

CUSTOMER SATISFACTION SURVEY

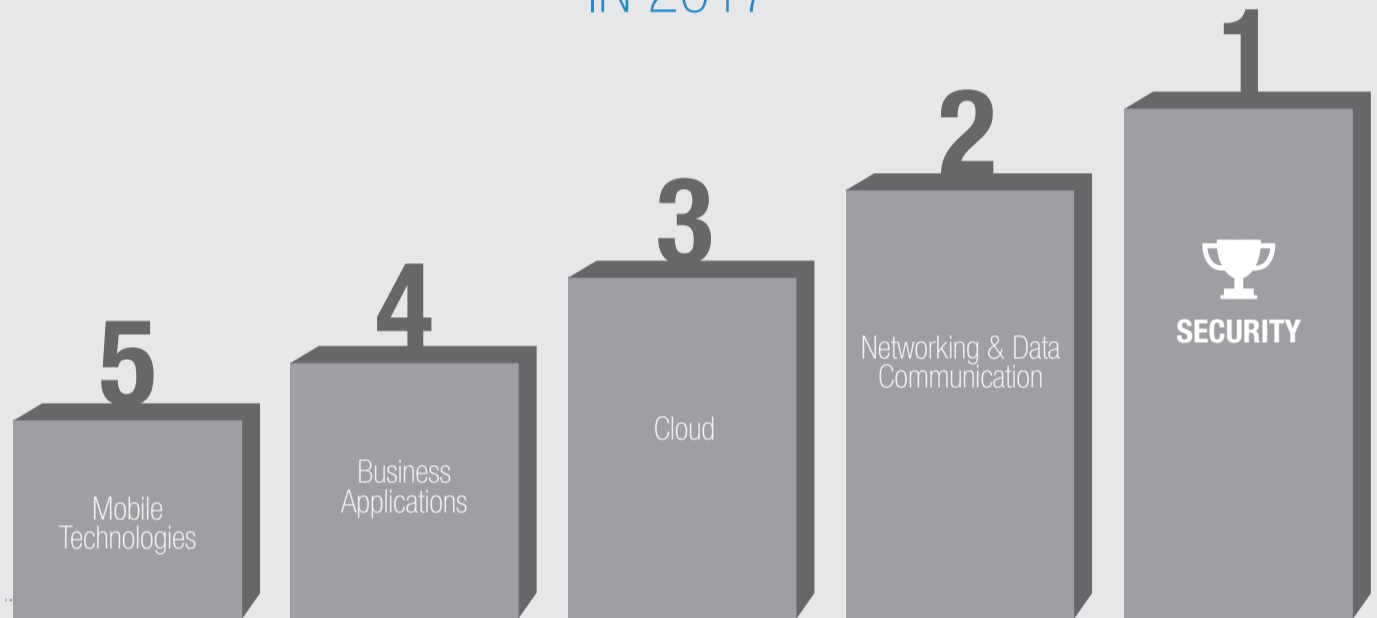
BUSINESS AND TECHNOLOGY PRIORITIES

Data#3 surveyed 587 customers comprising of IT and Business Professionals, the objective was to understand their view of the service Data#3 provides and to gain some insight into their priorities for 2017.

THE TOP 5 BUSINESS PRIORITIES IN 2017



THE TOP 5 TECHNOLOGY PRIORITIES IN 2017



WHO DID WE SURVEY?



- Management
- Departmental Team Member
- Executive Management
- Other

WHOLE CUSTOMER ENGAGEMENT



4.06/5

SCORE FOR EASE OF WORKING WITH DATA#3

4.09/5

OVERALL SATISFACTION

KEY AREAS OF ENGAGEMENT



4.13/5

OVERALL SATISFACTION WITH SOFTWARE

4.16/5

OVERALL SATISFACTION WITH INFRASTRUCTURE

4.06/5

OVERALL SATISFACTION WITH IMPLEMENTATION SERVICES

79% OF CUSTOMERS SURVEYED HAVE BEEN WITH DATA#3 FOR TWO OR MORE YEARS