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Eagle Consulting Group Receives High Scores In Best Software's Annual Customer Satisfaction Survey

Press Release

New York City—May 21, 2004—Eagle Consulting Group, Inc. today proudly announced its high scores in the 2003 Best Customer Satisfaction Survey. In every category surveyed, Eagle Consulting Group, Inc. scored well above the average for all reselling partners.

"Our customers' satisfaction is our primary goal," said Debra Ellis, president of Eagle Consulting Group. "The results of the survey are an acknowledgment of the emphasis we place on providing each customer with rapid, expert support combined with personalized attention."

The annual survey is conducted by Best Software, Inc. and polls MAS 90 users nationwide. Users are asked to rate their resellers' level of customer support and overall satisfaction on a scale of 1 to 10. The responses for each reseller in each category are then compared to similar resellers.

Eagle's scores in every category were well above the average. Significantly, in the category of overall satisfaction with reseller performance over the past year, Eagle scored an impressive 9.14, and received a 9.0 rating in the category for skill level of support personnel with the software. Eagle's scores relative to customer service practices were equally high, with a score of 9.0 for level and frequency of communication, and a 9.29 in the attention given to MAS 90 users.

About Eagle Consulting Group

Founded in 1994, Eagle provides MAS 90 and MAS 200 accounting software, Abra Suite human resource management software, and consulting services in the New York Tri-State area to small and mid-size businesses. More information about the products and solutions offered by Eagle Consulting Group can be found at: www.eaglecg.com

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