



Press Release

Six 9s Conducts Customer Service Assessment in Japanese

Scottsdale, Arizona, July 15, 2010 – Six 9s Customer Research (Six 9s) has launched MontaVista Software's ongoing Customer Service Assessment in Japanese. As part of the design, Six 9s interfaces its customer survey initiation technology with the Salesforce.com (CRM) system used by MontaVista Software. This allows information about a closed service request stored in the CRM system to be integrated with the survey results database to enrich the post survey analysis.

In addition, MontaVista Software managers in Japan and headquarters get eAlerts from Japanese customer surveys as well as from other customers worldwide. This allows timely resolution of any issues that customers may have experienced that day.

Six 9s has conducted MontaVista Software's Customer Service Assessment since April 2004.

About MontaVista Software, Inc.

MontaVista Software provides an Open Source platform allowing system designers to innovate across a wide range of inter-connected intelligent devices and communications infrastructures. MontaVista Linux is a universal development platform that helps customers differentiate their products and get to market faster at lower overall development costs. MontaVista Linux is the preferred choice of some of the world's largest corporations.

Visit the MontaVista Software web site at www.mvista.com.

About Six 9s Associates, Inc.

Six 9s is a full-service, customer research firm that plans, designs, and conducts customer satisfaction, customer service, and customer requirements assessments and surveys. The results help clients achieve success by delivering powerful and actionable information about their customers and markets. Founded in 2001, Six 9s is headquartered in Scottsdale, Arizona.

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For Immediate Release



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