**Ultimus Customer Questionnaire**

Ultimus is gathering testimonial statements from its customers to use for various marketing pieces, such as written success stories or quotes for our website and other brochures and flyers, and we would very much appreciate your help!

Please help us by filling out as much as you can about your experience with Ultimus.

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| --- | --- | --- | --- |
| **Full Name:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Company:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Email:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Title/Role:** | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

1. **What were some of the reasons your company chose Ultimus?**

If you were with your company prior to the implementation of Ultimus, try to think back to the way things were before. What problems or difficulties was the company experiencing? What needed to change?

1. **Think about one of the main process solutions Ultimus has automated to solve the problems listed above. What business process was automated?**

If Ultimus has automated more than one process, please choose one you are most familiar with. You can also take this survey again and provide feedback for another process later, if you'd like.

1. **After choosing Ultimus, what was pre-implementation of the solution like? If you were involved, please explain your experience with project planning, discovery, solution design, development and deployment.**

Feel free to include any Ultimus services involved, integrations, length of time from the planning stage to actual go-live, and how you feel this whole process went.

1. **In what ways has this automated process solution helped? What benefits have you experienced?**

Please explain what life is like post-implementation. Is anything easier/faster? What differences do you notice?

1. **What specific features or functionalities do you like most about the Ultimus BPM Suite and why?**
2. **Have you experienced any problems or ever had to contact Customer Support? If so, what was the problem and how did this turn out?**

Feel free to include length of time it took to solve the issue and whether or not this went smoothly.

1. **How would you summarize your experience with Ultimus as a whole? What main benefits and end results stand out the most to you?**
2. **Does your company have any plans to start any new projects or automate more processes with Ultimus?**
3. **Is there anything that Ultimus can do to improve or anything else you'd like us to know?**

Feel free to share suggestions about either our Company and Services or specifics of the software.

1. **Is it okay for Ultimus to use this information for references/testimonials?**

If your statements are chosen to appear on our website or in any publications (e.g. success story or quote), we will contact you first for final approval of the content.

|  |  |
| --- | --- |
| \_\_\_\_\_\_\_\_\_ | **Yes, I would love for others to hear about my experience with Ultimus or would like to promote my company.** |
| \_\_\_\_\_\_\_\_\_ | No, please do not share my input with other customers or in any publications. |

**Please return survey to** **marketing@ultimus.com** **upon completion.**

Thank you so very much for taking the time to provide feedback about Ultimus. It is because of supportive customers like yourself, that we are able to help make improvements to our software and services, to benefit you and other companies like yours for many years to come.

Again, if your feedback is chosen, we will be in touch with you shortly. Thanks for continuing to be a world-class valued Ultimus customer!