

ANNUAL CUSTOMER SATISFACTION SURVEY

2015 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.

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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 since 2014 we have invited each and every employee of our clients to complete an Annual Customer Satisfaction Survey. 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 4.97 out of a possible 5.00, 9.71% 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, 6.00% above global averages.**

Over 80% 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 84% of respondents feel our service levels have either **remained consistent** or **improved** over the last 12 months. Only 2 respondents indicated that service levels had worsened over the last 12 months.

95% of respondents feel that Team Metalogic provide services that are **valuable to them** and 94% 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, **our overall Net Promoter Score is 74.**

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.

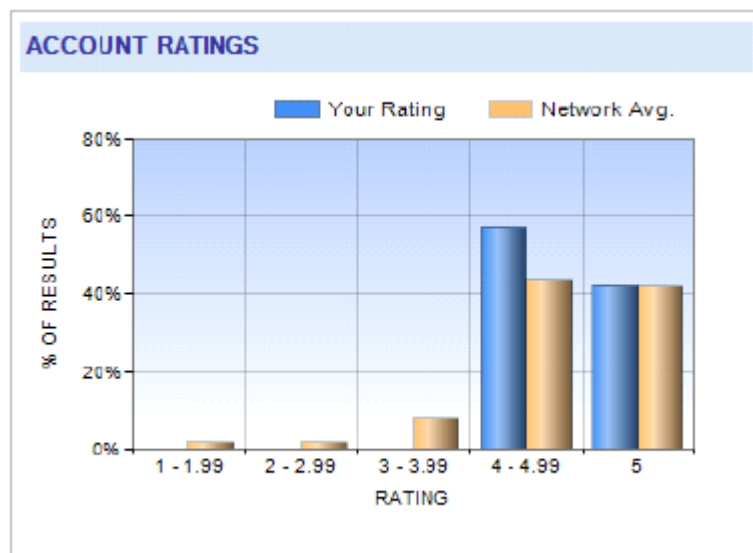
Our call management and ticketing system is provided by the worlds' leading hosted IT business management software provider. Used worldwide by tens of thousands of companies in more than 50 countries, it means that we can benchmark our customers' survey results against every other user globally.

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?

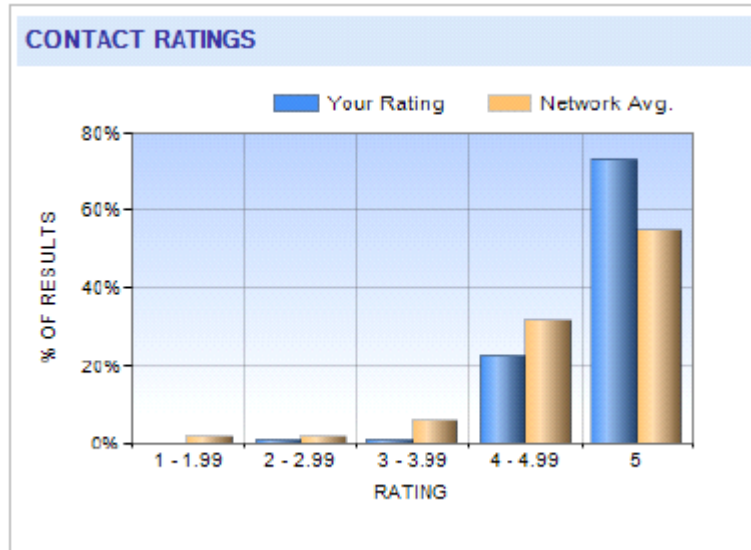
Average Account Rating	Your Rating	Rating vs. Network Avg	Network Avg.
	★★★★★ 4.93	+9.07%	4.52



CONTACT RATING

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

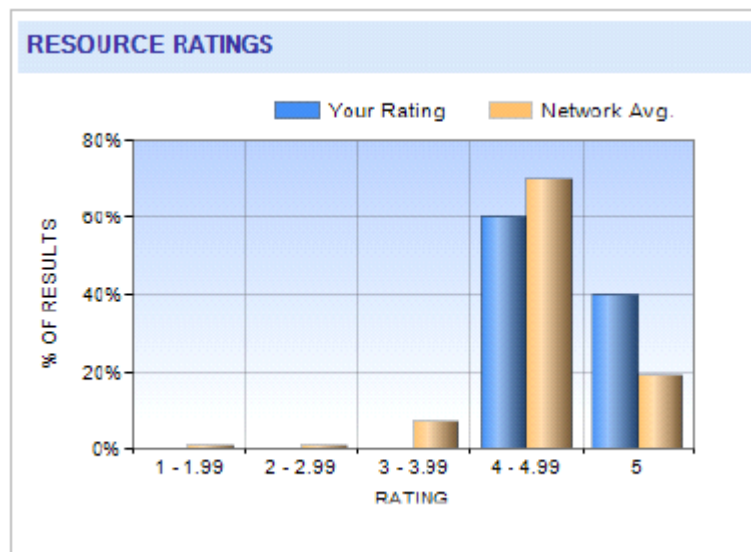
Average Contact Rating	Your Rating ★★★★★ 4.84	Rating vs. Network Avg +6.14%	Network Avg. 4.56
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RESOURCE RATING

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

Average Resource Rating	Your Rating ★★★★★ 4.97	Rating vs. Network Avg +9.71%	Network Avg. 4.53
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ON-SITE SUPPORT SURVEYS

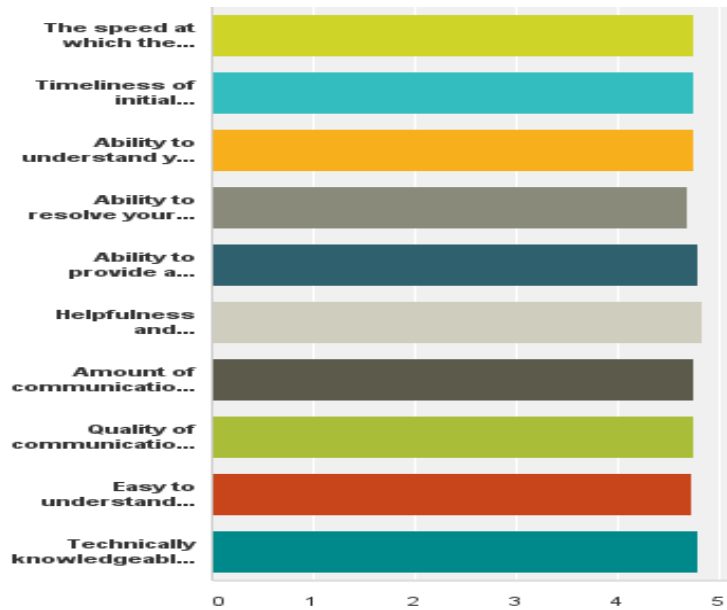
GENERAL ONSITE IT SERVICE CALL BENCHMARKING			
	Your Rating	Rating vs. Network Avg	Network Avg.
Was the technician prompt and on time for your scheduled appointment?	★★★★★ 5.00	+6.84%	4.68
Was the problem or task resolved to your satisfaction?	★★★★★ 5.00	+6.16%	4.71
How would you rate the technician's ability?	★★★★★ 5.00	+4.82%	4.77
How would you rate the technician's professionalism?	★★★★★ 5.00	+4.60%	4.78
How satisfied were you with the overall service you received?	★★★★★ 5.00	+6.38%	4.70
Average	★★★★★ 5.00	+5.71%	4.73

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?	★★★★★ 4.86	+7.05%	4.54
How would you rate the timeliness of the resolution of your issue?	★★★★★ 4.87	+7.74%	4.52
Was the problem or task resolved to your satisfaction?	★★★★★ 4.91	+5.82%	4.64
How would you rate the support representative's ability?	★★★★★ 4.94	+5.33%	4.69
How would you rate the support representative's professionalism?	★★★★★ 4.96	+5.08%	4.72
How satisfied were you with the overall service you received?	★★★★★ 4.91	+6.74%	4.60
Average	★★★★★ 4.91	+6.28%	4.62

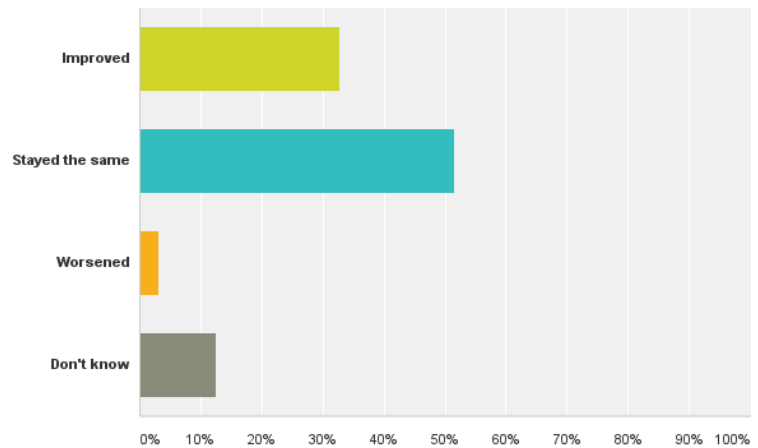
ANNUAL CUSTOMER SATISFACTION SURVEY RESULTS

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

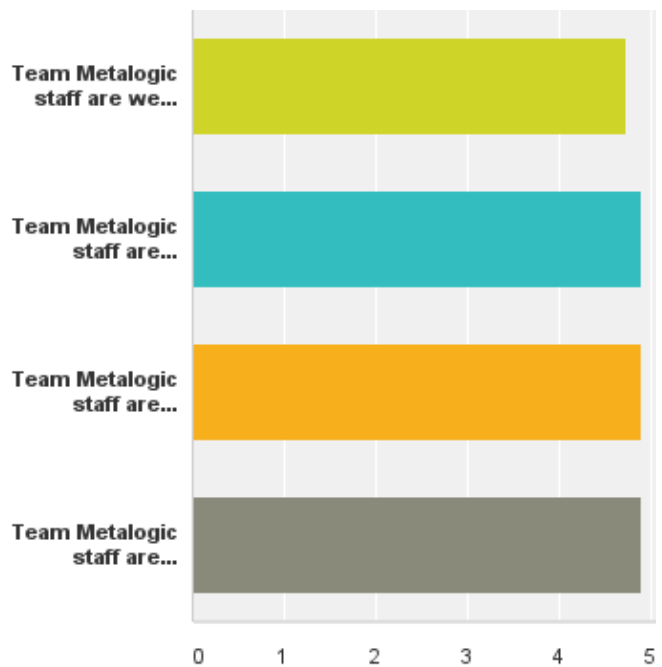


	Very Satisfied	Satisfied	Neither Dissatisfied nor Satisfied	Dissatisfied	Very Dissatisfied	N/A
The speed at which the helpdesk can be contacted	88.00%	13.85%	3.08%	1.54%	0.00%	1.54%
Timeliness of initial response	81.25%	12.50%	1.56%	3.13%	0.00%	1.56%
Ability to understand your requirements	88.00%	15.38%	1.54%	1.54%	0.00%	1.54%
Ability to resolve your issue quickly and effectively	75.38%	15.38%	7.69%	0.00%	0.00%	1.54%
Ability to provide a courteous and professional service	86.15%	6.15%	6.15%	0.00%	0.00%	1.54%
Helpfulness and friendliness of technical staff	89.23%	3.08%	6.15%	0.00%	0.00%	1.54%
Amount of communication during handling of technical issues	88.00%	12.31%	6.15%	0.00%	0.00%	1.54%
Quality of communication during handling of technical issues	88.00%	13.85%	4.62%	0.00%	0.00%	1.54%
Easy to understand explanation of solutions	76.92%	16.92%	4.62%	0.00%	0.00%	1.54%
Technically knowledgeable and experienced staff	81.54%	13.85%	3.08%	0.00%	0.00%	1.54%

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

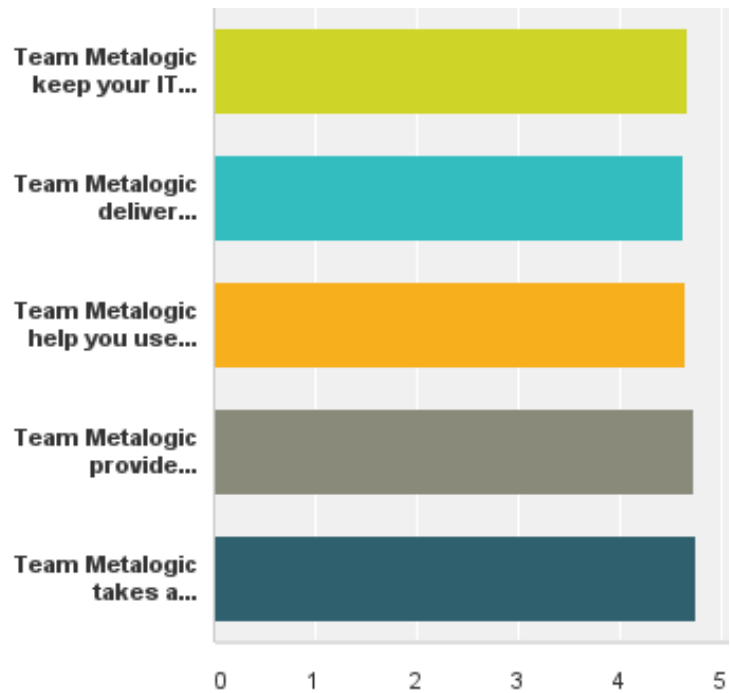


IF YOU HAVE HAD PERSONAL CONTACT WITH ANY OF OUR TECHNICAL STAFF AT YOUR PREMISES OVER THE LAST 12 MONTHS, PLEASE RATE THE FOLLOWING FOUR STATEMENTS:



	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Team Metalogic staff are well presented and identifiable	77.59%	18.97%	3.45%	0.00%	0.00%
Team Metalogic staff are courteous and polite	91.38%	6.90%	1.72%	0.00%	0.00%
Team Metalogic staff are friendly and approachable	93.10%	5.17%	1.72%	0.00%	0.00%
Team Metalogic staff are knowledgeable	93.10%	5.17%	1.72%	0.00%	0.00%

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



	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Team Metalogic keep your IT systems running to the highest levels of uptime	75.00%	18.75%	4.69%	1.56%	0.00%
Team Metalogic deliver promised services on a timely basis	70.31%	21.88%	7.81%	0.00%	0.00%
Team Metalogic help you use technology effectively	73.44%	20.31%	4.69%	1.56%	0.00%
Team Metalogic provide services that are valuable to you	78.13%	17.19%	4.69%	0.00%	0.00%
Team Metalogic takes a 'client-oriented' approach to helping you	79.69%	17.19%	3.13%	0.00%	0.00%

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 Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
71.43%	22.22%	6.35%	0.00%	0.00%

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 Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
60.32%	30.16%	7.94%	1.59%	0.00%

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.

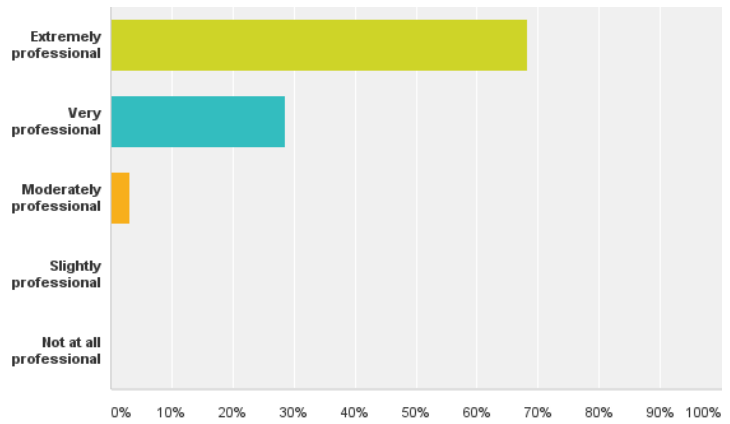
Reputation - Our reputation is important, so we won't compromise or cut corners

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

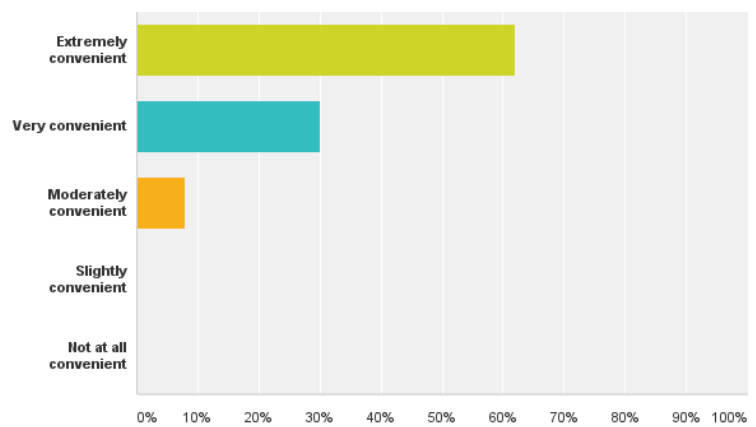
Pro-active - Problems are sometimes fixed before a client even knows about it

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
65.08%	28.57%	4.76%	1.59%	0.00%

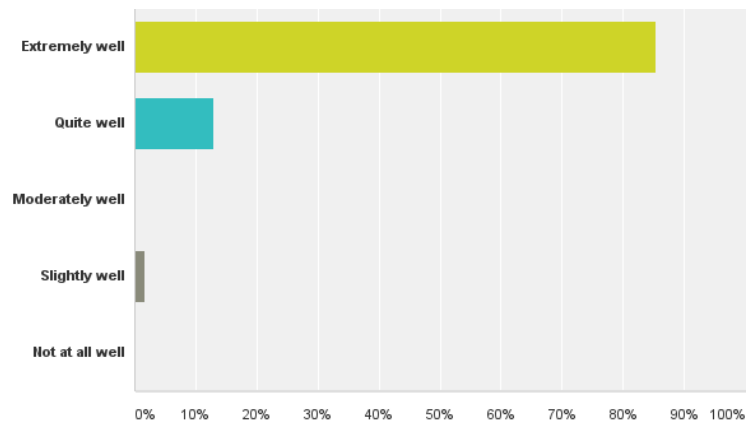
HOW PROFESSIONAL IS
OUR COMPANY?



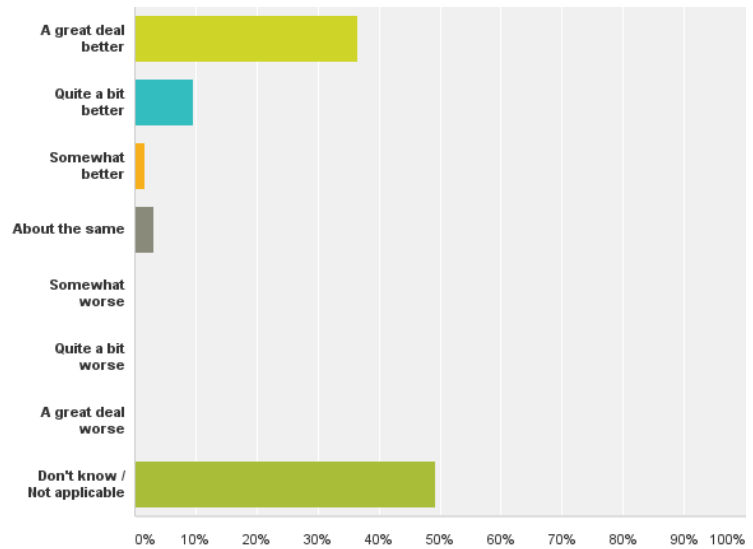
HOW CONVENIENT IS
OUR COMPANY TO
USE?



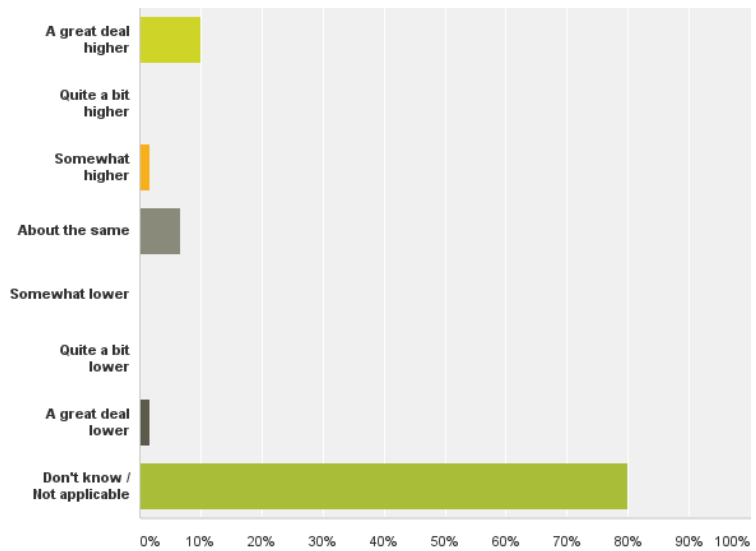
HOW WELL DO YOU
FEEL THAT OUR
COMPANY
UNDERSTANDS YOUR
BUSINESS' NEEDS?



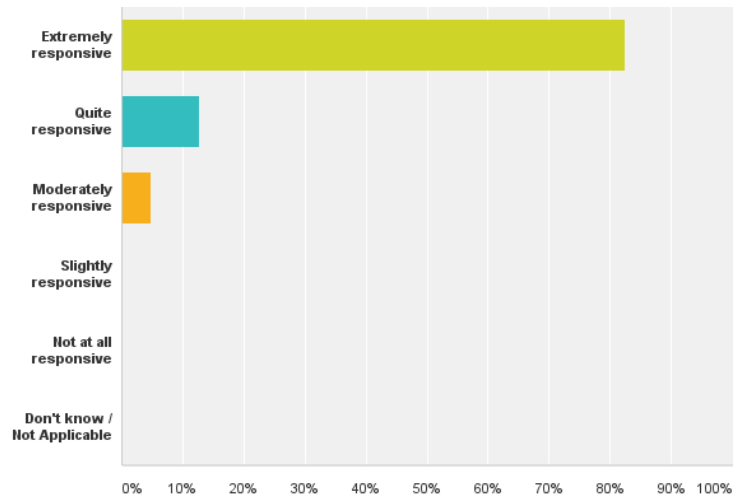
IF YOU HAVE HAD ANY EXPERIENCE OR DEALINGS WITH OUR COMPETITORS, OR OTHER IT SERVICE PROVIDERS, IS OUR QUALITY OF SERVICE BETTER, WORSE OR ABOUT THE SAME?



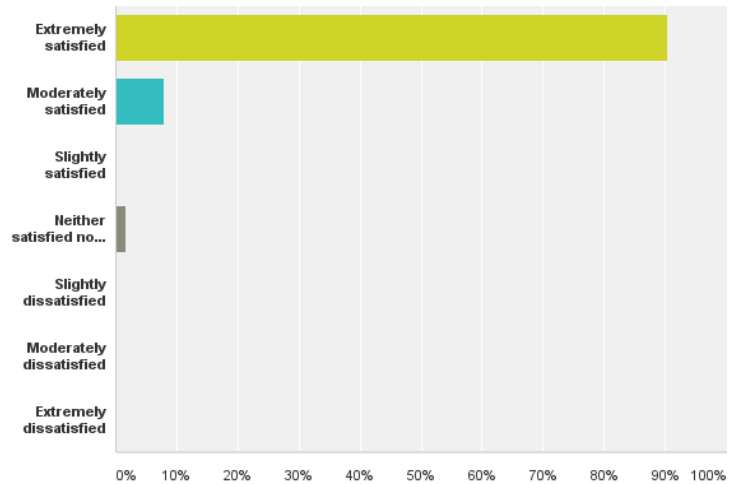
IF YOU HAVE HAD ANY FINANCIAL DEALINGS WITH OUR COMPETITORS, OR OTHER IT SERVICE PROVIDERS, ARE OUR PRICES HIGHER, LOWER OR ABOUT THE SAME?



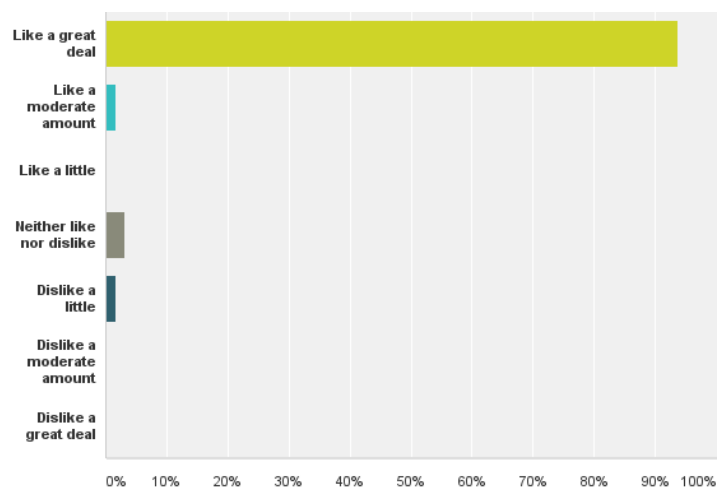
OVERALL, HOW RESPONSIVE HAVE WE BEEN TO YOUR QUESTIONS, TECHNICAL ISSUES OR CONCERNS OVER THE LAST 12 MONTHS?



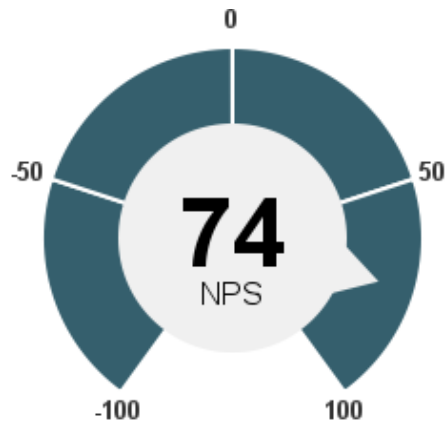
OVERALL, HOW SATISFIED ARE YOU WITH THE EMPLOYEES AT OUR COMPANY?



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?

“Maybe an online chat?”

“Taking calls before 9.00am and after 5.00pm”

“Come to the office more? Just nice to see faces from time to time, probably not many problems so no need to!”

“Opening before 9am”

“First class service already provided and as such unable to think of any ' thing ' that could currently improve your proposition.”

“Instant chat messenger between TM and us directly.”

“Help desk to be available from 8am when quite a few office staff are turning on their computers - and having to wait until 9am if there is a problem.”

“I would like a Metalogic business card on the desk or small wall or desk poster with help line number and a name or two”

“Nothing as the service is excellent and the staff are really helpful and patient with our staff who sometimes don't explain the problem that well”

“Nothing needed very good all round”

“Don't change a thing, you can't improve on perfection”

“I have to say that ALL my queries have been resolved perfectly so it's hard to say how your service could be improved”

“Nothing you're doing a good job”

ARE THERE ANY OTHER PRODUCTS OR SERVICES, THAT WE DO NOT CURRENTLY PROVIDE, THAT YOU FEEL YOU MAY BENEFIT FROM?

"Conference calling / screen link up with other sites in Germany and eventually France"

"Telephony"

"If a company is a customer you could provide a home service at an agreed rate, most of us have useless set ups at home"

"Idiots' guide to simple I T problem solving [eg turn it off and on again !]"

"Out of office hours contact/assistance"

"Mobile Phone Contracts."

DO YOU HAVE ANY OTHER COMMENTS, QUESTIONS, OR CONCERNS?

"A fantastic service from a very dedicated team who are willing to work unsociable hours to keep our services running."

"Keep smiling business can be tough"

"I'm sure we aren't always the easiest of clients to work with, the Metalogic team deserve a medal - particularly given last night's events whereby you worked through the night to get us back up and running, we really can't tell you how appreciated this is."

"Well done!"

"Keep up the excellent work"

"I love the personal touch, makes us feel special"

"Some of your technical staff have a better understanding than others with regards to the dental software we use. This can cause a slight delay in resolving certain issues. However we have always received an excellent customer service with whoever we speak with."

"Always phoned me back when he said he would and resolved the problem immediately."

"Excellent service all the time!"

"Very good customer service and always very friendly"

"Team metalogic is a fantastic company. Very professional and all team members very polite and helpful"

"We are more than happy with the service. Faultless. Many thanks for helping the practice to operate well."