



SilverCloud Customer Statistics

SilverCloud Knowledge Systems provides organizations with the only solution that answers EVERY customer question AND ensures all your procedures, policies, product information, manuals, compliance information, regulations, and forms can be easily found, easily maintained and are always up to date for your employees.

Website Knowledge Bases

Credit Union	# questions		% auto-answered		# questions		% auto-answered		Customers		saving per Customer (2006 to date)
	2006 Savings to date	2006	2006	2006	2005 Savings	2005	2005	2005	Assets	Customers	
Kennedy Space Center	\$ 62,424	7803	95%	98%	\$ 228,784	29044	98%		\$ 385,959,235	49,311	\$ 1.27
Hanscom	\$ 31,312	4257	92%		n/a				\$ 467,383,745	35,519	\$ 0.88
Visions	\$ 66,680	8513	97%	96%	\$ 73,888	9518	96%		\$ 1,718,579,596	114,411	\$ 0.58
Forum	\$ 28,536	3887	96%	95%	\$ 26,800	3487	95%		\$ 980,820,771	93,639	\$ 0.30
Alliant	\$ 142,240	18736	95%		n/a				\$ 4,346,372,459	201,281	\$ 0.71
Service Credit Union	\$ 296,680	41443	90%	91%	\$ 524,564	72333			\$ 1,050,691,136	100,039	\$ 2.97
Average	\$ 104,645	14,107	94%	95%	\$ 213,509	28,596			\$ 1,491,634,490	99,033	\$ 1.12

- Kennedy Space Center reduced call center calls by 75% in the last year with SilverCloud
- Hanscom ensured a smooth conversion to their new online banking with SilverCloud

Intranet Knowledge Bases

Credit Union	# views		% auto-answered		# views		% auto-answered		Customers		saving per Customer (2006 to date)
	2006 Savings to date	2006	2006	2006	2005 Savings	2005	2005	2005	Assets	Customers	
Members First (NH)	\$ 98,464	12,419	99%	98%	\$ 48,912	6,257	98%		\$ 108,415,519	16,243	\$ 6.06
Achieva	\$ 67,366	8,416	98%	97%	\$ 81,824	10,228	97%		\$ 517,631,720	60,629	\$ 1.11
Visions	\$ 163,936	21,834	99%	96%	\$ 73,888	9,518	96%		\$ 1,718,579,596	114,411	\$ 1.43
San Antonio	\$ 34,464	4,308	98%	98%	\$ 65,121	8,439	98%		\$ 1,957,890,549	243,517	\$ 0.14
Teachers FCU	\$ 57,366	11,589	99%	98%	\$ 73,770	15,055	98%		\$ 2,145,196,631	164,965	\$ 0.35
Average	\$ 84,313	11,152	98%	97%	\$ 68,703	9,890			\$ 1,237,896,963	111,129	\$ 1.82

- The first thing Achieva trains their employees on is how to use SilverCloud



Savings after launch How do you measure ROI?

SilverCloud is the only knowledge system that organizations can use *the day they purchase!* Organizations can quickly rollout their existing material with little or no effort, and can instantly access training, product and compliance material from industry-leading firms.

Intranet KB Launches

Credit Union	Savings	Timeframe	# views	% auto-answered	Launched	Assets	Customers	Savings per Customer	During First
NASA	\$ 2,024	11 days	247	90%	Sep-06	\$763,252,719	65,259	0.03	11 days
Visions	\$ 17,688	1 month	2213	99%	Dec-05	\$1,718,579,596	114,411	0.15	1 month
COOP Network	\$ 8,560	6 months	1186	83%	Mar-06	N/A	2000	4.28	6 months
CU One (MI)	\$ 69,668	7 months	18472	94%	Feb-06	\$755,501,926	117,399	0.59	7 months
Sunmark	\$ 129,898	9 months	26783	97%	Jan-06	\$425,270,547	47,955	2.71	9 months
Average	\$ 45,568	5 months	9,780	93%		\$ 915,651,197	69,405	\$ 1.55	5 months

Website KB Launches

Credit Union	Savings	Timeframe	# views	% auto-answered	Launched	Assets	Customers	Savings per Customer	During First
Alliant	\$ 23,048	1 month	2881	95%	Dec-05	\$4,346,372,459	201,281	0.11	1 month
KEMBA FCU	\$ 10,928	4 months	2888	94%	May-06	\$335,301,525	43,657	0.25	4 months
Pacific Marine	\$ 53,504	4 months	6873	97%	May-06	\$464,986,648	68,897	0.78	4 months
Aberdeen Proving Ground	\$ 45,136	5 months	5834	97%	Apr-06	\$583,256,699	76,219	0.59	5 months
Forum	\$ 26,800	8 Months	3487	95%	Apr-05	\$980,820,771	93,639	0.29	8 Months
Average	\$ 31,883	4 months	4,393	96%		\$1,342,147,620	96,739	\$ 0.40	4 months