

What our customers really think

Results from Enhanced annual customer satisfaction survey June 2015

The survey was segmented by key service areas within the business:

Customer Support

Consultancy

Account Management

Products

Overall satisfaction rating across each department is **4 out of 5**.



Overall Satisfaction

74% of customers awarded us **4.5 out of 5** for product implementation satisfaction.



Product Implementation Satisfaction

89% of our surveyed customers gave us 4.5 out of 5 when asked to rate their customer support experience in the last 12 months.

Key areas Enhanced have helped customers improve:



Time Efficiency



Security



Reduced Downtime



Automation

Our customers summarised us as:



SUPPORTIVE

EXCELLENT

EFFICIENT

KNOWLEDGEABLE



68% of our customers said a health check would be beneficial to their business.

47% would like a post project follow up.

Our survey identified that the **three areas of focus for businesses** over the next three years are:



Networks & Telephony

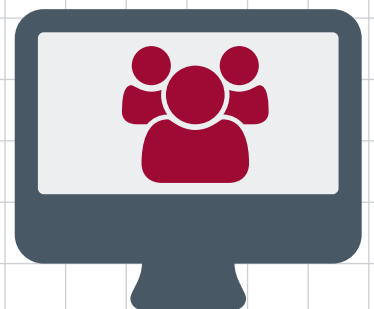


CRM



ERP, Finance & Accounting

Our customers value our industry expertise and have requested more workshops covering top tips and information about upgrades.



We're now committed to running monthly customer webinars.

For further information, please do not hesitate to contact a member of the team on 01202 308000.

enhanced.co.uk