

# Results Partner Satisfaction Survey 2019

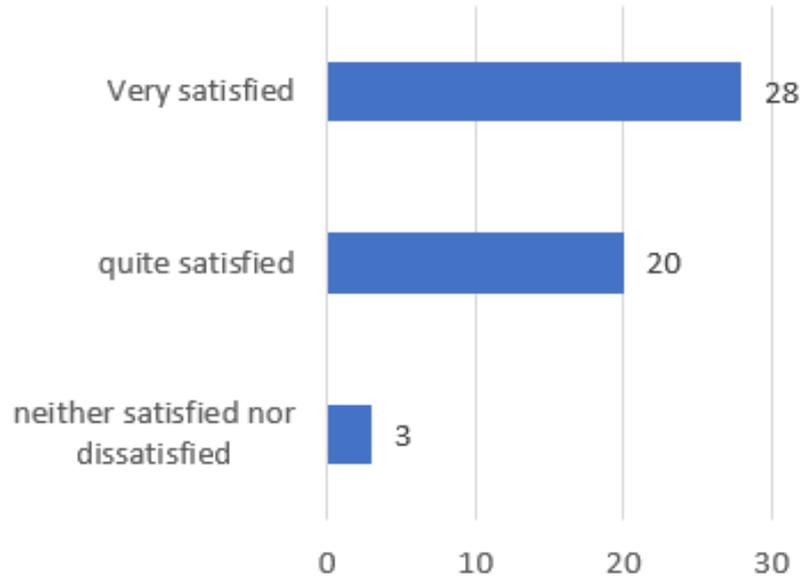
# The Survey

- The survey consisted of 15 questions
- 52 respondents
- The questions all revolved around satisfaction
  - Satisfaction with PeterConnects
  - Satisfaction with products
  - Satisfaction with support

# Satisfaction with PeterConnects

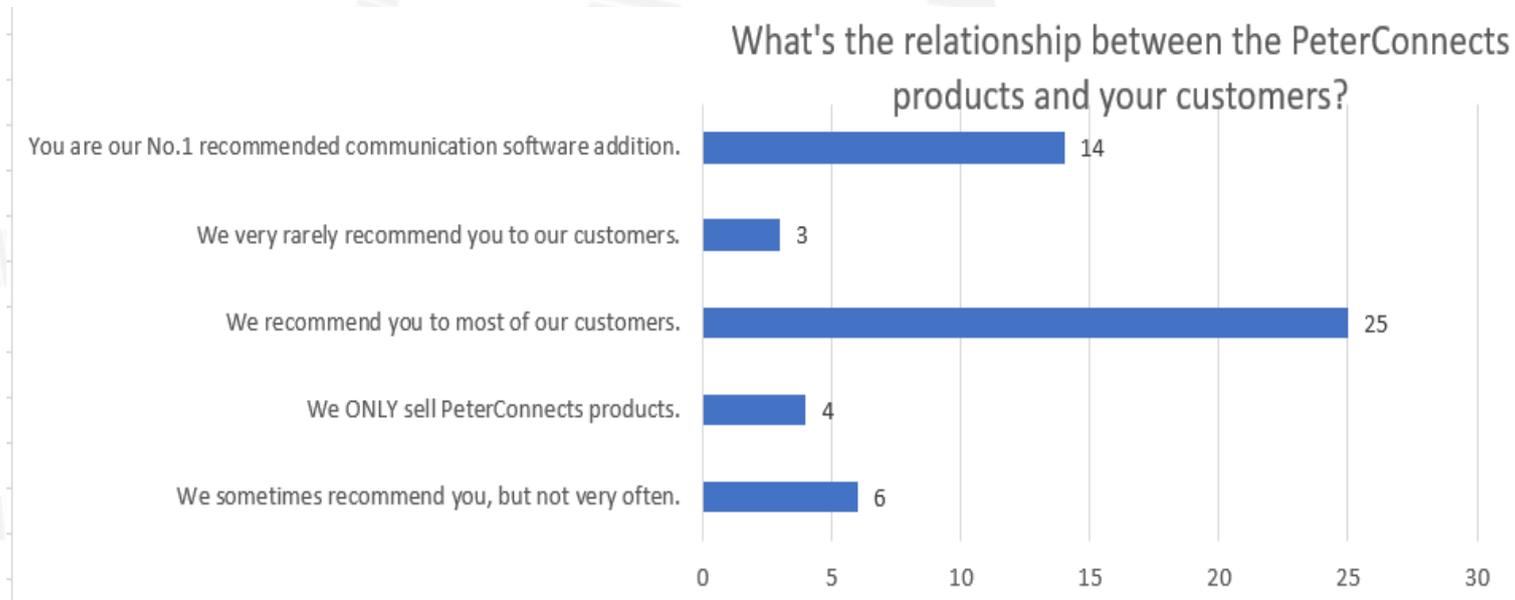
- 28 of the respondents were very satisfied
- 20 quite satisfied
- 3 neither satisfied nor dissatisfied
- None were somewhat dissatisfied or very dissatisfied

Satisfaction with PeterConnects



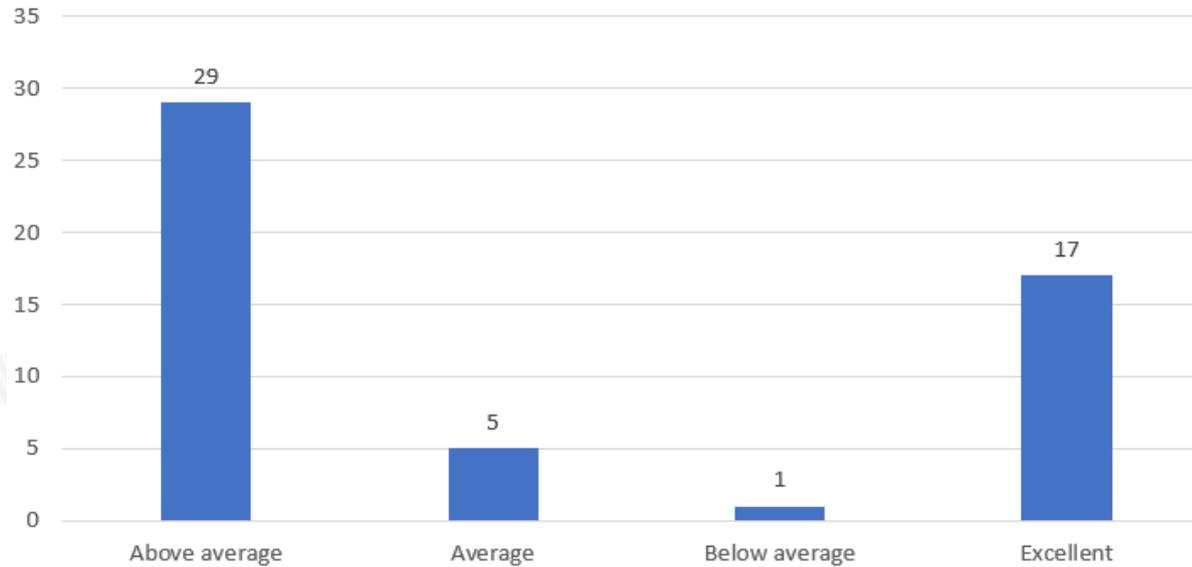
# The relationship between the PeterConnects products and our respondents their customers

- Almost half of the respondents say they recommend us to most of their customers
- More than a quarter (26,9%) even rates us as their No.1 recommended communication software addition!
- None has stopped recommending us to their customers



# The quality rate of our products

Overall how would you rate the quality of our products?



# How well do our products meet their needs and those of their customers

In the survey we asked:

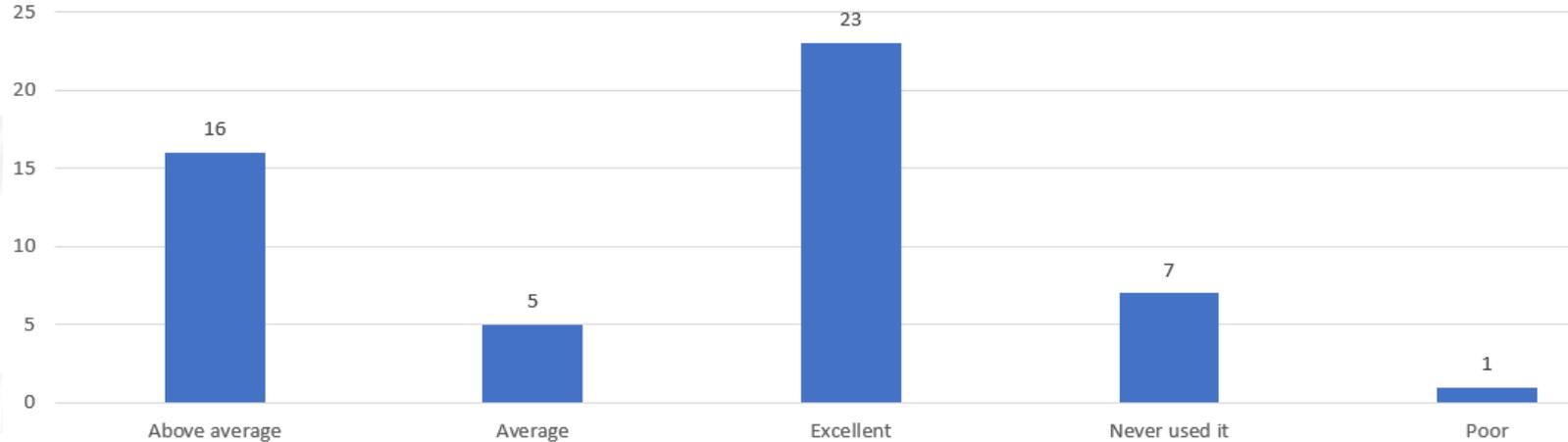
- How well do our products meet your needs?
- How well do our products meet the needs of your customers?

Both the questions resulted in average rates of 86% !

# Rate of our technical support for our partners

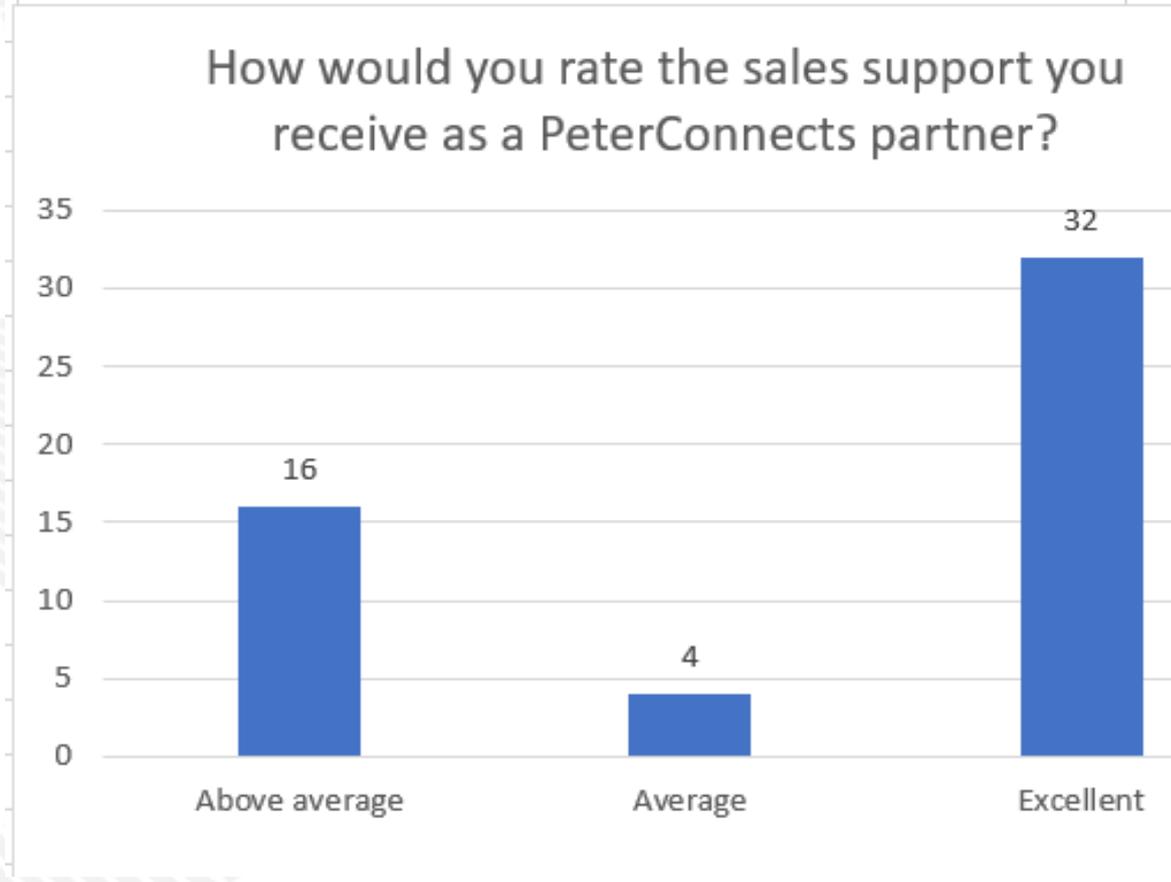
- Our technical support has been rated mainly as Excellent (44,2 %)

How would you rate the technical support you receive as a PeterConnects partner?

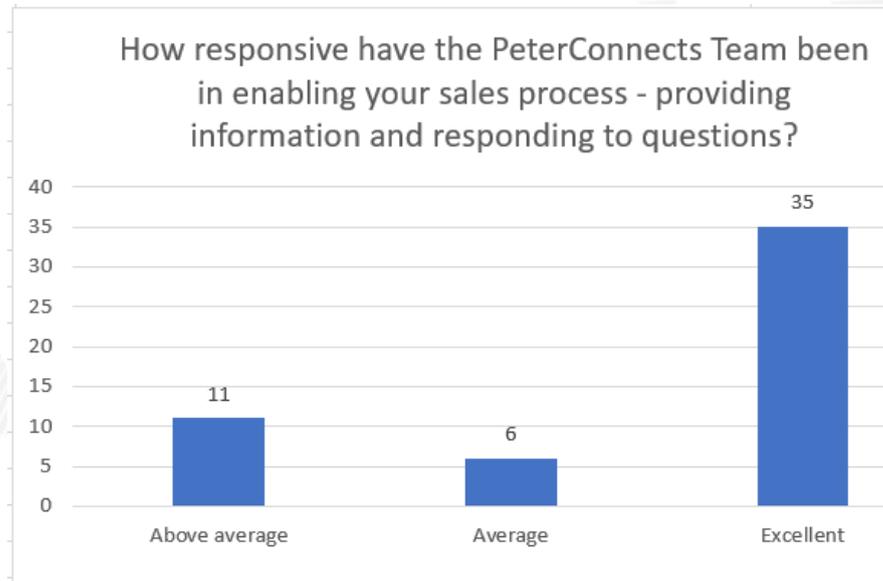


# Rate of our sales support for our partners

This question was further divided into multiple subquestions.



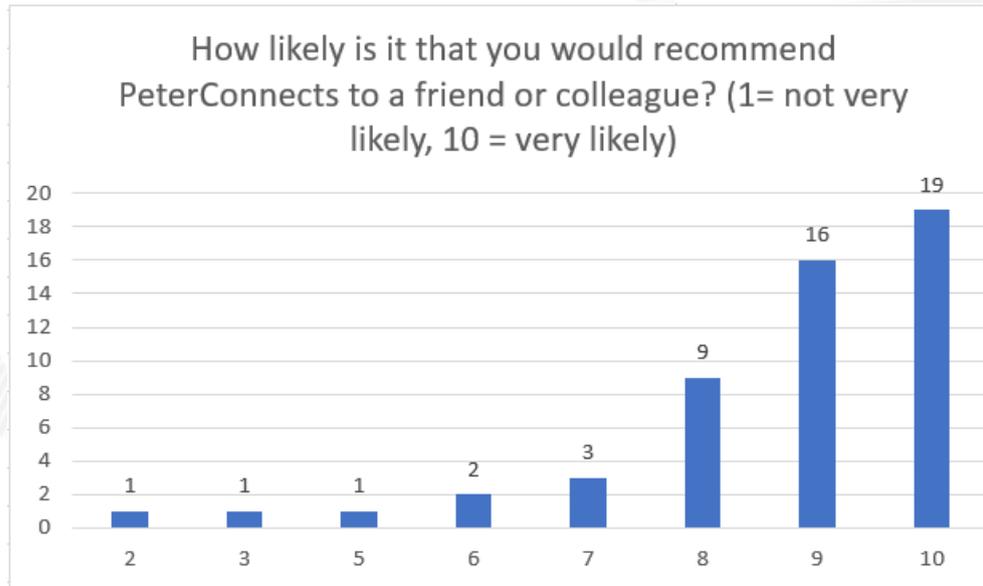
# The multiple subquestions linked to the sales support rate



How do you rate:

- Our newsletter – 8,2
- Our yearly Partner Meetings – 8,6
- Our Webinars – 8,5
- Our Support Website – 7,8

# The likelihood of recommending us



With an NPS of 58%!!! While the average NPS for the ICT&Telecom branche is 11%!

**The net promoter score (NPS)** is a management tool that can be used to measure customer loyalty. It is an alternative way to measure customer satisfaction.

*NPS score = % promoters (9 or 10) - % critics (6 or lower)*