AWARD REPORT AND FINDINGS

IDC 2020 SaaS CSAT Award for Treasury Management
## Presented to TreasuryXpress, October 2020

Based on ratings collected in IDC's 2020 SaaSPath Survey (IDC #US46933620), TreasuryXpress placed in the highest scoring group of vendors serving the SaaS Treasury Management (TM) application market and has been awarded IDC's 2020 SaaS TM Customer Satisfaction Award.

IDC's customer satisfaction award program, the CSAT Awards, recognizes the leading software-as-a-service (Saas) vendors in each application market who receive the highest customer satisfaction scores based on IDC's SaaSPath survey. SaaSPath is a global survey of approximately 2,000 organizations across all geographic regions and company sizes, where customers are asked to rate their vendor on more than 30 different customer satisfaction metrics.

How Customers Rate TreasuryXpress

Figure 1 shows how TreasuryXpress scored in each of the customer satisfaction categories, relative to the overall average scores in each category across all vendors that were reviewed. The inner line represents the overall group averages, while the outside line depicts TreasuryXpress's scores. *Note: All scores have been rounded to the nearest 0.5 for illustration.*

FIGURE 1: TreasuryXpress Customer Satisfaction Ratings vs. TM Vendor Average Ratings
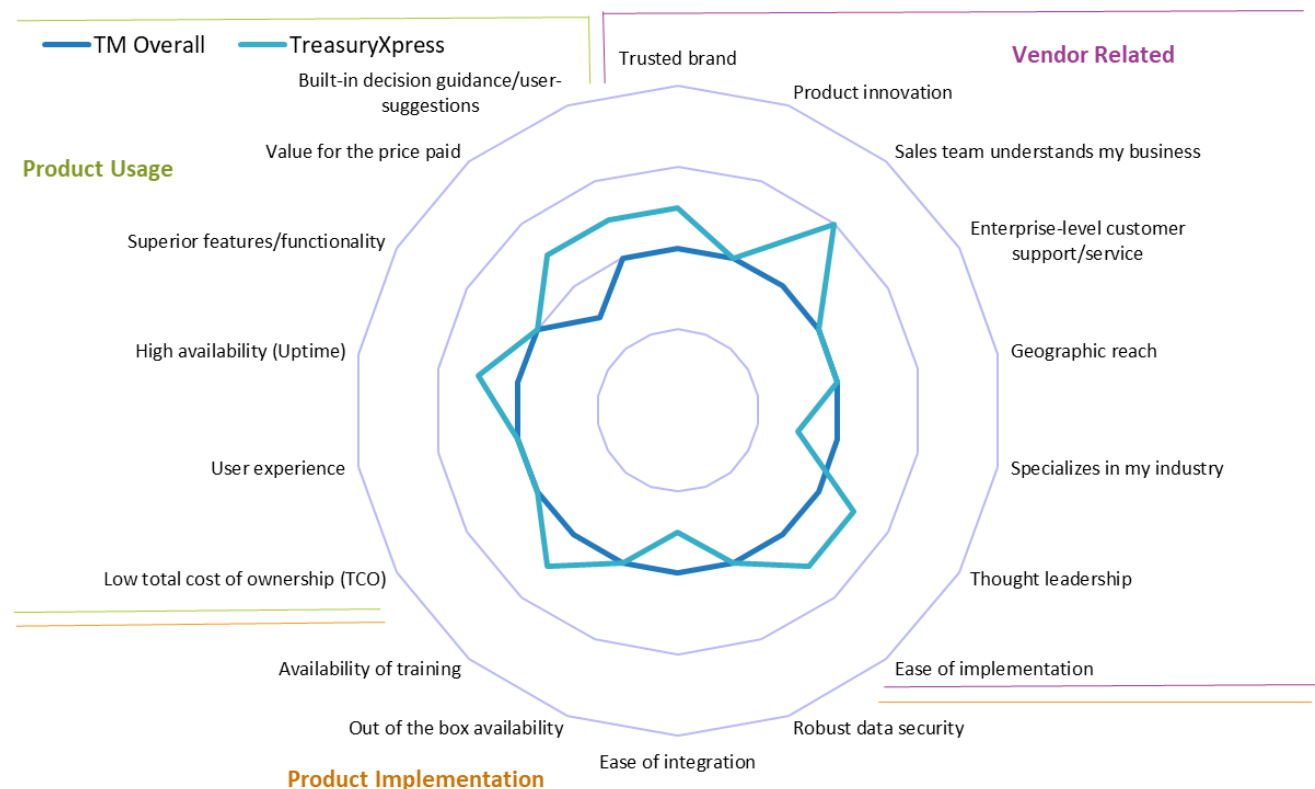
Source: IDC SaaSPath Survey, 2020