



Press Release

Confirmit Announces 118 Million Completed Interviews in 2008

Industry Leader Renews Hosting Agreement with Rackspace to Continue Excellence in Uptime for On-Demand Platform

New York, NY and Oslo, Norway - March 19, 2009: Confirmit today announced the highest number of completed interviews on its platform to date, with 118 million interviews taking place in 2008. This figure brings the total number of completed interviews on Confirmit to over 430 million in the past seven years.

The numbers represent an increase of 33% in completed interviews on Confirmit's On-Demand platform over the past year.

To support the continuing growth of its On-Demand platform usage, Confirmit has renewed its agreement with leading hosting provider Rackspace for a further three years. Confirmit will continue to use Rackspace's highly sophisticated managed hosting solution to offer guaranteed availability of the platform to customers and increase the bandwidth and flexibility of the Confirmit On-Demand environment.

Confirmit On-Demand provides access to all of the functionality of the software platform via a secure, shared environment over the Web. Confirmit guarantees respondent uptime of 99.7%, a level that has been exceeded for each of the past five years. In 2008, it delivered 99.94% uptime.

Arnt Feruglio, COO at Confirmit, said: "Our customers depend on the outstanding reliability, scalability, and availability of the Confirmit software platform. Rackspace's services and support of our On-Demand environment have been integral to our ability to deliver these capabilities, leading to excellent platform uptime and service levels that go beyond our guarantees."

Henning Hansen, Confirmit's President and CEO, commented: "The growth in activity on the Confirmit On-Demand environment demonstrates that the value of the investments we make in our technical infrastructure is appreciated by the market. Increasingly, we see that all of our customers, not only financial services and healthcare providers, demand the highest levels of security and reliability for their sensitive customer data."

IT services hosting industry leaders Rackspace will provide comprehensive monitoring, software, hardware, and network guarantees, designed to deliver high platform availability. This will be in addition to providing 24/7/365 Fanatical Support™, and incorporating a range of measures that ensure compliance with current industry regulations and quality standards, particularly those relating to SAS 70 type II certification, ISO standards, and Safe Harbor certification for the European Data Protection Act.

Feruglio continued: "Compliance is becoming an increasingly critical issue for our customers, with security and regulatory issues featuring prominently in the purchase and renewal process. We therefore place a great emphasis on ensuring that our platform not only delivers unrivaled performance, but that it meets all the administrative criteria our clients require."



The agreement with Rackspace covers both of Confirmit's On-Demand sites, one located in Dallas, Texas in the US, and one in London, UK.

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About Confirmit

Confirmit is the world's leading SaaS software vendor for Customer Feedback, Employee Feedback, and Market Research applications. The company has more than 200 employees and offices in Oslo (headquarters), Guildford, London, Moscow, New York, San Francisco, and Yaroslavl. Confirmit's software is also distributed through partner resellers in Barcelona, Kuwait City, Madrid, Milan, Santiago, Sydney, and Tokyo.

Confirmit targets Global 5000 companies and Market Research agencies worldwide with a wide range of software products for feedback / data collection, panel management, data processing, analysis, and reporting. Customers include British Airways, Countrywide Financial, Credit Suisse, Dow Chemical, Experian, GlaxoSmithKline, Halifax Bank of Scotland, Intrawest, Ipsos, Nielsen, The NPD Group, Safeco Insurance, Statoil Hydro, Symantec, and Virgin Media.

Visit www.confirmit.com for further information.

About Rackspace Hosting

As the world's leader and specialist in hosting, Rackspace Hosting is changing the way businesses worldwide buy IT. Rackspace delivers computing-as-a-service, integrating the industry's best technologies into a flexible service offering, making computing more reliable and affordable. A trusted partner to companies of all sizes, Rackspace enables IT departments to be more effective. Rackspace is distinguished by its award-winning Fanatical Support®, furthering the company's mission to be one of the world's greatest service companies. Rackspace featured in the top 30 of both the Sunday Times 100 Best companies to work for list and the Financial Times Great Place to Work Awards, 2008. Rackspace's portfolio of hosted services includes managed hosting (www.rackspace.co.uk), email hosting (www.mailtrust.com) and cloud hosting (www.mosso.com). For more information on Rackspace Hosting please visit

www.rackspace.co.uk or call 0800 988 0100.