

+UDP Survey Results 2003 - 2010

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P r o f e s s i o n a l s
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P t e L t d

TO WHOM IT MAY CONCERN:

April, 2010

Reference: +UDP - improving User Desktop Productivity Workshop.
Subject: Introducing +UDP Techniques to all your computer users
Results from the Survey given to nearly 7,500 attendees [2003-10]

X-PAT Pte Ltd has been conducting User Desktop Productivity Workshops in Singapore and S E Asia since early in 2003. During that time, over 7,500 Users have attended. The structure of the +UDP Workshops is unique and, we believe, that this contributed to the success of the +UDP Program.

These attendees ranged from IT specialists to novice Users and all agreed that by the end of the Workshop they were all 'working smarter'. By considering computer concepts and strategies, shortcuts and preferences in a fun way, we have questioned the Users productivity and this has led these Users to think about the repetitive tasks they perform all day / every day. It does not matter if they work for a small organisation, or a multi-national, all computer Users perform similar tasks - eg repetitive activities such as format, file, open, save, find & print.

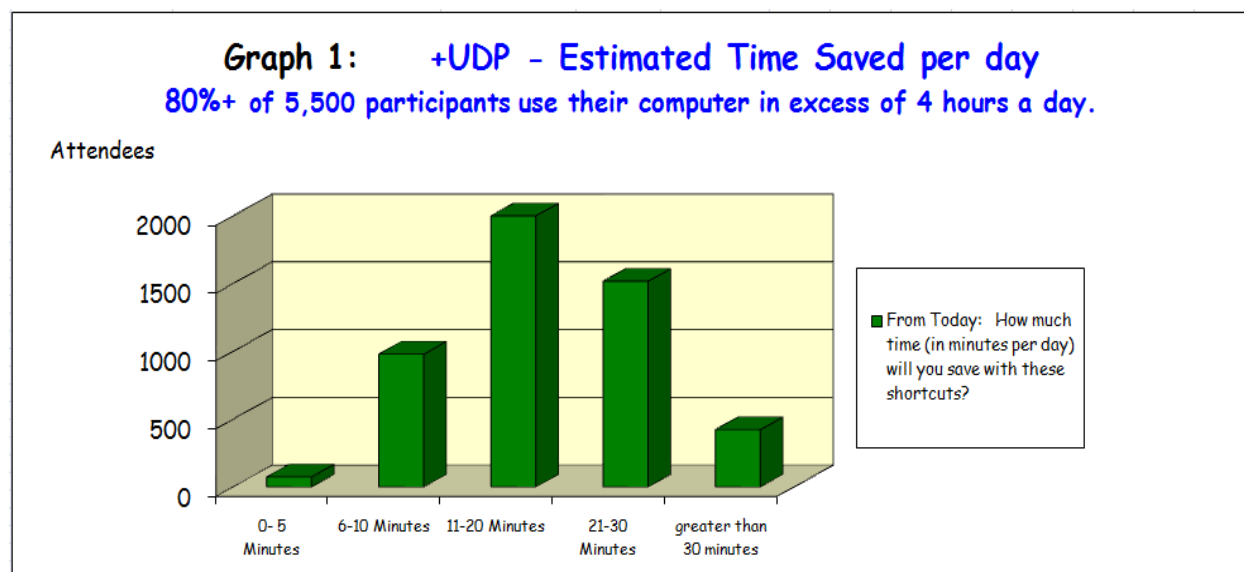
This Report shows the cumulative answers to the Survey that was given to every attendee, and a copy of the Survey Form is attached in the Appendix of this Report. The Excel Spreadsheet - where all the calculations and graphs were created, is also attached.

This Report covers 7398 attendees of the various +UDP Workshop over the 7 years.

Graph 1: It is interesting to note that, of the 6812 Users who answered the 'Time Saving Question' on the Survey, 6738 thought that by using the shortcuts set up on their computer during the Workshop, they would save in excess of 5 minutes every day. To put that another way, over 99% of the attendees who answered this question, expect to save over 5 minutes every day by using these shortcuts.

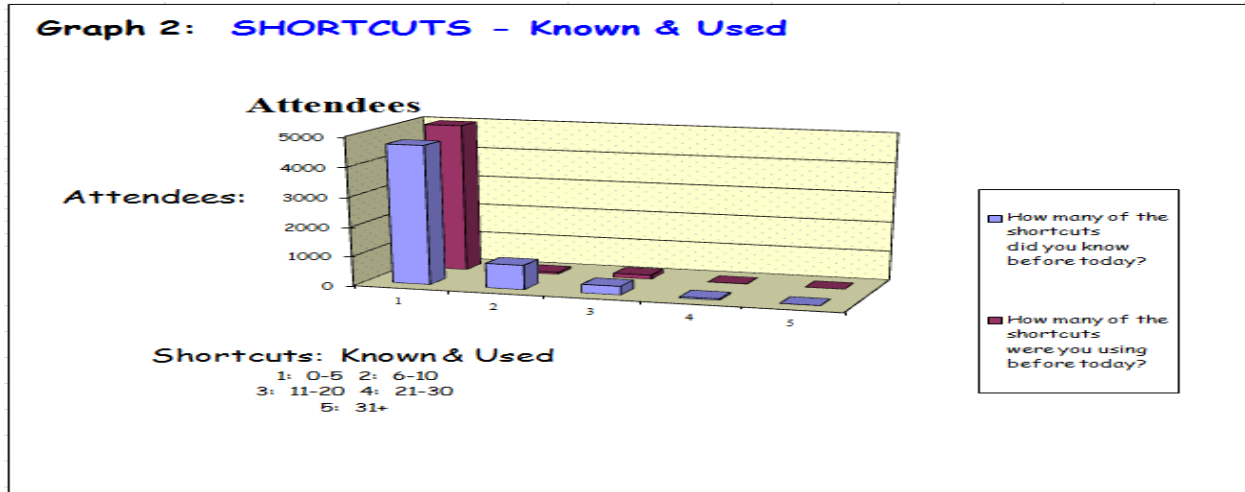
[If Users were to save 15 minutes a day, that relates to saving of over *nine full days* every year - however, the savings are usually much more than this when measured electronically, as opposed to estimated by the attendee.]

(Saving 15 minutes per day gives more than a 5% productivity improvement.)



X-PAT has conducted nearly 350 +UDP Workshops in Singapore and S E Asia since January 2003. On average, Users state in the Client Feedback Form that they expect to save over 18 minutes every day. However, when we return three months later to evaluate performance and savings, we note that most users are in fact saving more time per day than they originally estimated.

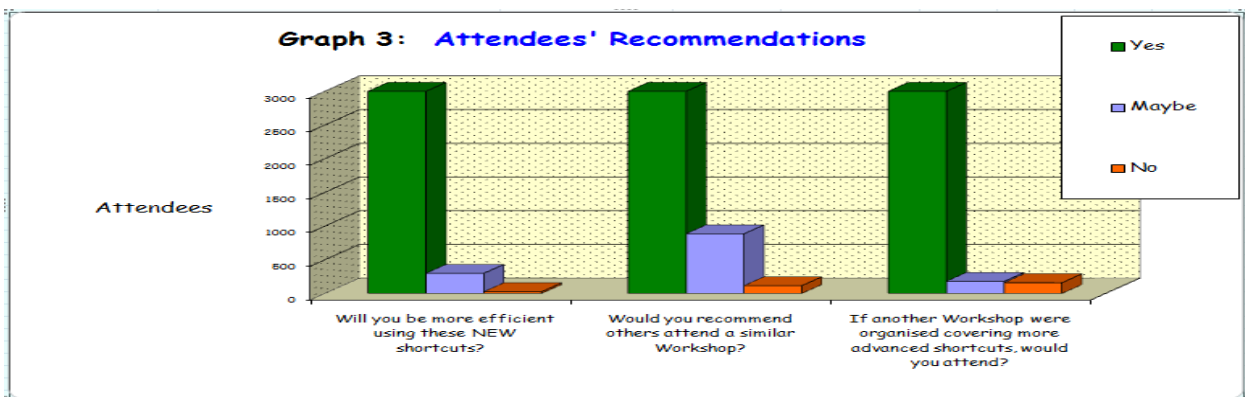
+UDP is one of the few areas of education where the more one understands the concepts of +UDP, the greater the User customises their system and thus the savings in time increase.



In Graph 2 we examined the relationship between those Users who knew the shortcuts discussed, and how many were already using some of these shortcuts. Of the over 140 shortcuts presented, 5059 or 97% who answered this question, were using 10 or less of the shortcuts. On observation at the time of the 1-1 tuition, very few of the shortcuts presented were actually *set up* and *in use* on their computers.

The improvement in productivity obtained from exposing additional staff to these Workshops, could have a significant effect on your organisations' productivity. The improvement in productivity expected by all the 6204 attendees who answered this question, translates to a return on investment - timewise - of less than 8.3 days! [150 minutes spent on +UDP / average time saved (18.1 minutes)]

We recorded the answers to the questions about whether the attendees would be more efficient using these +UDP suggestions in the future. When also asked the other key questions: 'whether they would attend another *more advanced* workshop' and 'would they *recommend* this Workshop to their colleagues'; their answers were very interesting. Graph 3 confirms that not only did the attendees actually learn something, but they felt that the *improving User Desktop Productivity Workshop* had been worthwhile for them and would be for others in their organisations.



With many Users considering the migration from a Windows XP / Office 2003 environment to Windows Vista / Office 2007, we believe that BEFORE migration, Users would benefit from +UDP as well as considering other X-PAT strategies to ease the pain of these vastly different environments on the User.

We hope this information will assist you, and hope that should you consider a strategy for the staff in your organisation to 'work smarter' that you will give X-PAT Pte Ltd the opportunity to assist.

Yours sincerely

X - P A T Pte Ltd



Peter Thomas
Director

Attached:
Worksheet:
Sample:
Survey Form:

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|---|
| +UDP Survey Results |
| +UDP Survey Questionnaire |
| Both in Office 2003 format! |

Some of our Users:

- Commercial:** *Altria (Philip Morris Ltd)*
American Home Assurance Group Ltd (AIG)
BHP Billiton Ltd (Australia—Singapore—China-Japan)
British Airways Ltd
Cisco Systems (USA) Inc
Citigroup (Citibank)
DHL (Express) Singapore Ltd
Du Pont Company Ltd
Merck Sharp & Dohme (Singapore) Pte Limited
Merrill Lynch Ltd
Nalco Pacific Ltd
Neptune Orient Lines
P & O Nedlloyd Ltd
Panasonic Systems - Asia Pacific
PSA Corporation Limited
SembCorp Environmental Management Pte Ltd
Siemens Singapore Pte Ltd
Singapore Computer Systems Limited
Qantas Airways Ltd
- Singapore Government Sector:** *A*STAR (six workshops)*
Ministry of Manpower (three different divisions)
Ministry of the Environment and Water Resources
Ministry of National Development (100 staff have attended)
The Singapore Sports Council
- Other:** *Singapore International Chamber of Commerce*