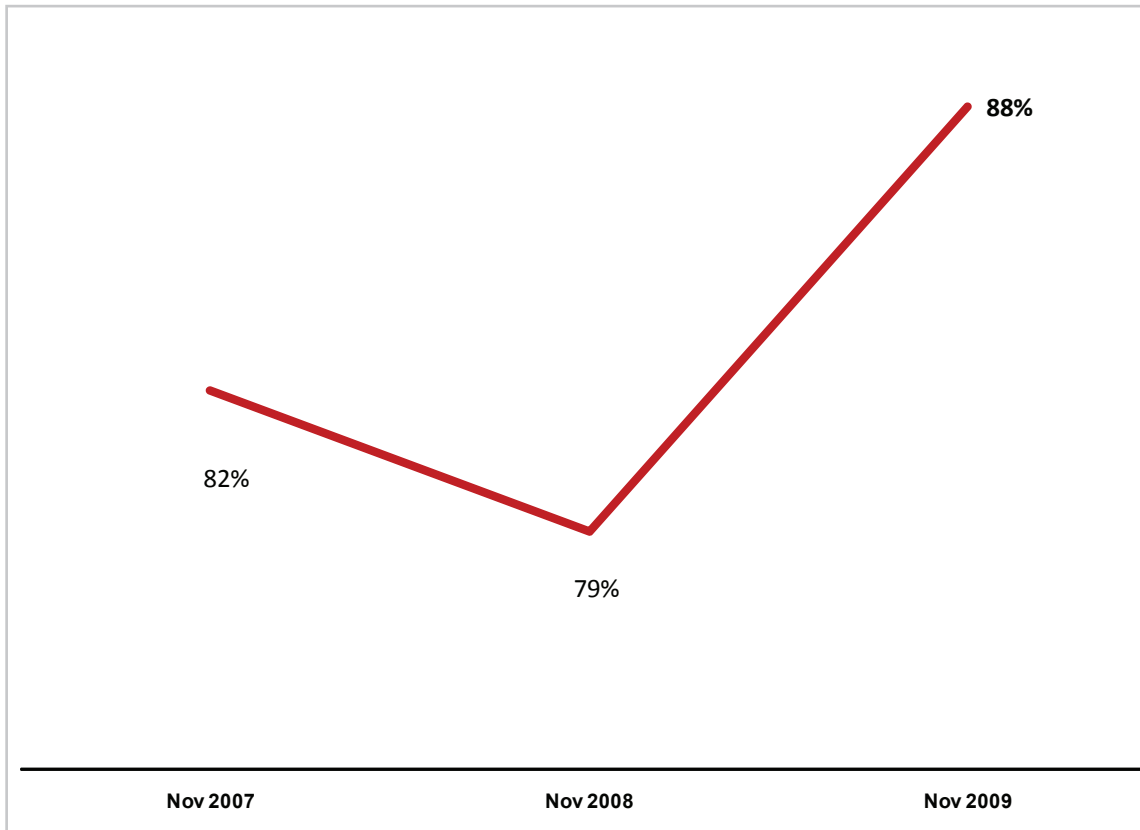


combined satisfied/very satisfied

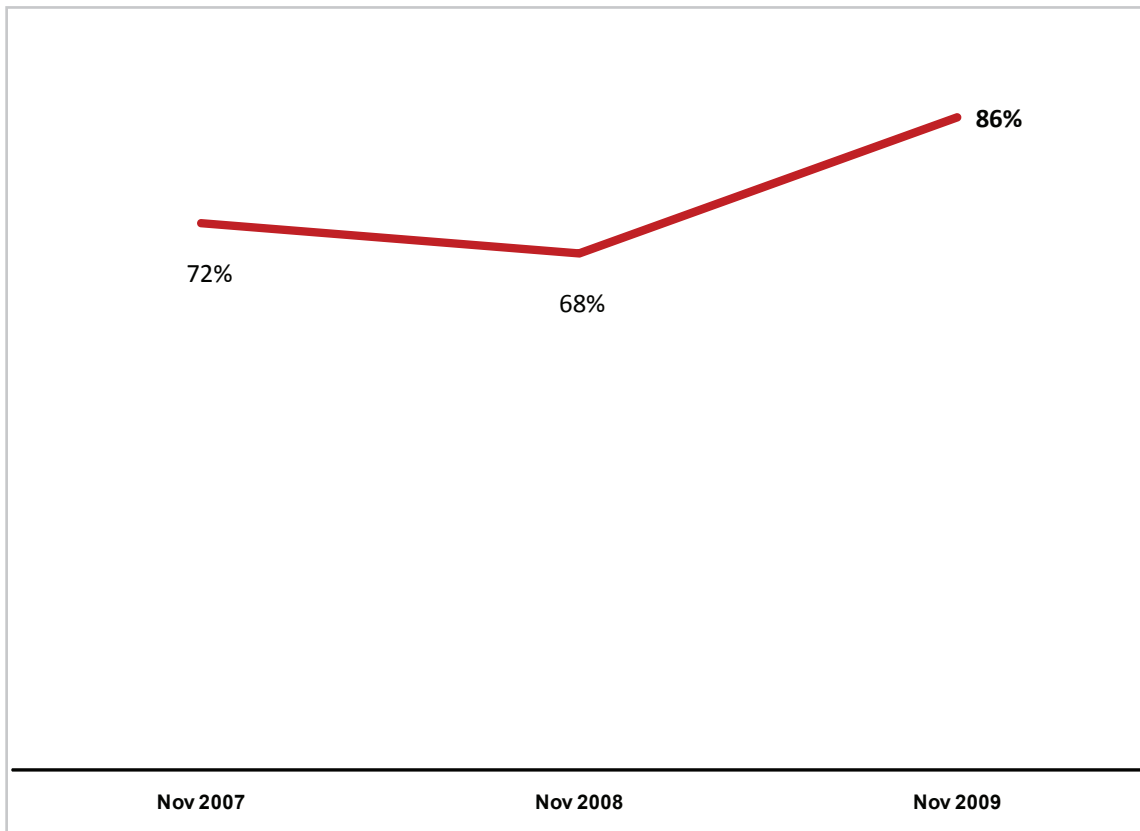


Survey was conducted by Synergy Solutions in Bemidji, MN. A total of 504 ADP Lightspeed customers completed the survey.

+ 6%

- Call distribution software implemented Dec '08.
- Adapted the call distribution software to maximize the availability of cross-functional associates.
- Workforce management software implemented May '09.
- Adapted the workforce management software to create forecasts and schedules based on current and historical call trends.
- Managers are utilizing new reporting tools to assess client needs and to monitor and reward associate performance.

combined satisfied/very satisfied

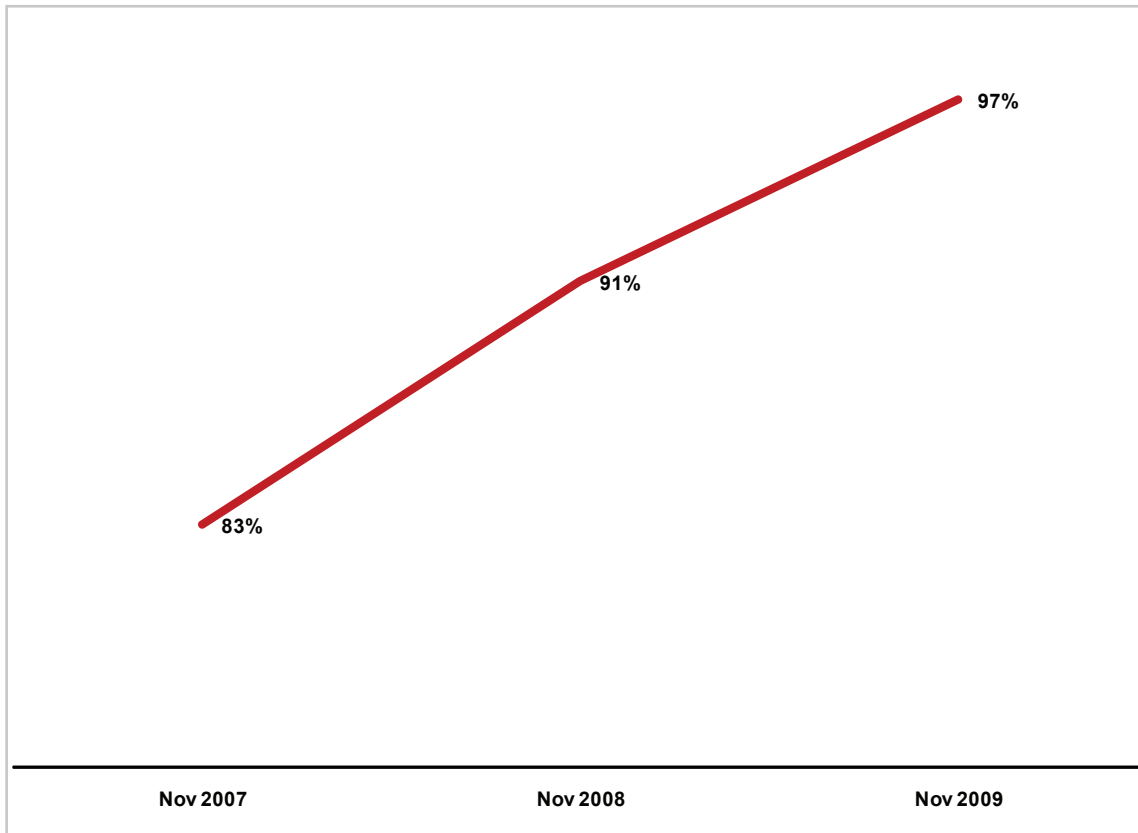


+ 14%

- Revised the associate monthly scorecard to focus on quality and Key Performance Indicators (Ex: schedule adherence, callback expectations, and target interactions).
- Associate schedules allow for daily “fixer” time to research and troubleshoot issues.

Survey was conducted by Synergy Solutions in Bemidji, MN. A total of 504 ADP Lightspeed customers completed the survey.

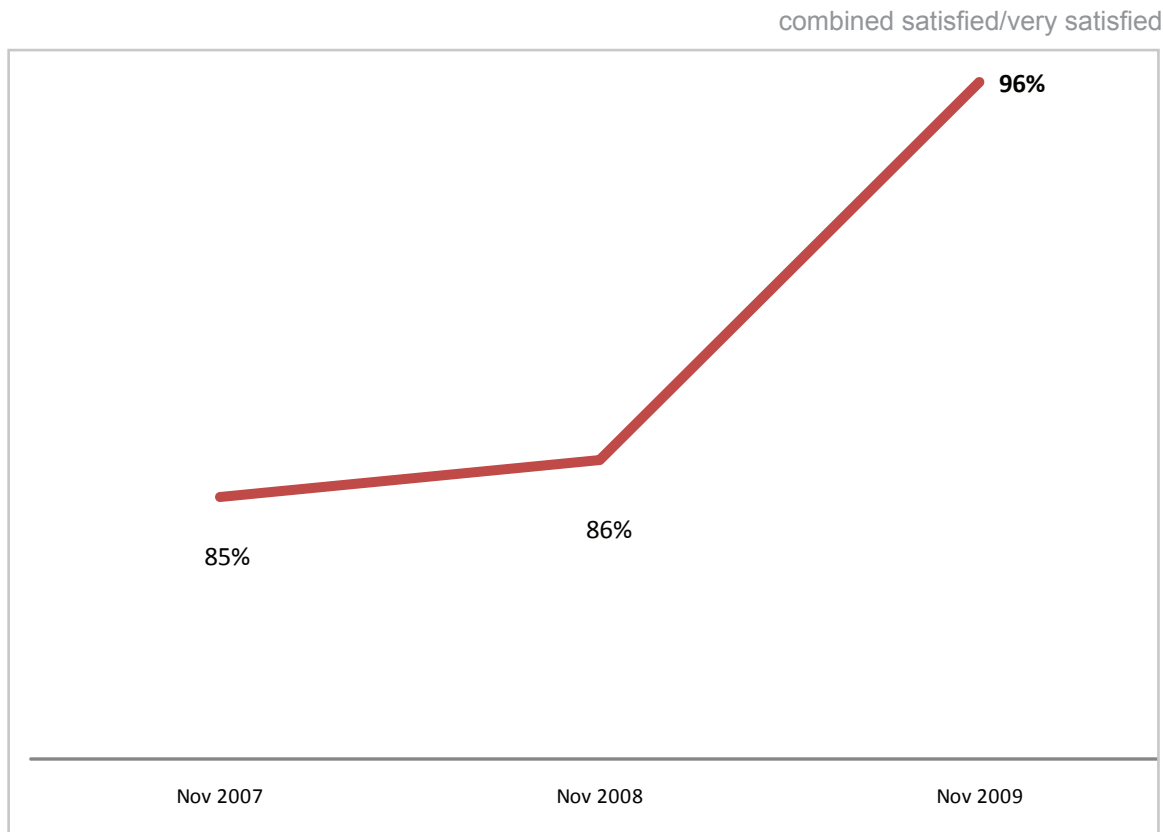
combined satisfied/very satisfied



+ 14%

- Revised the associate career path to train, take calls, and test at regular intervals on all DMS software modules.
- Created a core curriculum schedule for CTAs as part of their annual training hours requirement.
- Achieved 100% associate retention for the past 15 months.

Survey was conducted by Synergy Solutions in Bemidji, MN. A total of 504 ADP Lightspeed customers completed the survey.

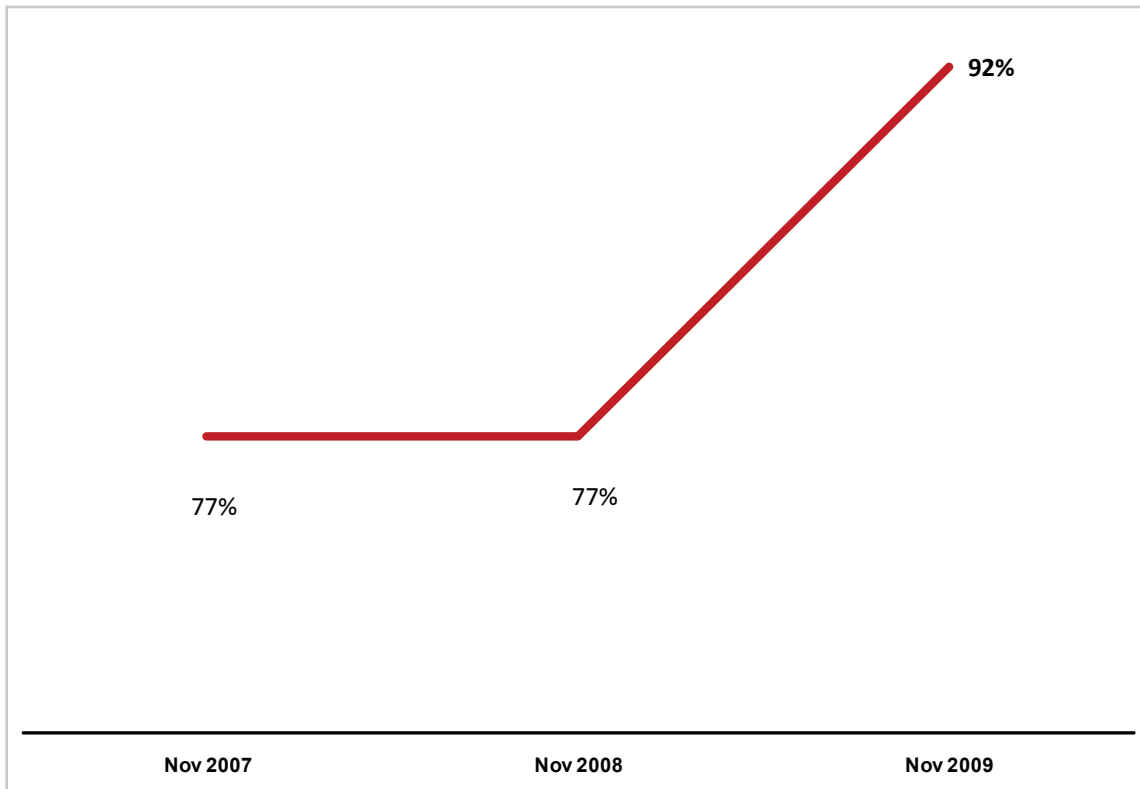


+ 11%

The effort of the entire Support team along with the investments in our infrastructure and human capital are represented in our overall satisfaction score.

Survey was conducted by Synergy Solutions in Bemidji, MN. A total of 504 ADP Lightspeed customers completed the survey.

combined satisfied/very satisfied

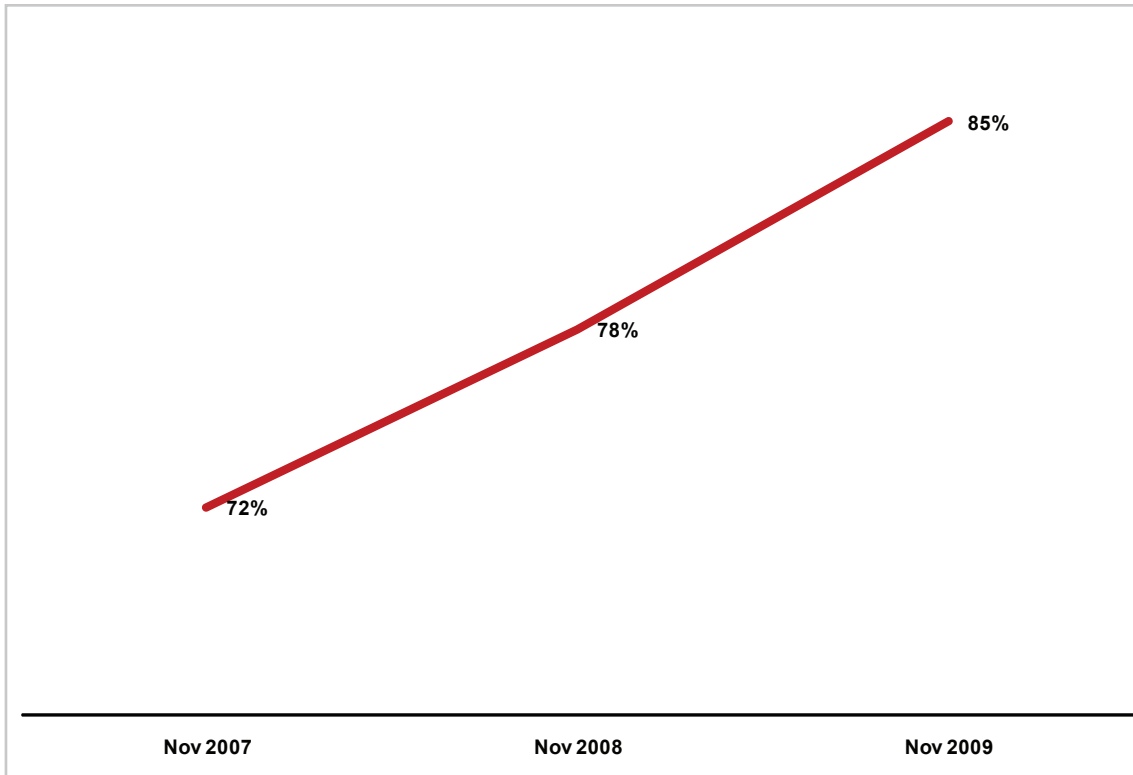


+ 15%

- Redesigned training curriculum by dealership role and subject level.
- Teaching one-hour interactive virtual courses throughout each month.
- Increased the number of online eLearning courses.

Survey was conducted by Synergy Solutions in Bemidji, MN. A total of 504 ADP Lightspeed customers completed the survey.

combined satisfied/very satisfied



+ 13%

- Better setting of expectations with the client and follow-through on the sales process.
- Better communication with the implementation team.

Survey was conducted by Synergy Solutions in Bemidji, MN. A total of 504 ADP Lightspeed customers completed the survey.