



# News Release

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## 3D Systems Customers Voice Their Satisfaction

- Quickparts® Customer Experience Drives Record High  
Net Promoter Score -

**Rock Hill, South Carolina – October 11, 2011** - [3D Systems](#) Corporation

(NYSE: DDD) announced today that its [Quickparts](#)® customers expressed increased satisfaction levels resulting in a new high Net Promoter Score of 72, which is rated as excellent, for the month of September 2011.

Net Promoter Score (NPS) is a customer loyalty metric derived from asking customers how likely they are to recommend a company to a friend or colleague. Responses are categorized into three groups: promoters (9-10 rating), passives (7-8 rating) and detractors (0-6 rating). The NPS score itself is calculated by subtracting the percent of detractors from the percent of promoters, and can range from -100 (all detractors) to +100 (all promoters). Positive scores are typically considered "good", with scores over 50 rated as "excellent".

"We focus on enhancing our customers' satisfaction through quality and service excellence, and we get real-time feedback by monitoring our NPS score closely," said Patrick Hunter, Vice President and General Manager, Quickparts, 3D Systems. "By delivering ongoing customer service improvements, our average score has moved from the 60's to consistently averaging above 70. Customer loyalty is our best measure of the effectiveness of our brand promise and our rising NPS score validates the overall brand value and experience we deliver."

## **About 3D Systems Corporation**

3D Systems is a leading provider of 3D content-to-print solutions including 3D printers, print materials and on-demand custom parts services for professionals and consumers alike. The company also provides creative content development, design productivity tools and curation services and downloads. Its expertly integrated solutions replace, displace and complement traditional methods and reduce the time and cost of designing new products by printing real parts directly from digital input. These solutions are used to rapidly design, communicate, prototype and produce functional parts, empowering its customers to create with confidence.

More information on the company is available at [www.3DSystems.com](http://www.3DSystems.com).

To experience 3D Systems' entire range of 3D content-to-print products and services please visit [www.printin3D.com](http://www.printin3D.com), [www.production3dprinters.com](http://www.production3dprinters.com), [www.toptobottomdental.com](http://www.toptobottomdental.com), [www.3Dproparts.com](http://www.3Dproparts.com), [www.quickparts.com](http://www.quickparts.com), [www.alibre.com](http://www.alibre.com), [www.bitsfrombytes.com](http://www.bitsfrombytes.com), [www.The3dStudio.com](http://www.The3dStudio.com), [www.freedomofcreation.com](http://www.freedomofcreation.com), [www.sycode.com](http://www.sycode.com), [www.botmill.com](http://www.botmill.com), [blog.3dsystems.com](http://blog.3dsystems.com), or via email at [moreinfo@3DSystems.com](mailto:moreinfo@3DSystems.com).