

# Customer Satisfaction

**TECHNOLOGY  
FUTURES INC.**

*Your Bridge to the Future*

Call toll free  
(800) TEK-FUTR [835-3887]

Visit our Website at  
[www.tfi.com](http://www.tfi.com)

The most valid indication of TFI customer satisfaction with our services is how many have continued to use our services for a decade or more. More than 90% of TFI's business comes from current customers or at the recommendation of these customers. Here are some recent comments about TFI's services.

"TFI has particularly strong experience in the commercial sector that they have been able to leverage for government applications. Their expertise extends beyond forecasting to planning, roadmapping, and technology management. They retain a wide range of contacts in other government agencies, intelligence organizations, industry, and academia that they use in their work. They stay very up to date with the latest developments in technologies and business processes and incorporate that information immediately into their work. They have developed several invaluable tools for facilitation that help build organizational support and develop long-range plans. I have been very pleased with the quality of their technical work."

*—Large Federal Government Agency*

"We have had a working relationship with Technology Futures for about 10 years now. They have always been very professional and responsive to our requests. They've flown in to help us on short notice, and their advice has always been very insightful. In situations where a straightforward solution was not possible, they were innovative enough to suggest alternatives. They stick to the areas of their expertise and perform admirably."

*—Large Manufacturing Company*

"TFI provides excellent insight into technology and market opportunities that span horizontally across a company's capabilities and that anticipate where the market and industry is heading. In my role as VP of Technology and New Markets, I engaged Technology Futures, Inc. to provide a product/technology roadmap and strategy recommendations for how my organization could exploit its strengths across multiple product and technology areas given the advent of widely available broadband and wireless Internet connectivity. They were a valuable source of expert knowledge and strategic thinking."

*—Large Computer Company*

"The TFI group was great!"

*—Large Aerospace Company*

"We employed TFI to provide us with analytical support on a highly visible and highly sensitive evaluation. TFI provided us with high-quality support within our estimated time and cost objectives that was wholly responsive to our needs. They performed extremely well for us, and we would certainly hire them again if the opportunity arises"

*—Federal Government Agency*

"TFI's analytical skills are first class as are their cost control efforts. Their ability to put vendors and our employees together for high-level briefings proved invaluable to our organization. They kept us informed every step of the way until the day of delivery."

*—Large Medical Facility*

"TFI produced a recommended product, technology and market roadmap for my organization that significantly impacted our strategic development plan. This roadmap provided a critical guideline for determining when and where to expend company resources. It addressed multiple domestic and international market sector opportunities and accurately predicted the potential for numerous competitive technology deployments. The roadmap also predicted certain negative outcomes associated with various alternative strategic development directions. One of the "undesirable" alternatives was actually selected and pursued by company management, eventually resulting in the extremely negative outcome predicted by TFI. Based upon the results experienced, I now continue to seek and heed the advice provided by TFI concerning strategic development recommendations for business and technology development in similar arenas."

*—Medium Technology Company*