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## **Black Mountain Software Releases Customer Satisfaction Survey Results**

*Firm's Satisfaction Ratings High at a Time when National Customer Satisfaction with Computer Software has Slipped*

**Polson, Montana – August 6, 2012** – In a year when many software makers have lost ground in customer satisfaction, one small Montana software firm's satisfaction scores are holding strong.

When the American Customer Satisfaction Index survey quarterly results were released in May, just as [Black Mountain Software](#) (BMS) was launching its 2012 customer satisfaction survey, BMS Marketing Manager Darlis Smith took notice of the reported slips in national computer software satisfaction but didn't feel too concerned. "I am confident in our company's commitment to customer satisfaction, and I also noticed that smaller software firms, more similar to us, were at the top of the ACSI ratings," Smith said.

With Black Mountain Software's survey results now in, it turns out she was right not to worry. The company, which has been providing cities, counties and schools with efficiency-boosting fund accounting, billing, and payroll software products and personalized customer support for nearly 25 years, once again received [high satisfaction scores](#) in its annual survey. "We use a 7-point rating scale, where 7 means extremely satisfied," Smith explained, "and BMS' average overall satisfaction scores for customer support among our City and Utility Billing clients, for example, were 6.3. The ratings for overall quality of our products also were very high." The company also reads and analyzes all of the open-end comments collected in the survey. "We ask for suggestions for improvement," Smith explained, "and we take those very seriously, but typically about half of the comments are compliments, not suggestions. That's really nice for our hardworking support staff and engineers to see."

The company uses the annual survey information to identify areas of strength and opportunities for improvement, and incorporates client feedback into their strategic plans and day-to-day operations as much as possible.

### **About Black Mountain Software**

[Black Mountain Software, Inc.](#) is a leading provider of fund accounting, payroll and utility billing solutions for local governments and schools. City and county governments, utility and special districts, and schools rely on more than 30 Black Mountain Software products to ensure regulatory compliance and improve operational efficiency. With offices in Polson and Helena, Montana, Black Mountain Software serves over 450 customers across 23 states.

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