

The 2010 IMGT® Customer Satisfaction Survey

IMGT®

**THE INTERNATIONAL
IMMUNOGENETICS
INFORMATION SYSTEM®**



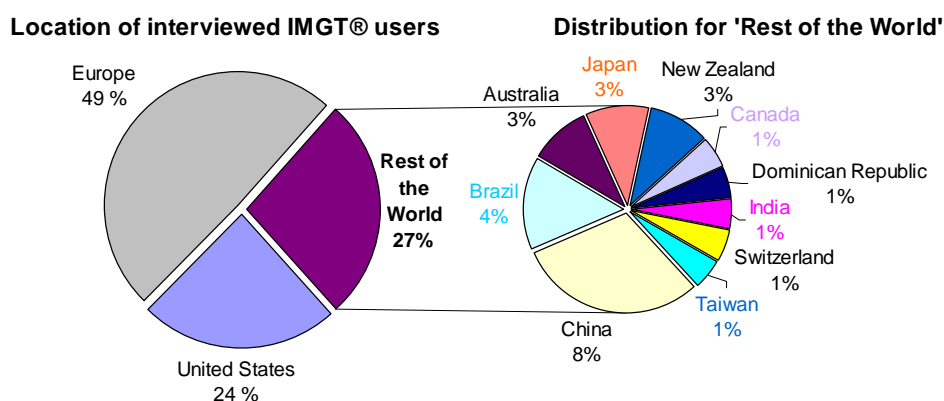
In 2010, **IMGT®**, the **international ImMunoGeneTics information system®** <http://www.imgt.org> commissioned a Customer Satisfaction Survey to assess customers' feelings and perceptions about the quality of IMGT® components (databases, tools and Web resources), services and support.

First of all, we would like to thank IMGT® users who participated in the survey. Comments were very much appreciated.

Users' feedback is very valuable to us to improve our services and to better meet your needs and expectations.

Introduction

The survey made available in English on the IMGT® website has resulted in the response of users from 21 countries representing 4 continents.



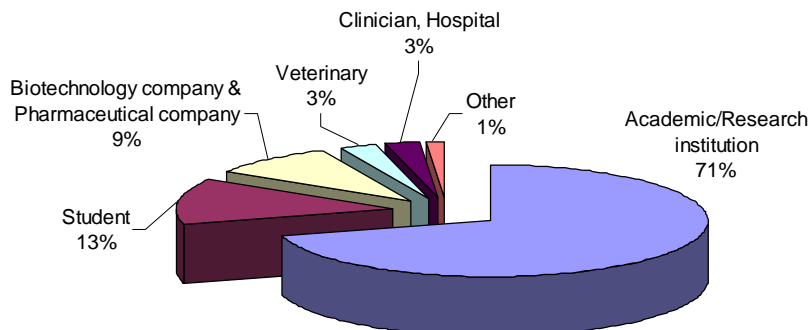
We received the feedback from 75 customers who provided us with 43 comments and/or requests.

In all, 16 questions were asked in the web-based survey and we received 1.282 responses. After providing some information on their location, status and how they learn about IMGT®, users were asked to score their opinion on IMGT® databases and tools (documentation, access, scientific interest ...) and on the IMGT® Home page connection (<http://www.imgt.org>).

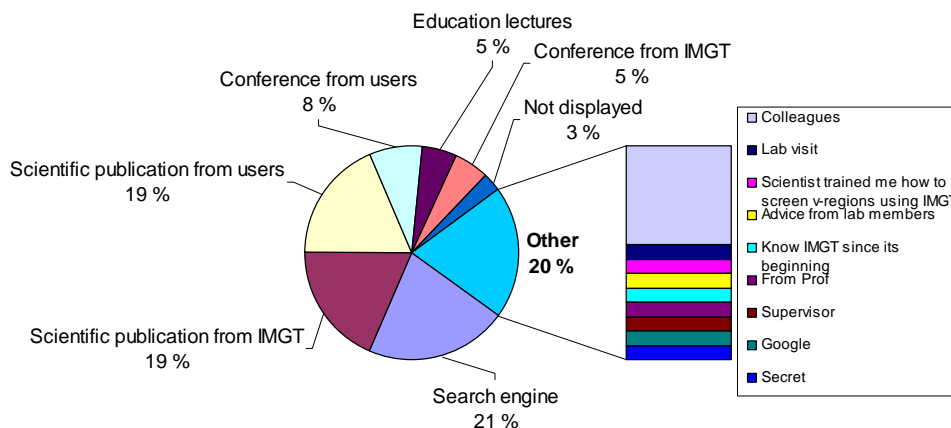
The Survey Results

Users and how they learn about IMGT®

Status of the interviewed IMGT® users

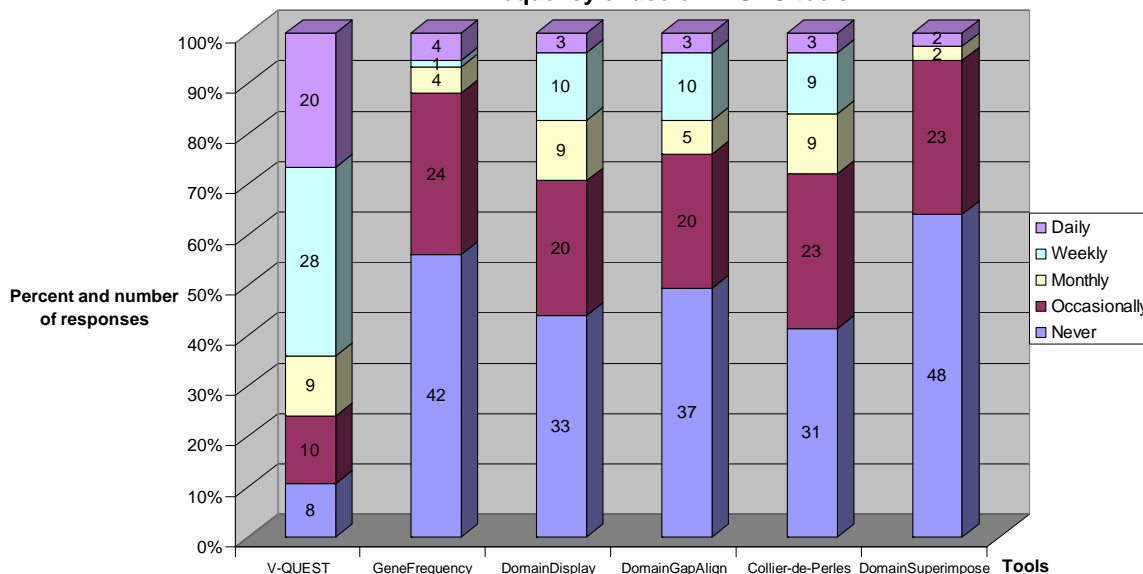


How users learn about IMGT®

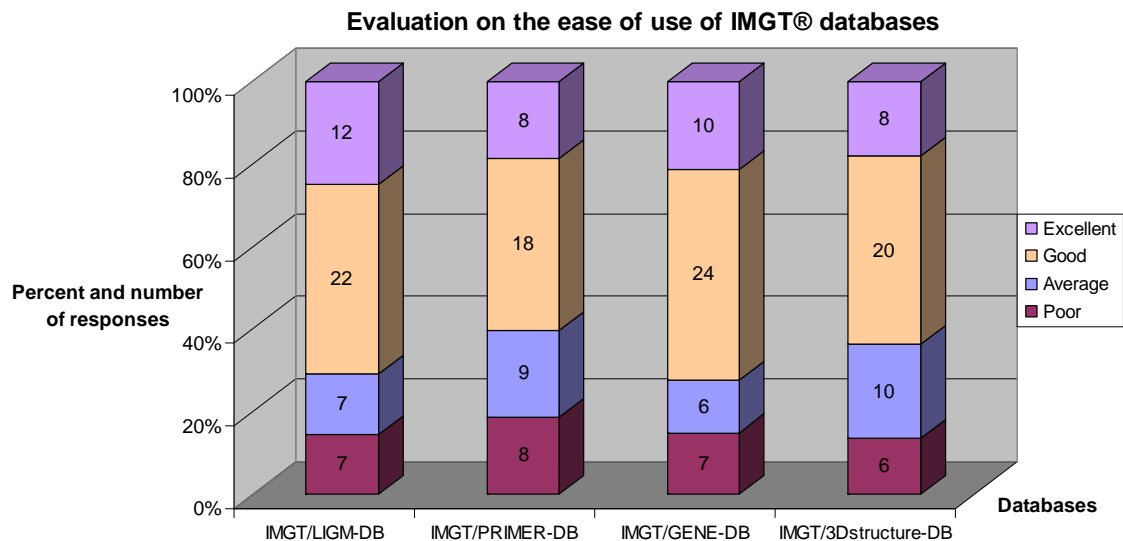
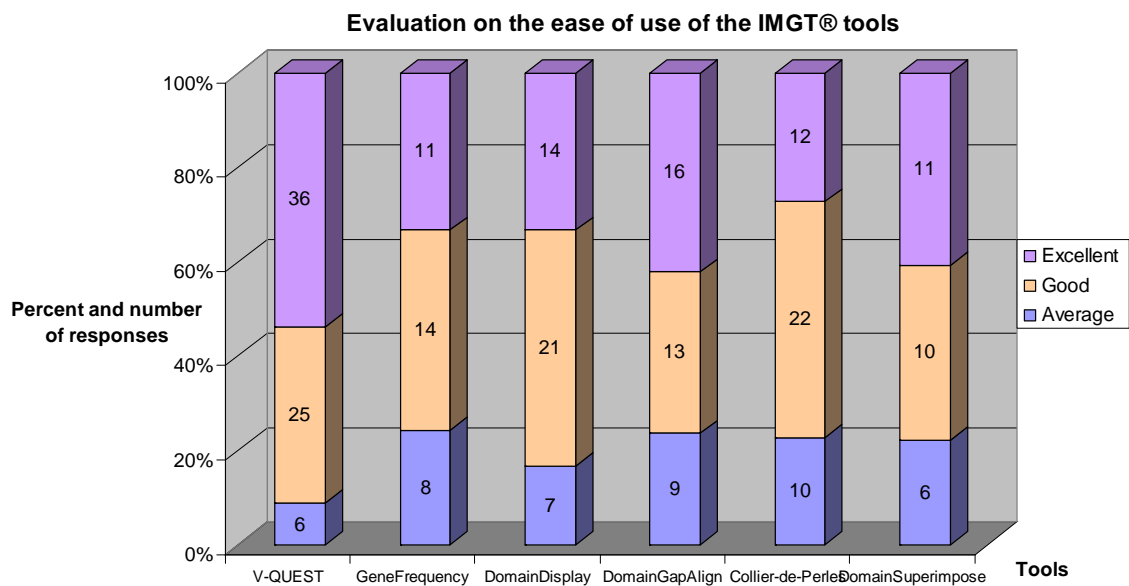


Frequency of use of IMGT® tools

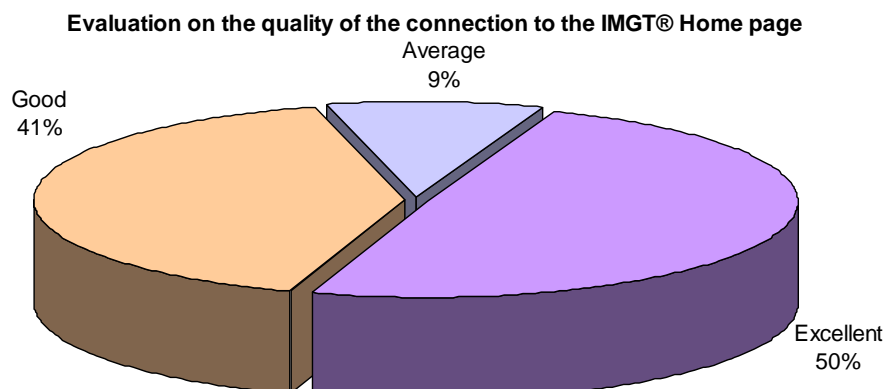
Frequency of use of IMGT® tools



Evaluation on the ease of use of IMGT® tools and databases



Evaluation of the IMGT® connection



What's Next ?

We are happy to let you know that IMGT® has obtained **the LRQA approval ISO 9001:2008** on October 15th, 2010.

We would like to inform you of our current initiatives:

1/ Given the popularity of the IMGT/V-QUEST tool, we have implemented IMGT/HighV-QUEST for the analysis of Next-Generation Sequencing (NGS) High-Throughput rearranged sequences of immunoglobulins (IG) or antibodies and T cell receptors (TR). Available at the IMGT® Home page since 22 November 2010, IMGT/HighV-QUEST allows analysis of batches of up to 150.000 sequences per run.

2/ IMGT/mAb-DB is a novel IMGT® database that provides information on clinical monoclonal antibodies (mAb) and fusion proteins for immune applications (FPIA), with links to IMGT/2Dstructure-DB for sequences and IMGT/3Dstructure-DB for 3D structures.

3/ As antibodies represent a large number of the pharmaceutical substances submitted to the World Health Organization/International Nonproprietary Name (WHO/INN) Programme, amino acid sequences of mAb (INN suffix -mab) and FPIA (INN suffix -cept) have been entered in IMGT/2Dstructure-DB.

Our strategic orientations are:

- to enhance the functionality of the IMGT® system based on scientific advances,
- to strengthen the usability and visibility of IMGT® databases, tools and Web resources.

Our objectives are to meet your needs and expectations by a continual improvement of IMGT® in:

Research, development and provision of databases, tools and Web resources in Immunogenetics and Immunoinformatics.

We hope that you will be able to help us to achieve that goal by participating in further annual surveys and sending us feedback.

IMGT founder and director: Marie-Paule Lefranc (Marie-Paule.Lefranc@igh.cnrs.fr).

Please feel free to get in touch with Laëtitia Regnier, Quality Manager (Laetitia.Regnier@igh.cnrs.fr), if you would like to know more about this survey.