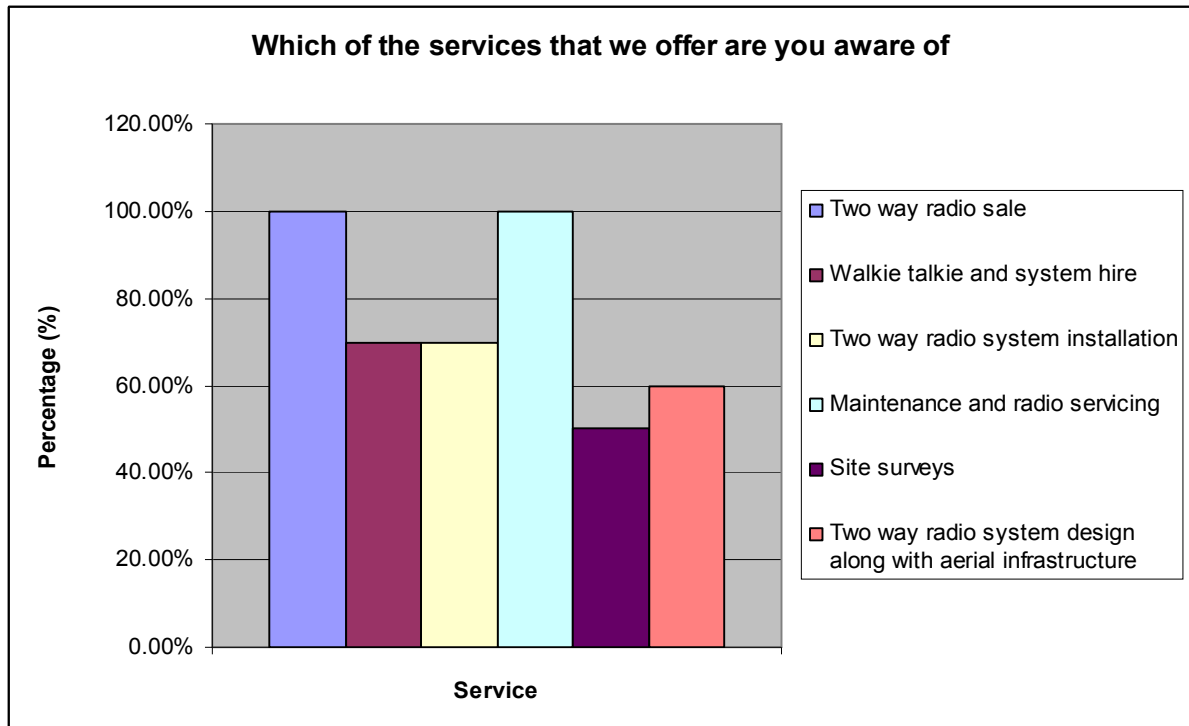


## WEBSITE FEEDBACK SURVEY

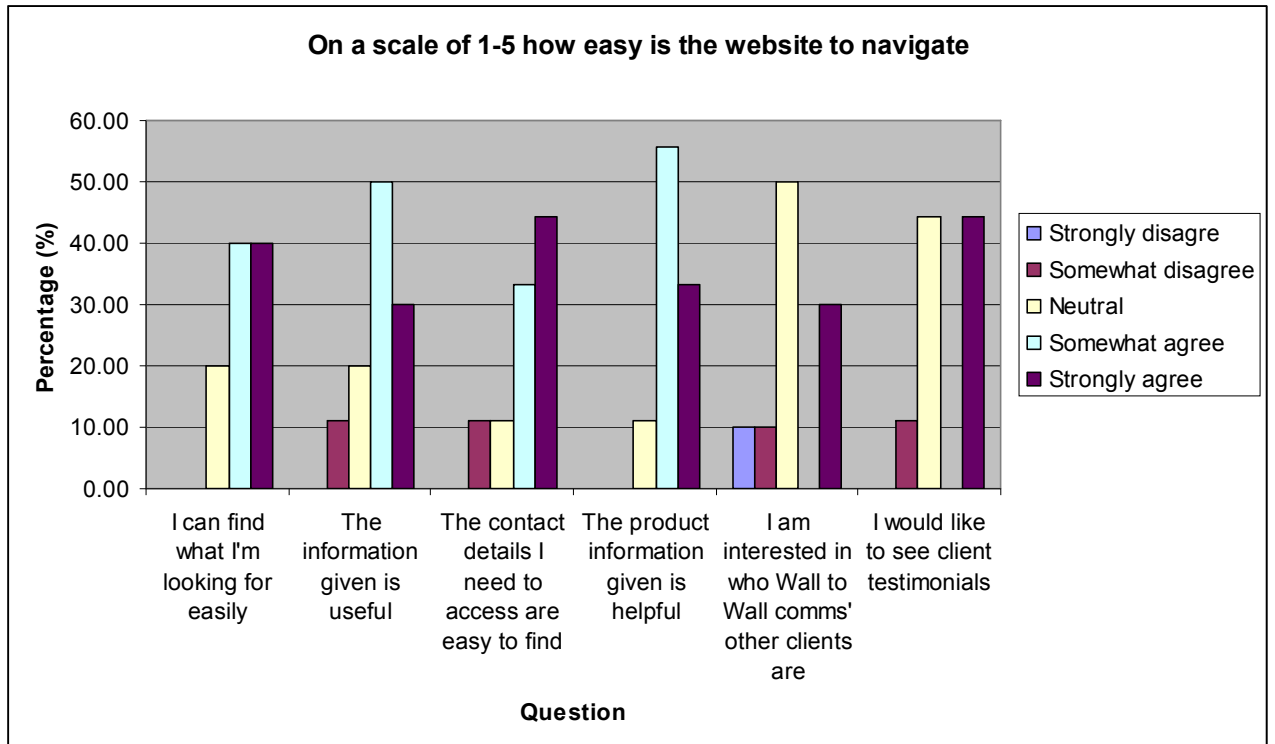
Wall to Wall Communications recently conducted a survey of existing clients in order to review our updated website. Our aim was to discover which aspects of the site are working well and how our clients would like us to communicate offers and information in the future.

### FINDINGS:

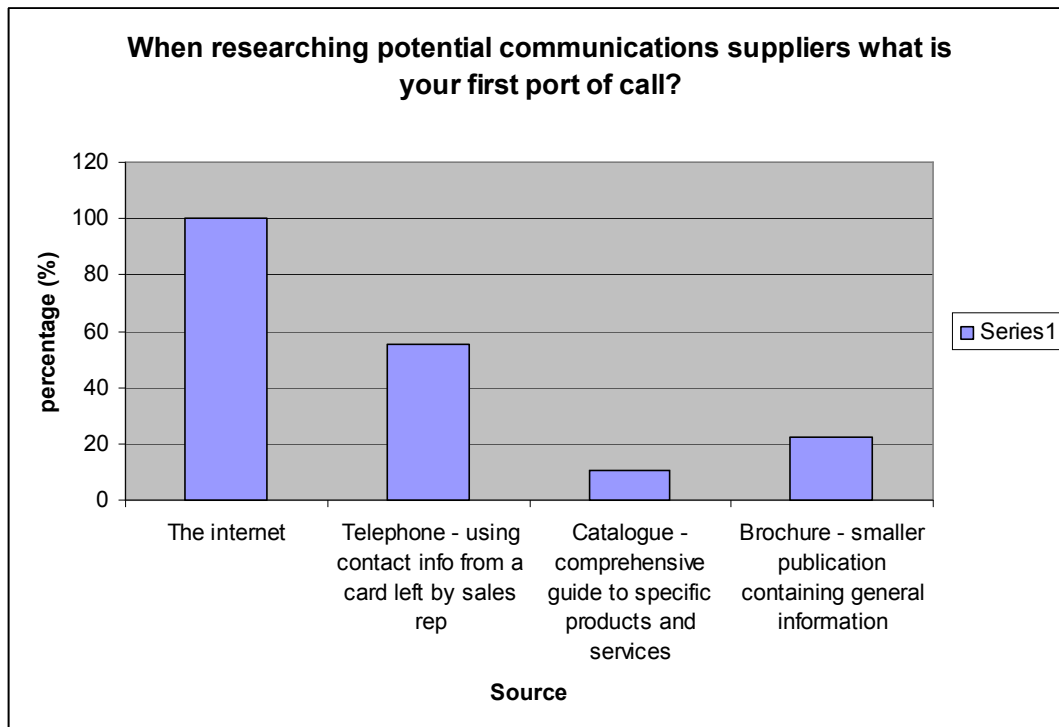
#### Question 1.



## Question 2.



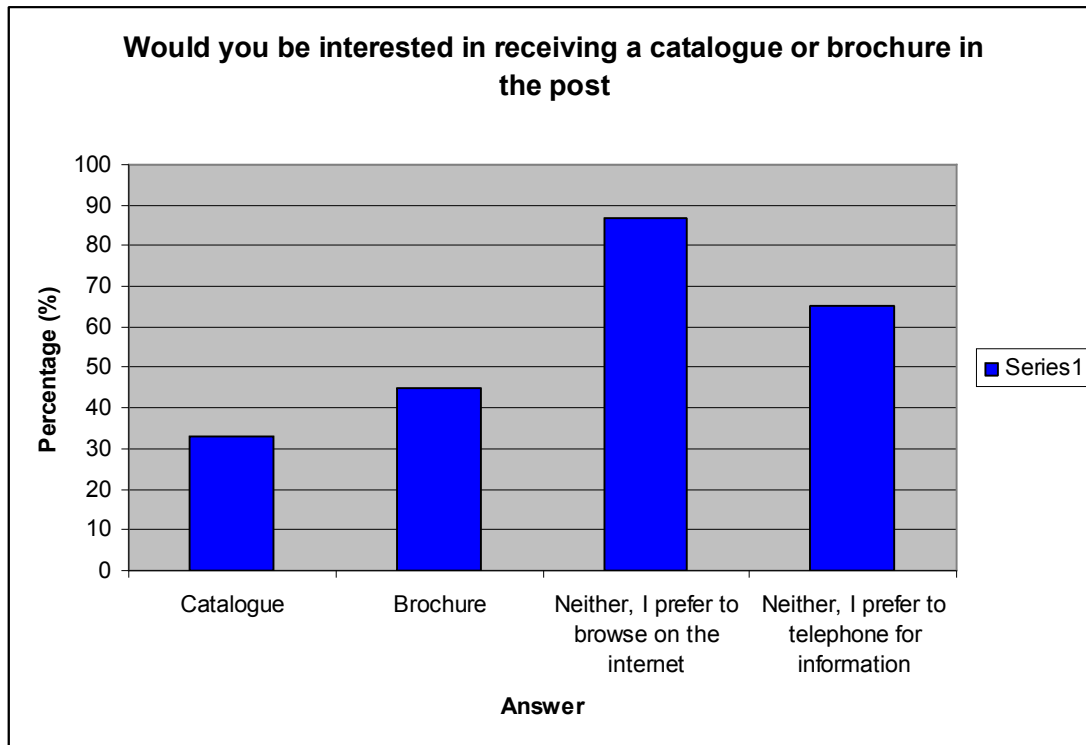
**Question 3.**



**Additional comments:**

Some of the other sources of information our clients have mentioned to us include social networking sites, word of mouth referrals and websites which review specific products.

#### Question 4.



#### Additional comments:

The overwhelming feedback on this point was that many customers 'just throw away' paper brochures and catalogues. A significant number of responses also included concerns about the environmental impact of paper brochures.

## **ACTION WE ARE TAKING**

We are expanding our marketing activities so that existing clients and new business are aware of all of our services. This will include a 'newsflash' page on our website which will be constantly updated – this page is currently under construction.

As there seems to be an interest in client testimonials we will soon be launching our testimonials page.

There is a comprehensive guide to the specific products we can supply on our website which minimises the necessity for paper products.

Accessories: <http://walltowallcomms.co.uk/accessories.htm>

Radios: <http://walltowallcomms.co.uk/radios.htm>

Innovative Products: <http://walltowallcomms.co.uk/newproducts.htm>

In addition to this, we have now designed Information packs for new clients. These include case studies of various projects we have worked on and a company profile. We have also produced a 'How to Care For Your Radios' flyer which offers advice on the handling of our products. These can be requested by contacting Laura at [marketing@walltowallcomms.co.uk](mailto:marketing@walltowallcomms.co.uk).

We are also broadening our networking capabilities through Facebook, Twitter, LinkedIn and Weebiz.

<http://www.facebook.com/home.php?#/pages/Sutton-United-Kingdom/Walkie-Talkies-and-Radio-Communication-Systems/115347644096?ref=ts>

<http://twitter.com/WTWComms>

[http://www.linkedin.com/profile?viewProfile=&key=58241359&locale=en\\_US&rk=tab\\_pro](http://www.linkedin.com/profile?viewProfile=&key=58241359&locale=en_US&rk=tab_pro) (Laura's profile – Marketing Officer)

<http://www.weebiz.com/members/walltowallcommscouk>

