

2017 CUSTOMER SATISFACTION

SURVEY RESULTS

Pursuing Perfection

ISO quality policy

SPINNAKER SUPPORT 

Our customers have spoken. Final results for this year's customer satisfaction survey are in. We sincerely appreciate those who participated in the survey covering CY2016.

OVERALL SATISFACTION INCREASED TO

98.6% THIS YEAR



HIGH MARKS FOR:



Service Quality



Response Time



Functional Knowledge



Technical Knowledge



In 2016, employee retention rate was **91.2%** and we won the Top Workplace award.



Responsiveness was rated at **100%** satisfaction.



98.5% of total respondents would recommend Spinnaker Support to other users/companies.



In February 2017, we updated our ISO certification to **9001:2015** – a full year ahead of the requirements.



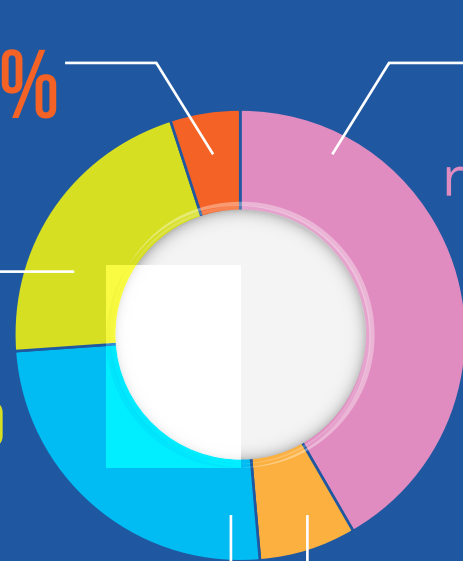
Quarterly proactive calls with Account Support Leads (ASLs) are often used to discuss new service offerings or how a customer's future plans might impact system support. One customer commented that "the quarterly proactive call is my comfort food."

6-18 Month System Plans

plan to expand the footprint of their existing system version. **5%**

plan to upgrade. **21%**

plan to migrate to a new system. **25%**



49% of respondents plan no changes.

7% plan to move to a cloud solution.



Congratulations to Hemant S. for winning the drawing for a **\$250** Amazon gift card.

CUSTOMER QUOTES



1

"I always get a quick response upon submitting a ticket. Nice to know the support's there when we need it!"

"Great people to work with. Very knowledgeable on software."

2

3

"The support team is absolutely incredible, and all I can say is they never give up till the issue has been resolved."

4

"My team is fantastic... always helpful and responsive within a few moments after I submit something."

"There hasn't been any time that my Spinnaker Support Team has been unable to help."

5

6

"Production support team response is timely and effective. When a ticket is opened, we get the contact person attention immediately."

SPINNAKER SUPPORT 

www.spinnakersupport.com