

# ANNUAL CUSTOMER SATISFACTION SURVEY

2014 RESULTS



AT TEAM METALOGIC WE'RE NOT YOUR TYPICAL IT CROWD. WE TAKE **CONFUSING TECH SPEAK** AND TRANSLATE IT INTO **PLAIN OLD ENGLISH**. WE ALSO KNOW WHAT BUSINESSES WANT; CONSISTENTLY **EXCELLENT IT SUPPORT** THAT DOESN'T COMPLICATE THINGS, IMPROVES EFFICIENCY AND SAVES MONEY.

# KEY CONTACT DETAILS

## COMPANY

**Team Metalogic Ltd**

**Telephone:** 0845 521 0618 | **Fax:** 0845 521 0619

**E-mail:** info@teammetalogic.com | **Web:** teammetalogic.com

**Registered Address:** Orchard House, Caerphilly Business Park,  
Caerphilly, CF83 3GS

## ENQUIRIES

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Upon request, this document is to be immediately returned to Team Metalogic Ltd.

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## EXECUTIVE SUMMARY

Starting in 2013, Team Metalogic began introducing the 'Metalogic Way'. These 6 key principles define the high standards that we strive to consistently achieve in delivering day-to-day service to our client accounts.

Customer satisfaction is one of these principles and as such 2014 saw the first of our Annual Customer Satisfaction Surveys being sent to each and every employee of our client accounts. This document details the summary findings of this survey, along with the benchmark statistics from our per-incident satisfaction surveys.

Overall response rates to per-incident surveys are high and when benchmarked against other global users of our call-management system indicate consistently above-average service levels with the most impressive marker being the rating assigned to our support staff. **On average, a Team Metalogic engineer scores 4.96 out of a possible 5.00, 9.73% above the average support engineer.**

Overall satisfaction on a per-incident basis also yields encouraging results with the average score being 4.96 out of a possible 5.00, 6.81% above global averages.

Over 85% of all respondents are very satisfied with the **speed of responsiveness**, the **timeliness of initial response** and our ability to **resolve issues** quickly and efficiently.

Over 88% of respondents feel our service levels have either remained consistent or improved over the last 12 months. No respondents indicated that service levels had worsened.

94% of respondents feel that Team Metalogic provide services that are **valuable to them** and 97% of respondents agree that Team Metalogic keep their IT systems running to the **highest levels of uptime**.

The overall feeling of respondents is that Team Metalogic is a company that operates in a **professional manner**, is **convenient** to use, **understands the business needs** of its' customers and is **extremely responsive** to questions and technical issues.

Finally, we asked respondents how likely it is that they would recommend Team Metalogic to a friend or colleague. The resulting Net Promoter Score (NPS) is a globally recognised gauge of the loyalty of a company's customer relationships. With an NPS of +50 being considered excellent, we are thrilled **that our overall Net Promoter Score is 88**.

Team Metalogic will continue to strive for excellence in all areas of service delivery and hope to further improve quality and customer satisfaction over the coming twelve months.

# INCIDENT RELATED SATISFACTION SURVEY RESULTS

## INTRODUCTION

After every support ticket we close for a client, our call management system automatically sends a short 5-question survey to rate their opinion of the level of support they have received.

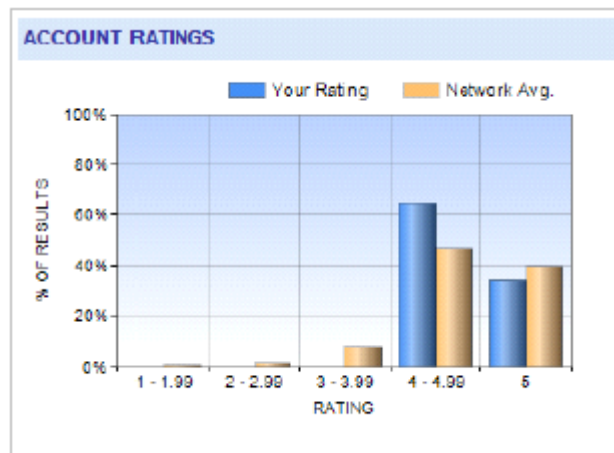
Our call management and ticketing system is provided by the worlds' leading hosted IT business management software provider. Used worldwide by tens of thousands of companies in more than 50 countries, it means that we can benchmark our customers' survey results against every other user globally.

The questions in this survey are specially selected to allow for accurate benchmarking across three key areas; the Account, the Contact and the Resource:

## ACCOUNT RATING

What is the overall average score for our servicing of a particular client account?

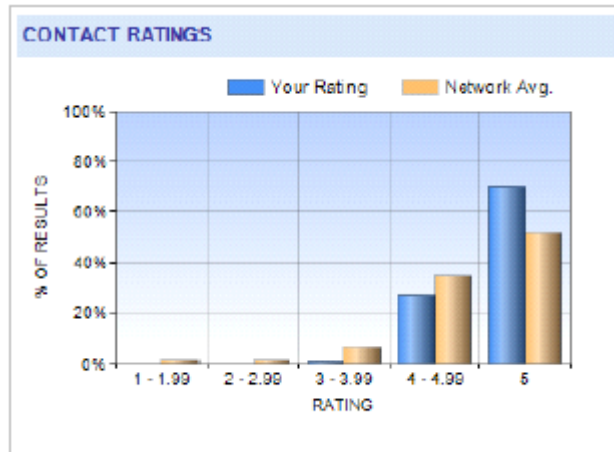
	Your Rating	Rating vs. Network Avg	Network Avg.
Average Account Rating	★★★★★ 4.85	+6.83%	4.54



## CONTACT RATING

What is the overall average score awarded to us from a particular employee at a client account?

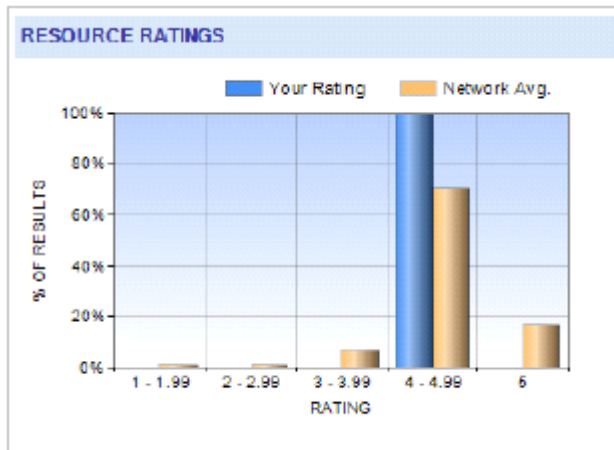
Average Contact Rating	Your Rating	Rating vs. Network Avg	Network Avg.
	★★★★★ 4.90	+7.40%	4.56



## RESOURCE RATING

What is the overall average score awarded to a particular Team Metalogic employee?

Average Resource Rating	Your Rating	Rating vs. Network Avg	Network Avg.
	★★★★★ 4.96	+9.73%	4.52



## ON-SITE SUPPORT SURVEYS

GENERAL ONSITE IT SERVICE CALL BENCHMARKING			
	Your Rating	Rating vs. Network Avg	Network Avg.
Was the technician prompt and on time for your scheduled appointment?	★★★★★ 4.88	+5.63%	4.62
Was the problem or task resolved to your satisfaction?	★★★★★ 5.00	+8.46%	4.61
How would you rate the technician's ability?	★★★★★ 5.00	+8.61%	4.69
How would you rate the technician's professionalism?	★★★★★ 5.00	+6.38%	4.70
How satisfied were you with the overall service you received?	★★★★★ 5.00	+8.70%	4.60
<b>Average</b>	★★★★★ 4.98	+7.33%	4.64

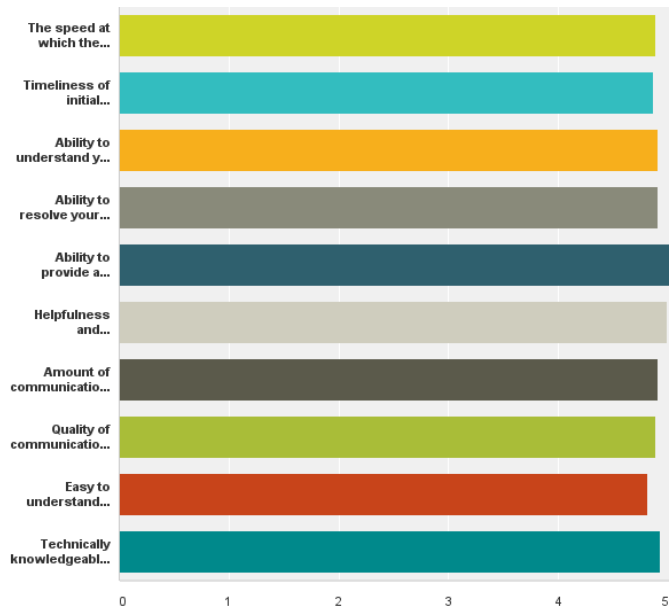
## REMOTE SUPPORT SURVEYS

GENERAL REMOTE IT SUPPORT BENCHMARKING			
	Your Rating	Rating vs. Network Avg	Network Avg.
How would you rate the timeliness of the initial response to your issue?	★★★★★ 4.90	+6.06%	4.62
How would you rate the timeliness of the resolution of your issue?	★★★★★ 4.89	+6.30%	4.60
Was the problem or task resolved to your satisfaction?	★★★★★ 4.89	+3.38%	4.73
How would you rate the support representative's ability?	★★★★★ 4.95	+3.77%	4.77
How would you rate the support representative's professionalism?	★★★★★ 4.96	+3.12%	4.81
How satisfied were you with the overall service you received?	★★★★★ 4.91	+4.91%	4.68
<b>Average</b>	★★★★★ 4.92	+4.68%	4.70



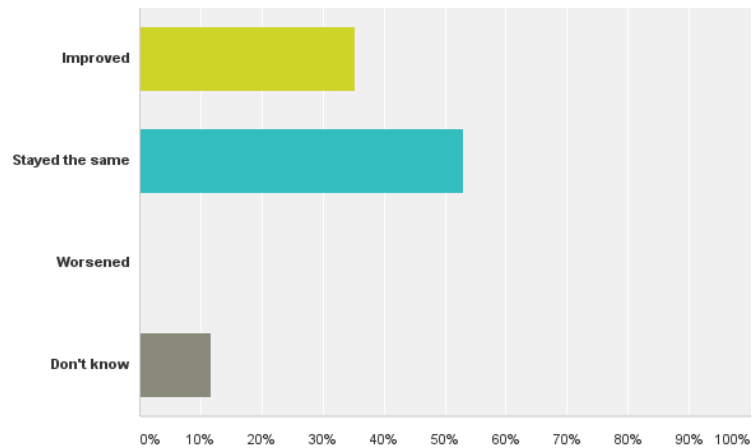
# ANNUAL CUSTOMER SATISFACTION SURVEY RESULTS

HOW WOULD YOU RATE YOUR SATISFACTION WITH THE TEAM METALOGIC HELPDESK IN THE FOLLOWING AREAS:

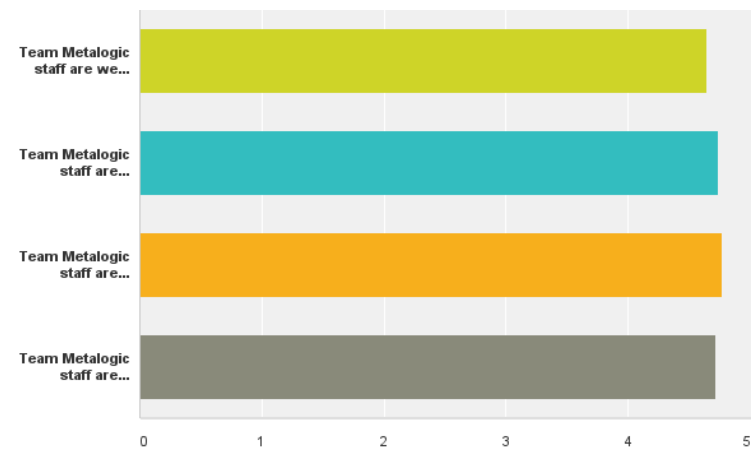


	Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied	N/A
The speed at which the helpdesk can be contacted	0.00%	0.00%	0.00%	11.27%	87.32%	1.41%
Timeliness of initial response	0.00%	0.00%	0.00%	14.08%	84.51%	1.41%
Ability to understand your requirements	0.00%	0.00%	0.00%	8.45%	90.14%	1.41%
Ability to resolve your issue quickly and effectively	0.00%	0.00%	0.00%	8.45%	90.14%	1.41%
Ability to provide a courteous and professional service	0.00%	0.00%	0.00%	0.00%	98.59%	1.41%
Helpfulness and friendliness of technical staff	0.00%	0.00%	0.00%	1.41%	94.37%	4.23%
Amount of communication during handling of technical issues	0.00%	0.00%	0.00%	8.45%	90.14%	1.41%
Quality of communication during handling of technical issues	0.00%	1.41%	0.00%	7.04%	90.14%	1.41%
Easy to understand explanation of solutions	0.00%	0.00%	0.00%	18.31%	78.87%	2.82%
Technically knowledgeable and experienced staff	0.00%	0.00%	0.00%	7.04%	90.14%	2.82%

HAS THE SERVICE PROVIDED BY OUR HELPDESK IMPROVED, STAYED THE SAME OR GOT WORSE OVER THE LAST 12 MONTHS?

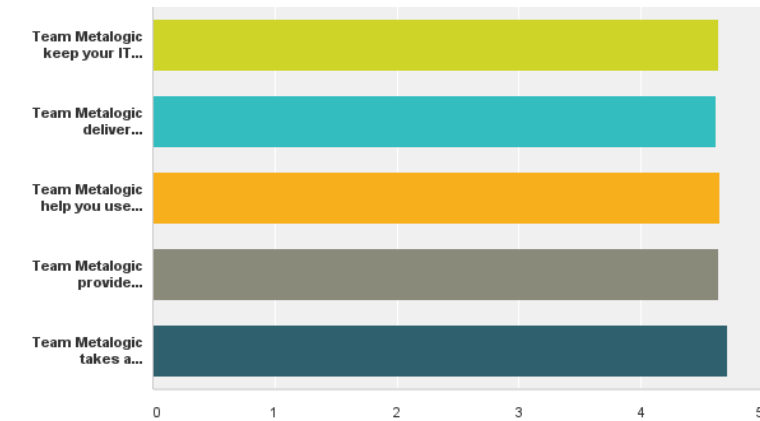


IF YOU HAVE HAD PERSONAL CONTACT WITH ANY OF OUR TECHNICAL STAFF AT YOUR PREMISES OVER THE LAST 12 MONTHS, PLEASE RATE THE FOLLOWING FOUR STATEMENTS:



	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
Team Metalogic staff are well presented and identifiable	0.00%	0.00%	3.17%	28.57%	68.25%
Team Metalogic staff are courteous and polite	0.00%	0.00%	3.08%	20.00%	76.92%
Team Metalogic staff are friendly and approachable	0.00%	0.00%	3.13%	17.19%	79.69%
Team Metalogic staff are knowledgeable	0.00%	0.00%	3.08%	21.54%	75.38%

HOW WOULD YOU RATE YOUR SATISFACTION WITH THE CLIENT SERVICE THAT WE PROVIDE IN THE FOLLOWING FIVE AREAS:



	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
Team Metalogic keep your IT systems running to the highest levels of uptime	0.00%	0.00%	2.94%	30.88%	66.18%
Team Metalogic deliver promised services on a timely basis	0.00%	0.00%	2.90%	33.33%	63.77%
Team Metalogic help you use technology effectively	0.00%	0.00%	2.86%	30.00%	67.14%
Team Metalogic provide services that are valuable to you	0.00%	0.00%	5.88%	25.00%	69.12%
Team Metalogic takes a 'client-oriented' approach to helping you	0.00%	0.00%	1.45%	26.09%	72.46%

HOW MUCH DO YOU AGREE THAT WE DELIVER ON OUR MISSION STATEMENT?

*"to keep our clients' businesses running by delivering a consistently excellent service, always doing what's in their best interests and never taking shortcuts"*

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
(no label)	1.43%	0.00%	4.29%	22.86%	71.43%

HOW MUCH DO YOU AGREE THAT WE DELIVER ON OUR VISION?

"to stand out from the crowd and change the way people think about outsourced IT"

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
(no label)	1.43%	0.00%	5.71%	32.86%	60.00%

HOW MUCH DO YOU AGREE THAT WE DELIVER ON OUR VALUES?

**Quality** - At the heart of everything we do is a commitment to the highest quality of service.

**Consistency** - We deliver high levels of service on a consistent basis.

**Integrity** - The advice we give is always with our clients' best interests at heart

**Honesty** - We tell it like it is even if it's not what clients want to hear

**Clarity** - Our solutions and proposals are always in a language that clients will understand

**Personality** - We like a laugh and let our personality shine through.

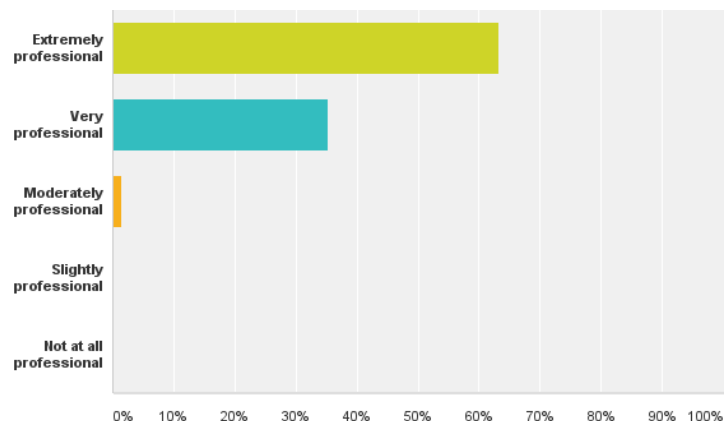
**Reputation** - Our reputation is important, so we won't compromise or cut corners

**Attention to detail** - All systems are monitored and checked for potential issues

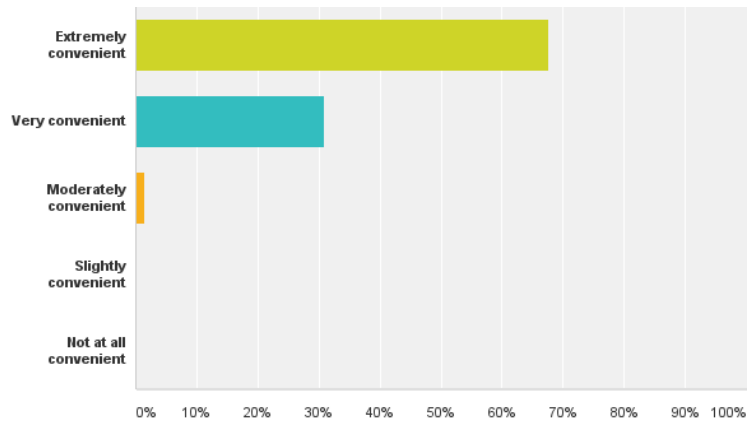
**Pro-active** - Problems are sometimes fixed before a client even knows about it

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
(no label)	0.00%	0.00%	2.86%	22.86%	74.29%

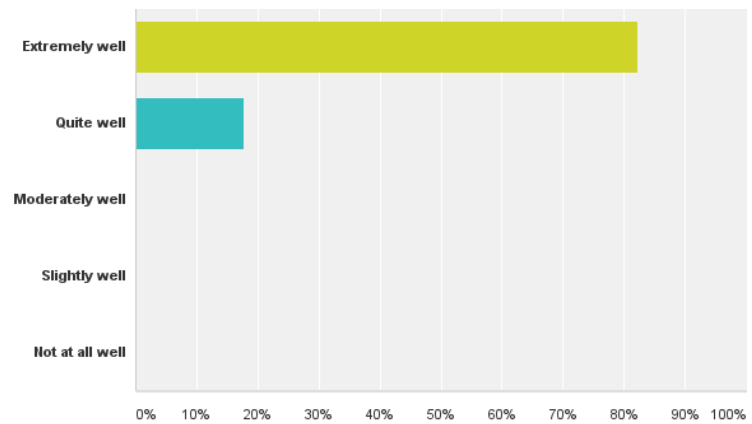
HOW PROFESSIONAL IS OUR COMPANY?



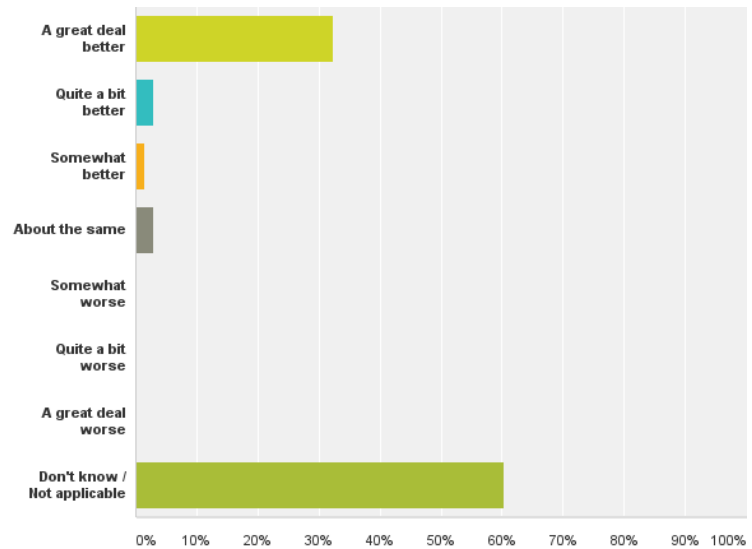
HOW CONVENIENT IS OUR COMPANY TO USE?



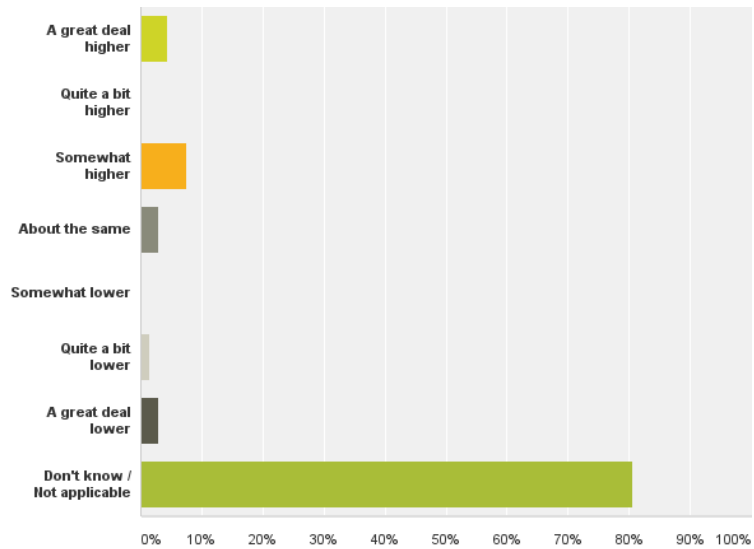
HOW WELL DO YOU FEEL THAT OUR COMPANY UNDERSTANDS YOUR BUSINESS' NEEDS?



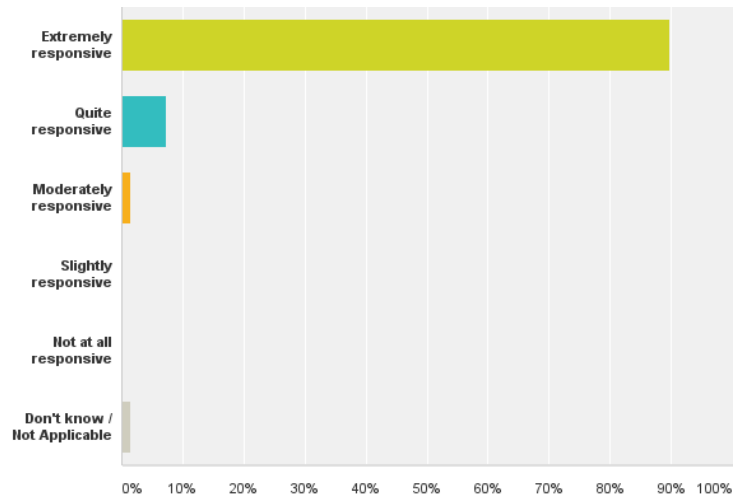
IF YOU HAVE HAD ANY EXPERIENCE OR DEALINGS WITH OUR COMPETITORS, OR OTHER IT SERVICE PROVIDERS, IS OUR QUALITY OF SERVICE BETTER, WORSE OR ABOUT THE SAME?



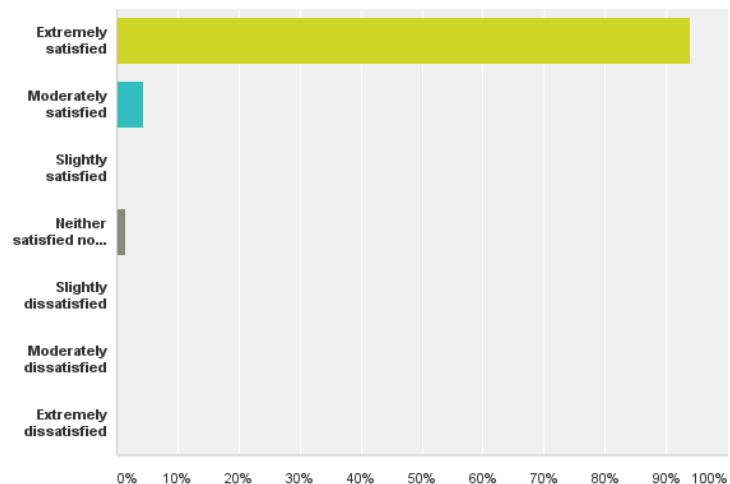
IF YOU HAVE HAD ANY FINANCIAL DEALINGS WITH OUR COMPETITORS, OR OTHER IT SERVICE PROVIDERS, ARE OUR PRICES HIGHER, LOWER OR ABOUT THE SAME?



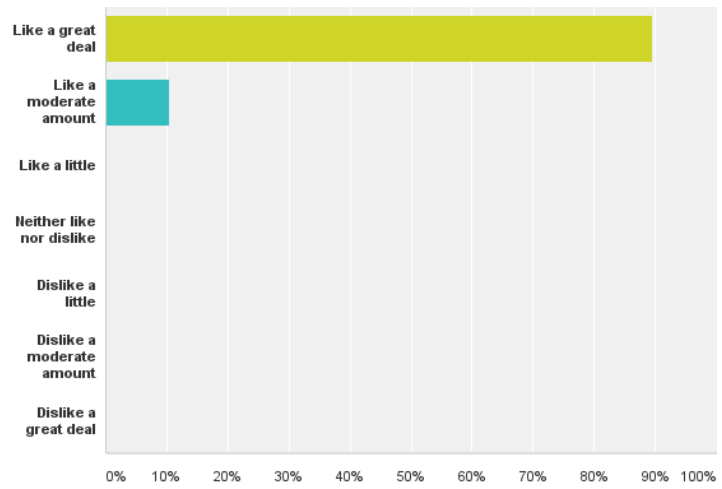
OVERALL, HOW RESPONSIVE HAVE WE BEEN TO YOUR QUESTIONS, TECHNICAL ISSUES OR CONCERNS OVER THE LAST 12 MONTHS?



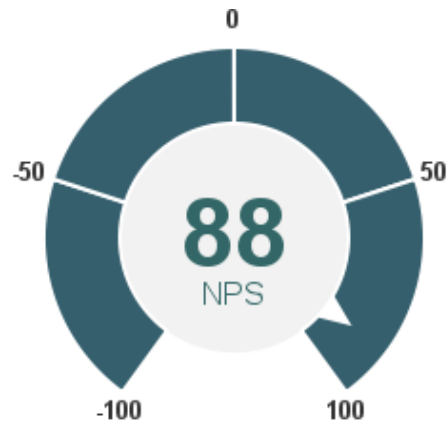
OVERALL, HOW SATISFIED ARE YOU WITH THE EMPLOYEES AT OUR COMPANY?



HOW MUCH DO YOU  
LIKE OUR COMPANY  
AND DEALING WITH  
US?



HOW LIKELY IS IT  
THAT YOU WOULD  
RECOMMEND TEAM  
METALOGIC TO A  
FRIEND OR  
COLLEAGUE?



WHAT ONE THING  
COULD WE DO TO MAKE  
YOUR WHOLE  
EXPERIENCE OR  
DEALINGS WITH US  
EASIER/MORE  
VALUABLE?

"Keep doing what you are doing!"

"No, you are doing all that we could ask for."

"Possibly already in place but if not 1 to 1 or discussion with main point of contact on a monthly basis to ensure no previous issues and to identify future requirements."

"I've no complaints. Extremely happy with your services."

"None needed."

"All my dealings with Metalogic have been dealt with extremely well."

"Possibly think about an FAQ - commonly asked questions by staff at the company having some answers already there - and maybe some initial solutions as well (reboot machine etc, ask if colleagues have same issue and so on). Keep on website, or circulate each quarter."

"Not sure, I have never had a problems not sorted."

"It's already about right."

"I really can't think of any one thing that could be improved upon given our experiences."

"Nothing. You are simply the best IT company we have every dealt with."

"Nothing - we are more than happy with Team Metalogic :)"

DO YOU HAVE ANY  
OTHER COMMENTS OR  
FEEDBACK ABOUT OUR  
HELPDESK AND/OR  
PROVISION OF  
SERVICE?

"Very quick to help and every person within the team that I've spoken to has been lovely to chat to. I'm not good with IT, but the people I've spoken to were very patient and understanding. Thank you! :-) xxx"

"Again, keep doing what you are doing!"

"Thank you for your help which I have experienced from you."

"Always dealt with our queries efficiently promptly and with a courteous manner."

"Send too many automated emails through the process of dealing with an issue."

"Always excellent as far as I'm concerned."



DO YOU HAVE ANY  
OTHER COMMENTS OR  
FEEDBACK ABOUT OUR  
COMPANY IN  
GENERAL?

“Craig is always willing to help and very supportive.”

“Always professional, friendly, explain in lay persons terms, will always help... great bunch of guys.”

“I think Team Metalogic go the extra mile which gives me great confidence that my it systems will keep working.”

“The helpdesk personnel/function is very professional and quick to respond.”

“Each call made to the helpdesk is answered immediately and courteously and any problems dealt with in no time at all. Great.”

“All team members very professional.”

“Out of hours service.”

“All team members are professional, polite and helpful.”

“Very satisfied with Metalogic to date and look forward to the service continuing.”

“Thank you.”

“A market leader delivering a first class service locally and UK wide with a helpdesk manned by very informative and highly knowledgeable staff. Would highly recommend to other businesses.”

“Owen is great, always very helpful and cheerful.”

“The team are always very professional and well mannered.”

“BRILLIANT SERVICE.”

“I am extremely pleased with the service provided by Team Metalogic, I feel confident and safe in the knowledge that any support or advice given is in the interests of [Company Name Removed] as an organisation going forward. Team members make every effort to speak in understandable language and are a pleasure to work with.”

“From our experience in dealing with Team Metalogic, we have no hesitation in recommending your company to others. Congratulations to your Team.”

“All team members very professional.”

“All team members are professional, polite and helpful.”

“Our decision to move to Team Metalogic was one of the best changes of 2013/14.”

“It’s very nice that you don't laugh at me when I am being a bit dim and not understanding my PC...and what’s wrong with it.”

“Keep up the good work!”