



Press Release

Six 9s and MontaVista Software Celebrate 10-year Relationship

Scottsdale, Arizona, April 1, 2014 – MontaVista Software, Inc. of Sunnyvale, California and Six 9s Associates, Inc., a full-service, customer research firm, today celebrate a 10-year relationship conducting MontaVista Software's customer service assessment process. The research enables MontaVista to reduce customer initiated complaints and contributes overall to MontaVista's success in meeting customer expectations for speed, accuracy, and pro-activeness in service delivery as well as enhancing customer relationships. As part of the design, Six 9s interfaced its customer service survey initiation technology with the Siebel Customer Relationship Management (CRM) system. The assessment now runs with the Salesforce.com database.

Six 9s has also designed and conducted MontaVista Software's annual customer satisfaction assessment of their worldwide customers in Asia Pacific, Europe, and North America.

About MontaVista Software, Inc.

MontaVista Software is the leader in embedded Linux commercialization. They help system designers get the most out of open source by providing commercial quality Linux and developer tools that significantly reduce the time and effort required to deliver commercial products to market. Combine that with expert support, hardware enablement, and the resources of the MontaVista community and you can see why there are over 50 million devices from over 2000 companies in the market today running on MontaVista Linux. 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.

Contact Information

Six 9s Associates, Inc.
+480.488.7936
info@six-9s.com
www.six-9s.com

###

Six 9s, the Six 9s Logo, and Six 9s Customer Research are trademarks of Six 9s Associates, Inc. Other names and trademarks used herein are the property of their respective owners.

For Immediate Release