



## Customer Testimonials

### ZIONS BANK

*"The reporting capabilities of the **Active Listening System** give me visibility into what is happening on the front-lines of the bank. Rather than make decisions based on anecdotal information, I can now base them on real-time customer feedback that I can see for myself."*

**George Hofmann, EVP Retail Banking**

Zions Bank (NASDAQ: ZION)



*"All employees are expected to provide customers with "Excellence through Service" and agree to uphold RWJ Hamilton's 5-Star Service Standards in eight areas including commitment to customers; commitment to co-workers; courtesy and etiquette; communication; privacy; and safety awareness. Employees are recruited, selected, and evaluated using these standards, and it is the **CustomerVoice** and **EmployeeVoice** systems from Allegiance that allows us to prove we are doing what we claim."*

**Connie Resnick, Director**

Robert Wood Johnson University Hospital



*"We deployed **SilentWhistle** specifically to address the Sarbanes-Oxley 301 requirement and immediately learned that they provide much more than that. Their suite of enterprise feedback solutions has allowed us to improve our culture, employee morale, and the way we treat our customers and partners."*

**Jonathan Johnson, VP of Corporate Affairs and Legal**

Overstock.com (NASDAQ: OSTK)



*"A few irritated employees can quickly deflate company morale and momentum, disturbing the customer experience and even impacting sales. **EmployeePulse** and **EmployeeVoice** quickly helped us identify employee concerns and gave us the tools to track and resolve these issues. We've experienced an overall improvement in employee attitude, and work effort has never been better. We're also excited about our cost savings due to decreasing turnover from 38% to just 18%."*

**Marshall Paepke, HR Director**

Mountain America Credit Union



"We use **ActiveSurvey** to gather automated product feedback and suggestions from our customers. The value comes in the ease of use and depth of content we're able to capture. Our products are more aligned with what our customers want and as a result we sell more and have fewer complaints. We can't live without it!"

**Dave Nelson, Marketing Manager**  
Xactware



"The Allegiance **CustomerVoice** feedback system has helped us communicate better with our customers than ever before. Our customers value the ability to share their thoughts with us at almost every point of contact. This allows me to retain customers - not just customer data."

**Bruce Miller, AVP Electronic Financial Services**  
Bank of American Fork



"Any public company operating an internal anonymous reporting system is wasting their time and energy. The **SilentWhistle** system was easy to implement, surprisingly affordable, and fully compliant with Sarbanes-Oxley. No one in our company has to worry about manning a hotline or interviewing callers. Their system runs on auto-pilot in the background, and immediately alerts us when a communication is received."

**Stephanie Sorensen, Controller**  
UCN, Inc. (NYSE: UCNN)



"We now enjoy stronger relationships with our physicians-including more referral business, as a result of our success with **PartnerVoice**."

**Tad Morley, Administrator**  
Mountain View Hospital



"The **Allegiance** team is extremely professional and responsive. The implementation of their system was almost effortless, and their knowledgeable staff is always available to answer our questions."

**John Thomas, Associate General Counsel**  
1-800-Contacts (NASDAQ: CTAC)