

Customer Survey 2017 - Key Findings

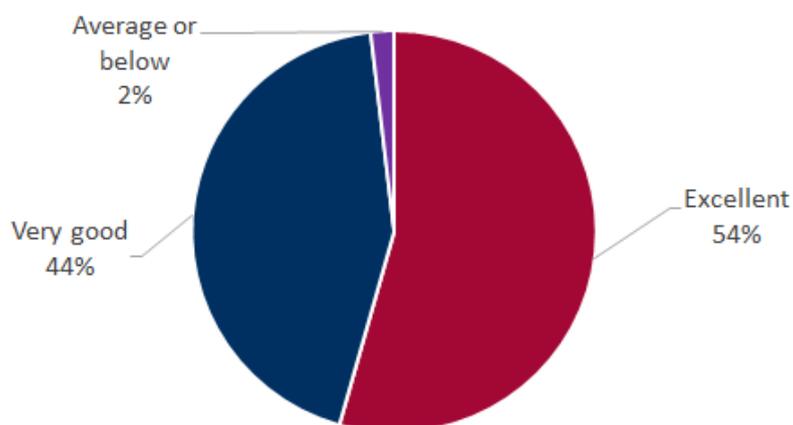
Results from our latest customer survey demonstrates a positive picture and a high level of satisfaction with MCSA's services.

The widespread review revealed areas that require further development and we will communicate progress against these projects as we advance through 2018.



The survey was conducted in Q4 2017 and sent to over 480 customers who have multi-vendor service contracts with us. We received 125 responses to the survey, where the scores together with comments will help us to develop and enhance the range of services we offer.

MCSA Approval Rating



98%

Customers who expressed a view rated us highly, with 98% scoring MCSA on average 4 or 5, with 5 being the highest satisfaction rating.

90% of our customers would buy products or services from us again

90%

Providing quality products is critical to customer satisfaction, however the before and after sale experience is just as important. Delivering reliable and timely communications, fast inquiry turnaround, flexible SLA's, and above all an attentive attitude to customer needs ensures the buying experience is a positive one every time customers deal with MCSA.

88% of our customers would recommend us to another company

At the heart of MCSA's business is the quality of staff, offering both vast experience and a desire to help and resolve problems rapidly and effectively. By retaining highly experienced staff, MCSA are able to ensure customer problems are responded to rapidly and resolved – an approach that is clearly successful and appreciated by our customers.

88%

93% of our customers trust that we understand their needs and requirements

93%

For any business going through the process of choosing, or reassessing its key third party support options, this level of customer confidence provides a strong reassurance from existing customers, not only in the decisions already taken, but in the continued value of that decision in the longer term.

90% of our customers tell us our staff respond to queries and problems effectively

To provide true value in a working partnership, it's important to have strong relationships with customers and understand their business requirements, either immediate or future, to ensure the required breadth of skills and quality of service is maintained and available.

90%