



SeaZone Customer Service Given Thumbs Up!

Hampshire, UK, 30 November - SeaZone continues to provide responsive customer service and high standards of support as confirmed by the results of the latest SeaZone Customer Service Survey undertaken last month. The survey revealed that over 90% of respondents were satisfied or very satisfied with their overall experiences, with a similar numbers reporting that the service they received met or exceeded their expectations.

Customers have also been extremely positive with attributing the benefits from purchasing SeaZone products. Almost 80% of respondents appreciated the excellent value resulting from quick and easy access to improved marine reference information. In addition, 57% identified major project costs and time savings as being the main reason for purchasing from SeaZone, with a further 50% citing improved decision making as a key benefit.

Customer feedback is of great value to SeaZone helping to ensure continued development and delivery of value added products and services that meet the needs of its customers now and in the future. As a result the Customer Service Survey is undertaken on a regular basis covering overall customer service experience, the various stages of the enquiry/buying process, the customers' decision making factors, perceived benefits of purchases, suggested improvements and future developments for service provision.

As Alison Smith, SeaZone Marketing Manager explains 'It is very rewarding to know that the levels of customer service and delivery we providing are appreciated and of benefit to our customers. We continue to address issues of concern and develop improvements to service delivery ensuring standards and levels of customer interactions and support are not compromised.'

Contact:

Alison Smith, Marketing Manager, SeaZone.

Tel: +44 (0) 870 013 0607 Fax: +44 (0) 870 013 0608 Mob: 07920 153 286

Email: Alison.smith@SeaZone.com Web: www.SeaZone.com

Notes to Editors:

SeaZone is a world leader in the field of marine geographic information solutions, including its innovative data product, SeaZone HydroSpatial, the first 'off the shelf' authoritative digital marine map.

SeaZone's knowledge of marine science, data acquisition and use, with expertise in geographic information systems (GIS) and data management, provides customers with innovative solutions that address their data access, processing and management needs. Over 500 organisations across the oil and gas, renewable energy, conservation and public sector use SeaZone data, software and services to help support decision making in the Marine Environment and Coastal Zone.

The company, SeaZone Solutions Limited, is wholly owned by Admiralty Holdings Ltd (AHL), which is owned by the UK Secretary of State for Defence and operated on his behalf by the United Kingdom Hydrographic Office (UKHO).