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### **VistaSG Advances Strategy to Improve the Client Experience**

*Cedar Park, TX, January 9, 2012*—Vista Solutions Group, a globally recognized document management solutions provider, headquartered in the Austin, TX area, continues its commitment to provide an unparalleled customer service experience by deploying a new customer satisfaction survey strategy.

To begin, the company will provide a five-question Customer Satisfaction Help Desk Survey. This was designed to solicit feedback from its customers and end-users, which include the company's VAR's, who contact the company with shared client technical support issues. Upon resolution of an issue, users of the help desk can expect to receive an automated response with a link to this survey. The questionnaire will take recipients only a moment to complete.

“This initiative is a direct result of our customers’ concerns following the tragic events last summer that severely crippled the company operations. Providing a forum so our customers can constantly and productively provide information to us on how we can improve our processes, resolutions, and the time it takes to resolve these matters seems a natural next step...” says Michael Hundley, VistaSG’s new CEO. Collected responses will be used to provide the company an opportunity to better serve customers and exceed their expectations. Hundley continues, “We will be transparent about the results because it keeps us accountable to our customers and it further helps us define support versus customization and development advances...this way we can perform better triage to take care of business!”

Vista Solutions Group is confident that surveys like these will be one of many client-centered measures the company will take this year to continue its effort of providing better, more positive overall customer experiences. Further, this approach is one of many that the management team feels returns the company to a leading innovator in the document management solutions space.

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#### **ABOUT VISTA SOLUTIONS GROUP**

Vista Solutions Group is a full-service solutions provider specifically focused on the needs of the public sector. The company provides solutions to optimize efficiency, productivity and organizational structure through innovative and scalable product offerings. Vista Solutions Group offers a customizable netDMS™ product suite which encompasses system integration, document management consulting, project management and implementation services, training and support. [www.vistasg.com](http://www.vistasg.com)