



UPS Logistics Technologies

1. How long have you been working with this vendor?

UPSLT: Approximately 2 years.

2. Is this vendor delivering multiple projects types for your company?

UPSLT: A2Z translated concurrently our flagship software product into 4 separate languages (Spanish, Italian, Hebrew and Portuguese) and is currently working with us in the review phase of the software translation.

3. How accurate have you found the quoting process of this vendor?

UPSLT: We were charged the exact amount that the estimate indicated.

4. Have you experienced any delivery delays in working with this vendor?

UPSLT: A2Z has consistently delivered materials on time.

5. Are there any languages you have found to be problematic?

UPSLT: We have been satisfied with the translation of all languages. The Hebrew language in particular, presented some very interesting challenges due to bi-directional text and right to left reading order, in which A2Z worked with us closely to resolve these challenges.

6. Are you using any of this vendor's proprietary tools?

UPSLT: We use MS Developer Studio, which A2Z also uses to edit and resize dialogs as necessary after they have been translated.

7. How would you rate project management skills on a scale of 1-5? (5 being the highest)

UPSLT: We rate this as a 5.

8. How would you rate Communication skills on a scale of 1-5? (5 being the highest)

UPSLT: We rate this as a 4

9. Would you recommend this vendor to another potential customer?

UPSLT: We definitely recommend A2Z to other potential customers because of their quality of work, accuracy of pricing estimates, and consistent delivery of materials on schedule.