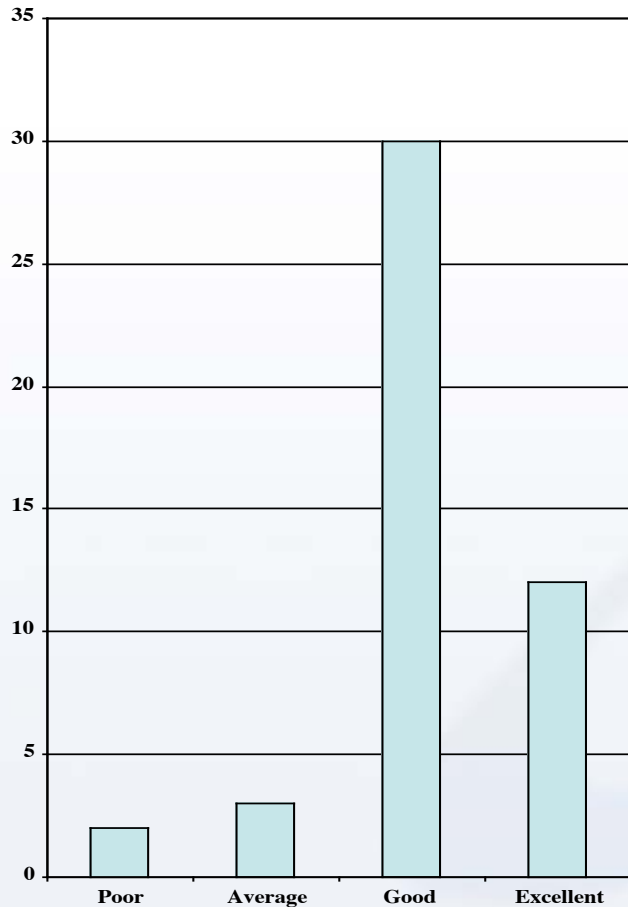




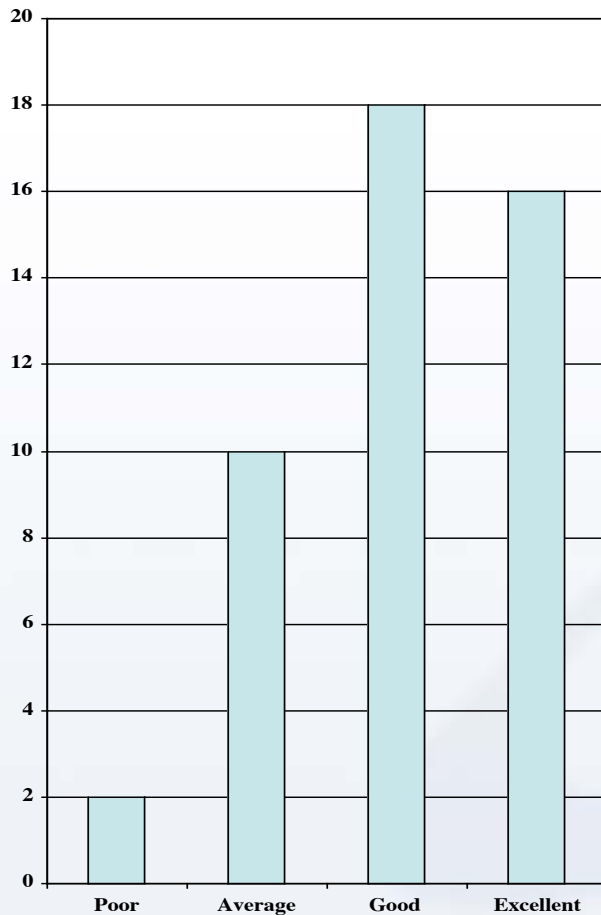
Content & Ease of use



- Not a intuitive as the original site. Too many clicks to find selection
- ✓ The selection process is unchanged from the old site
- Nice and easy for those who don't like computers
- Easier to navigate than before
- Good presentation
- Animations were extremely useful and the whole site is easy to navigate
- Text on individual part lines is very small
- found product but could not access dimensional detail as we had no account.
- nice lay out.
- Add online pricing
- can not view images, print facility does not do whole page
- ✓ You will need to fit to page in print dialogue box
- This revision is not an improvement on the previous one



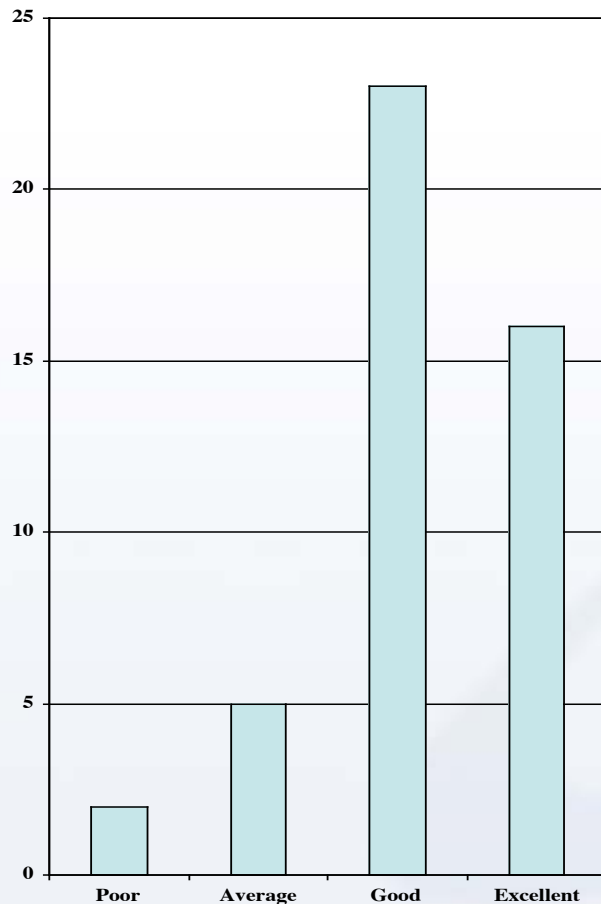
Registration Process



- Took 2 days to get login detail. This info needs to come back in 5-10 mins if you want to keep people interested.
- ✓ This is unusual as we activate logins throughout the day
- Although not being a customer meant I had to make a special request to access your technical details
- I completed that a while back, if I remember correctly, it wasn't seamless
- had logging in problem but friendly staff helped me over phone.
- Registration detail is not retained, thus any drop-out for any reason results in need to type all detail again. So-called password is assigned by TR, rather than user generated, and is insecure. Mine is Geoff" which is hardly the most inventive choice."
- ✓ This will be resolved in the upgrade however all users can change passwords under their account settings



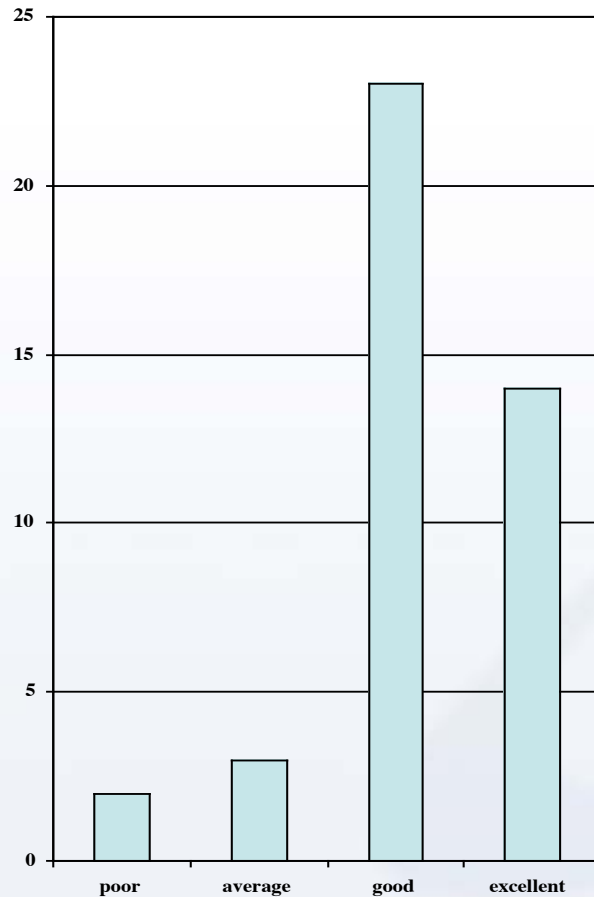
Product Guide Info



- OK but old site icons & structure easier to follow
- ✓ This is unchanged from old site
- when i log in i still cant see the dimensions details for the fasteners
- ✓ Only customers have full access to all products
- Add better search
- ✓ We have heavily improved the search facility
- Almost the same information in a different layout, which has a slower response time when making selections. Preferred length/thread/material data deleted. Still possible to concoct "impossible" part numbers. The listing of thread diameters appears to be in order of the value of the first numerical character (i.e. M10, M12, M3, M4, etc.). This is illogical in engineering terms.
- ✓ Speed issues are being worked on and will be resolved in the new year, resolution to creating 'impossible' part numbers will be looked into in v.2



part number selector

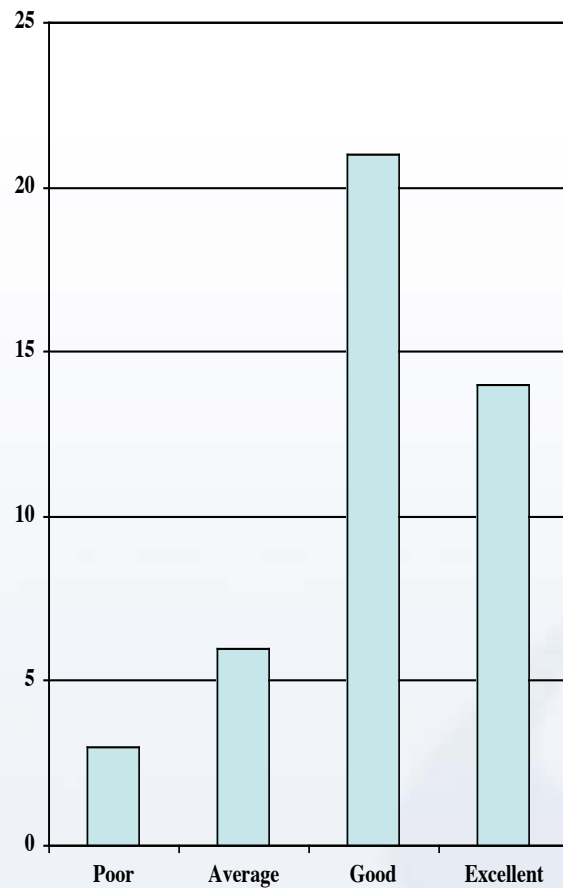


Project toolkit / 3D CAD models (registered users only)

- Inventor versions are old version releases
- ✓ Will review
- 3D models only have limited compatibility
- ✓ Need more info to review
- Not used so cannot comment
- again when logged in it still asks me to log in
- ✓ This will happen if you only have basic access (non customer)
- 3D CAD is a brilliant tool for us designers to get the right fastener in the models quickly.



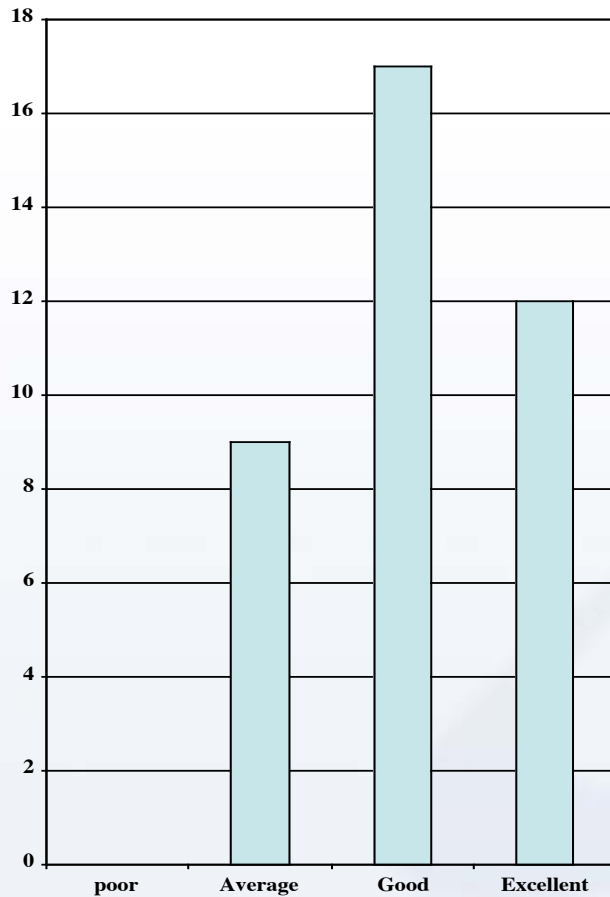
Engineering Support Data



- RoHS information?
- ✓ <http://www.trfastenings.com/pages/1890>
- again when logged in it still asks me to log in
- ✓ Full access is only available to customers



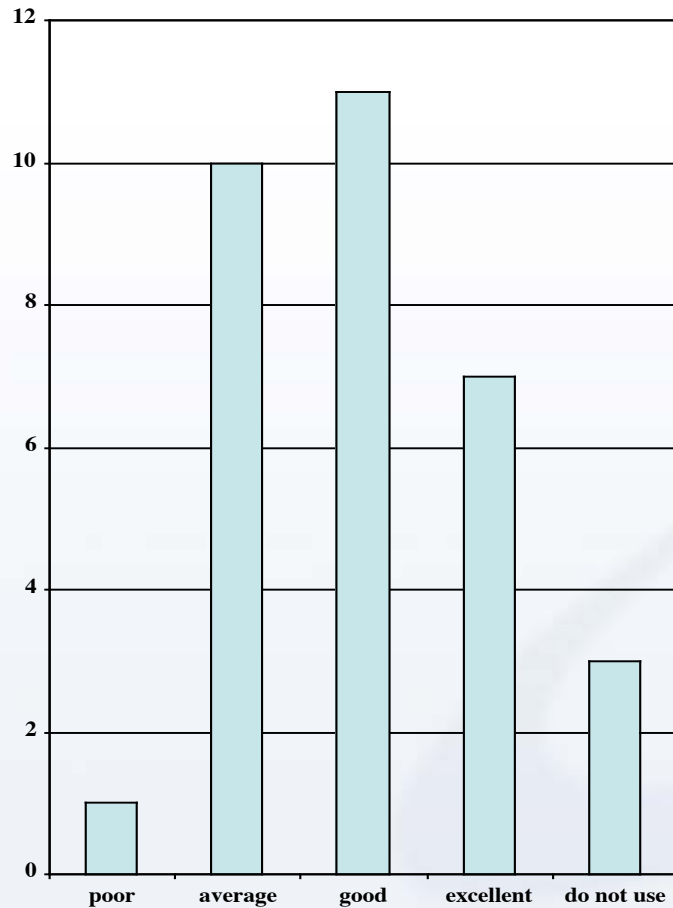
Help & Support



- Reply within 24 hours OK
- Excellent service from Mandy Scott
- not had a chance to try this
- Never made any enquires to technical support
- Quick helpful and backed with samples. thanks.
- love Brad
- once e-mail enquiry made Donna Wellar was excellent and prompt in trying to assist



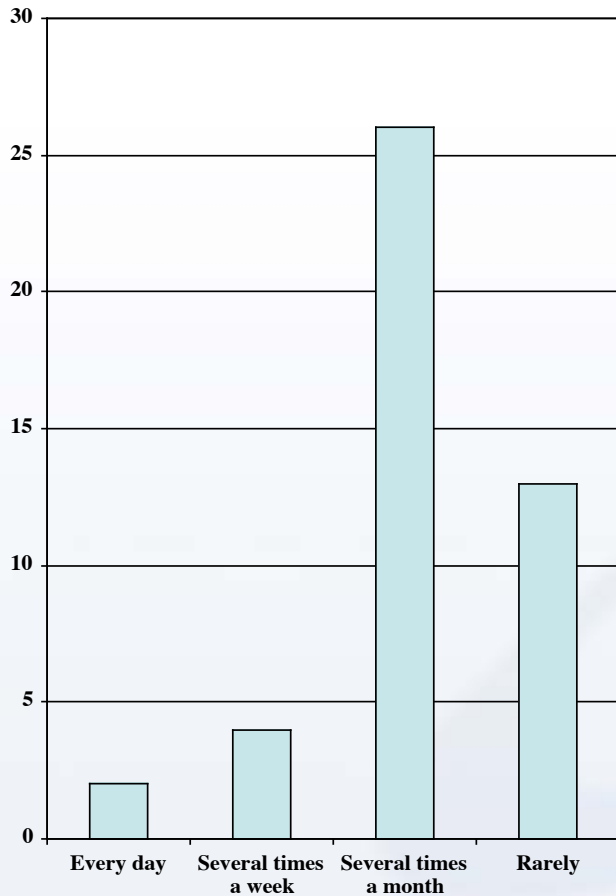
Investor Relations



- Not used
- What is investor relations info' ?
- Information on Trifast plc for shareholders and other interested parties www.trifast.com



Site Usage



Comments:

- Pricing
- ✓ By using the project toolkit you can send an enquiry direct from the website which we will quote asap
- RoSH compliancy certification Stock levels available, esp. locally Prices.
- ✓ As above
- I am constantly looking for hole clearance information for eg C`sink or SHCS & the dimensions for these holes. It would be nice to capture this information in your already very detailed data
- ✓ Will look into adding this data
- Turnbuckles, swage fittings, etc.
- ✓ Will be continuously adding products
- current updates / news to be published
- ✓ We will be adding this functionality soon



Other comments



- You have a very good site, my only concern is that you need register to get technical information for your products; is this really necessary.
- ✓ We have spent many hours at high expense to create this database of technical information so access to this is one of the benefits of being a TR customer
- more technical data + larger range of products like metal and plastic anchors
- ✓ We are continuing to build this information to become the largest technical website for fastener related products and components - watch this space
- IGES models Pro/E models
- ✓ Will review
- Apart from taking up space, what do the four dots at the start of each part line add to the party? Better to increase the size of the text in the part details. Second major comment is that to add mm" after every thread length is both unnecessary & is unadulterated visual clutter.
- ✓ Will review
- Good One-Stop shop. Thanks to martin Elliott who was precise and had good communication. thanks.
- Nice site :-)



Other comments



- ❑ pricing and availability
- ✓ By using the project toolkit you can send an enquiry direct from the website which we will quote asap
- ❑ The Grade of Stainless Steels is not always apparent. Is A2 actually A2-50 or A2-70?
- ✓ Will review
- ❑ The general reduction in screen contrast levels is not helpful, especially in adverse lighting conditions. Hard copy printed dimensional details are far less legible than was previously the case. The old site wasn't the best by any means, but I would have to suggest that the new one is a retrograde step.
- ✓ I am sorry you don't like the design, it's a very subjective topic, however we will continue to work on increasing the functionality of the site in terms of speed and technical data

