

Client Satisfaction Report

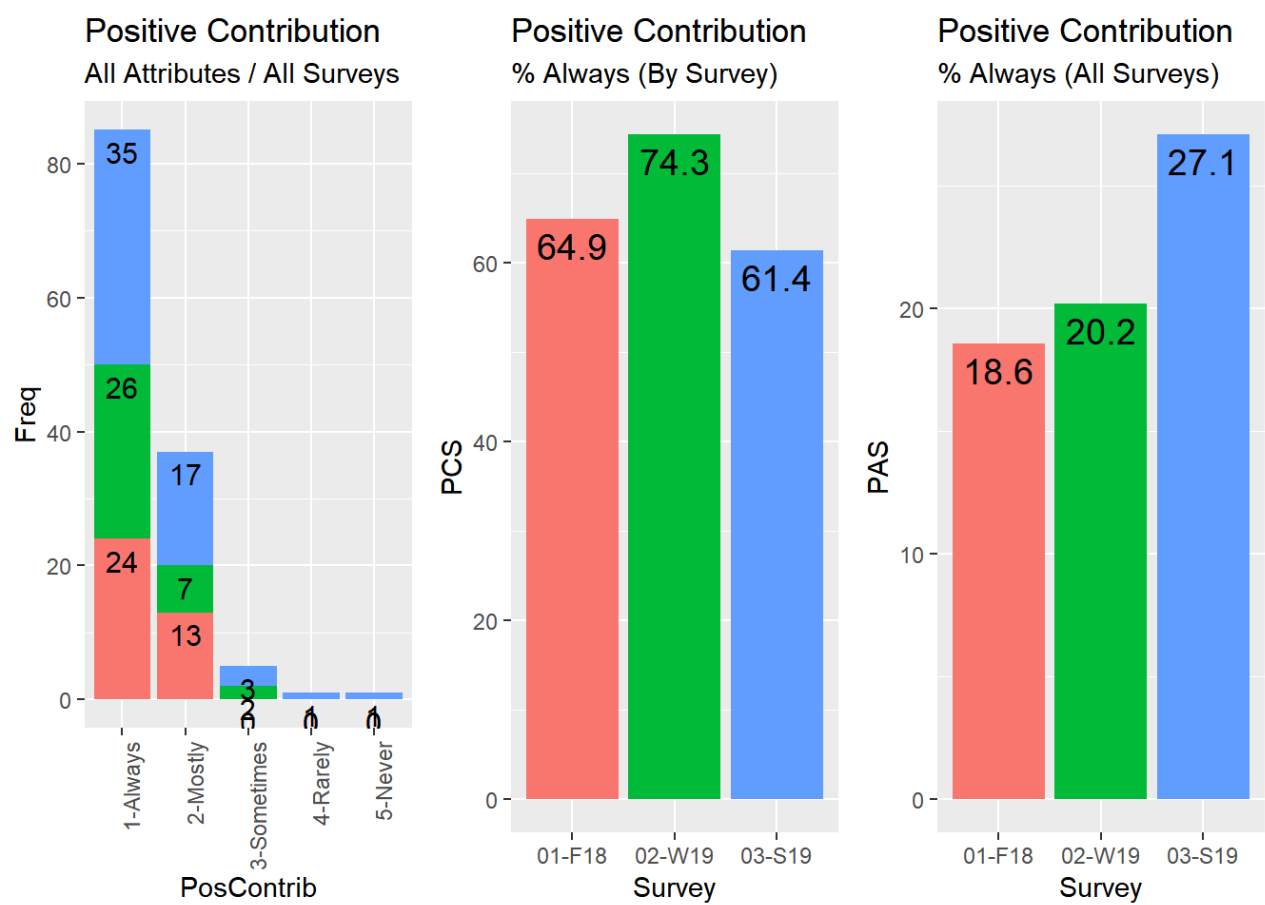
Part 2 of 3: Percents View

June 2019

Experience Attribute 1: Makes a Positive Contribution

Data Summary - All Surveys

| | 1-Always | 2-Mostly | 3-Sometimes | 4-Rarely | 5-Never |
|--------|----------|----------|-------------|----------|---------|
| 01-F18 | 24 | 13 | 0 | 0 | 0 |
| 02-W19 | 26 | 7 | 2 | 0 | 0 |
| 03-S19 | 35 | 17 | 3 | 1 | 1 |

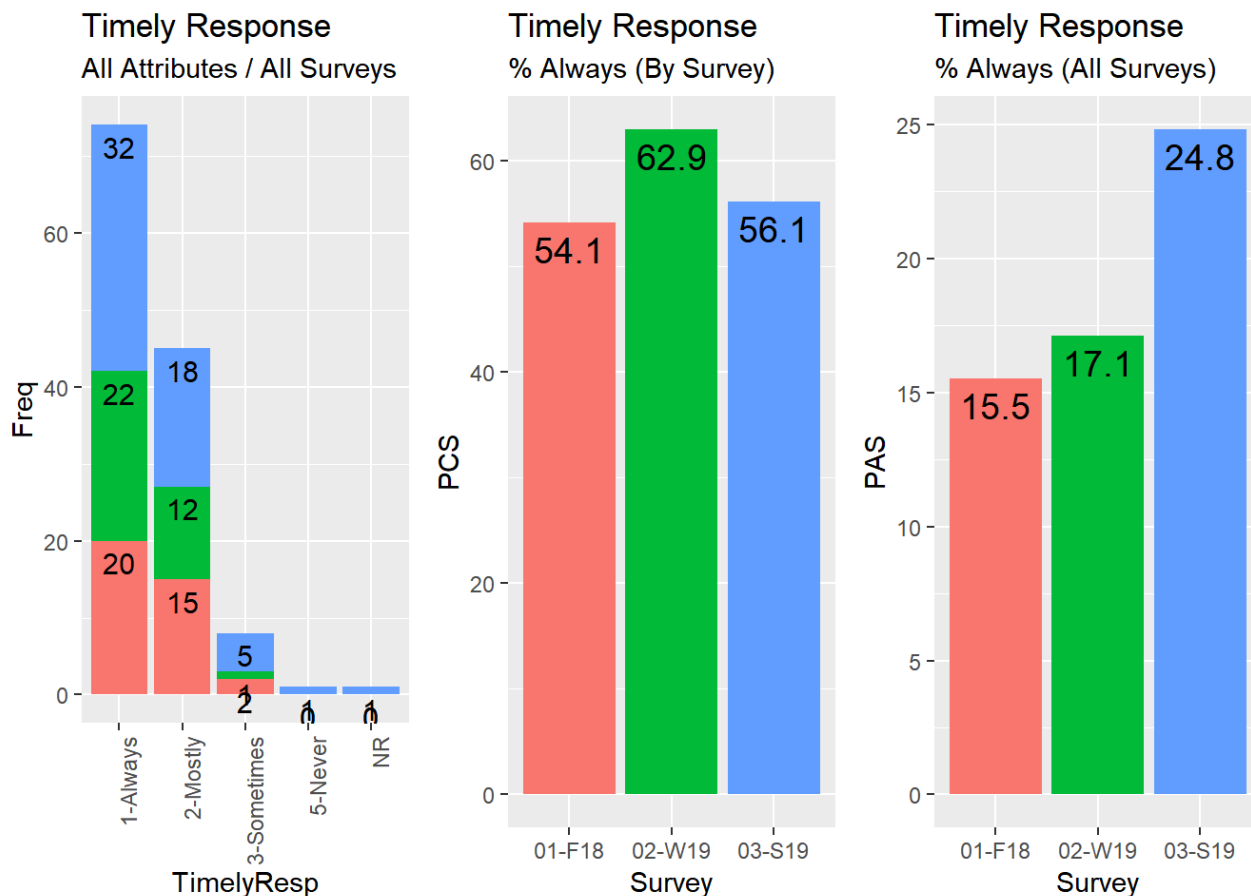


Improvement for the rating of Always over the period is 31.43%

Experience Attribute 2: Provides a Timely Response

Data Summary - All Surveys

| | 1-Always | 2-Mostly | 3-Sometimes | 5-Never | NR |
|--------|----------|----------|-------------|---------|----|
| 01-F18 | 20 | 15 | 2 | 0 | 0 |
| 02-W19 | 22 | 12 | 1 | 0 | 0 |
| 03-S19 | 32 | 18 | 5 | 1 | 1 |

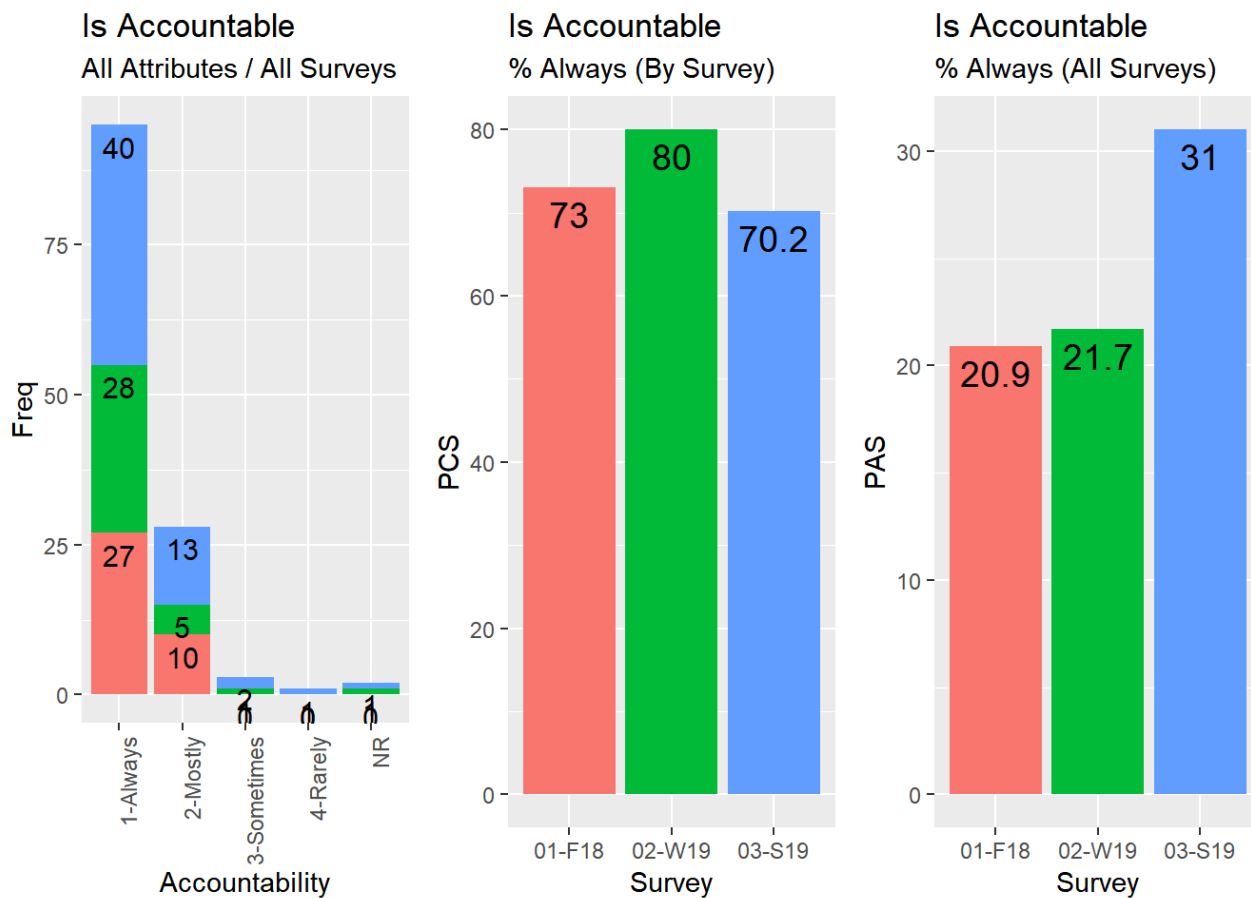


Improvement for the rating of Always over the period is 31.43%.

Experience Attribute 3: Staff is Accountable

Data Summary - All Surveys

| | 1-Always | 2-Mostly | 3-Sometimes | 4-Rarely | NR |
|--------|----------|----------|-------------|----------|----|
| 01-F18 | 27 | 10 | 0 | 0 | 0 |
| 02-W19 | 28 | 5 | 1 | 0 | 1 |
| 03-S19 | 40 | 13 | 2 | 1 | 1 |

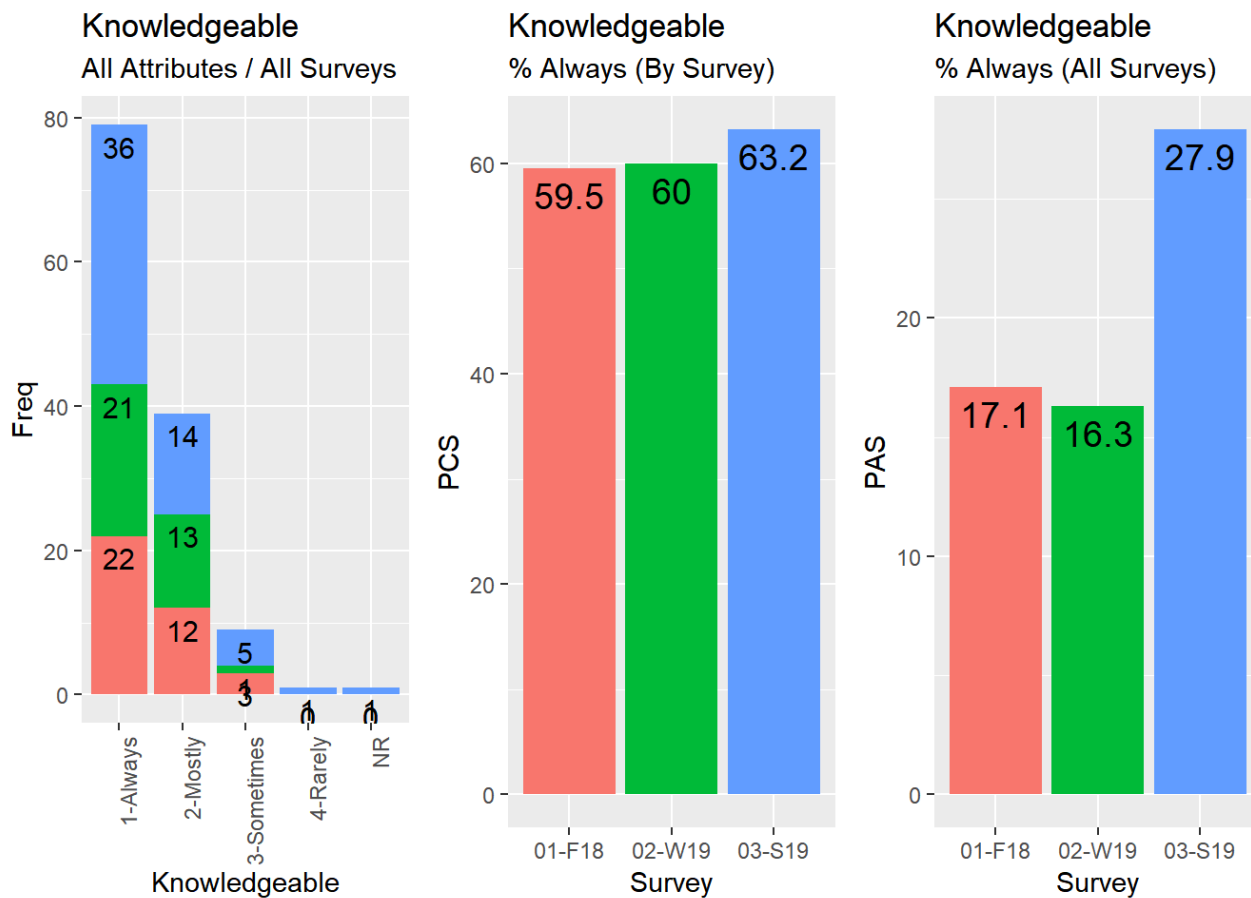


Improvement for the rating of Always over the period is 32.5%

Experience Attribute 4: Knowledgeable

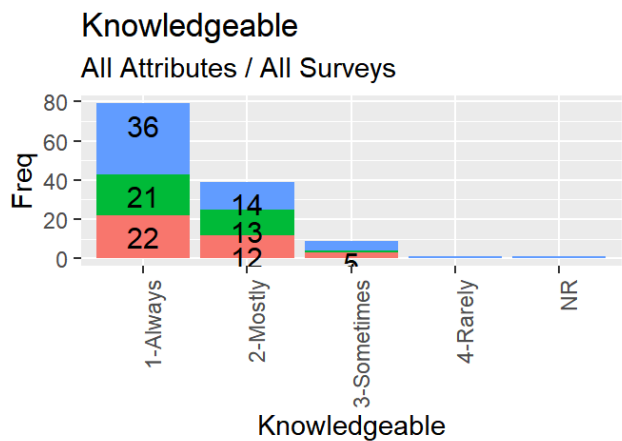
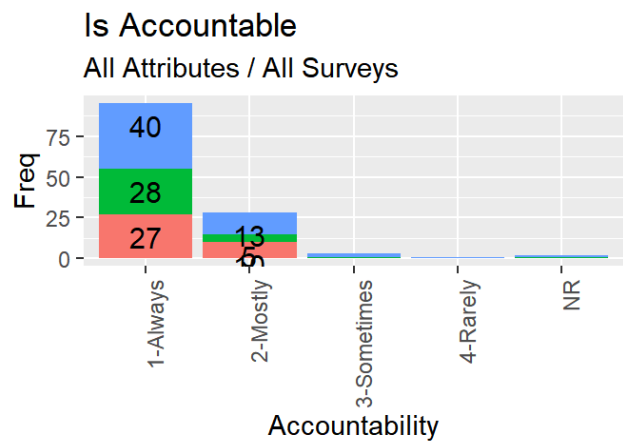
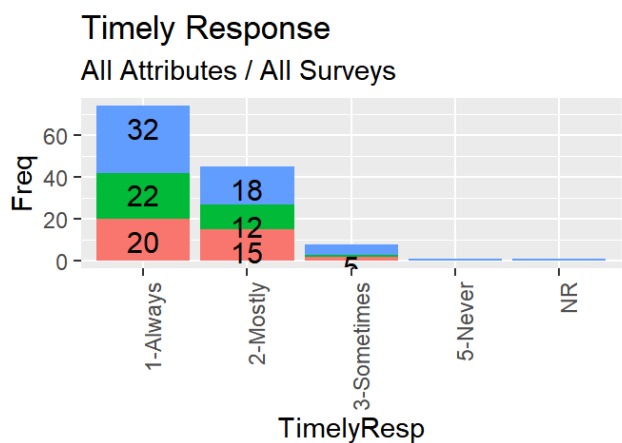
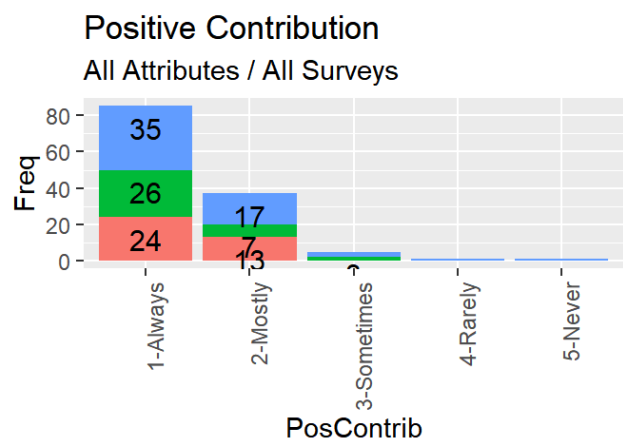
Data Summary - All Surveys

| | 1-Always | 2-Mostly | 3-Sometimes | 4-Rarely | NR |
|--------|----------|----------|-------------|----------|----|
| 01-F18 | 22 | 12 | 3 | 0 | 0 |
| 02-W19 | 21 | 13 | 1 | 0 | 0 |
| 03-S19 | 36 | 14 | 5 | 1 | 1 |



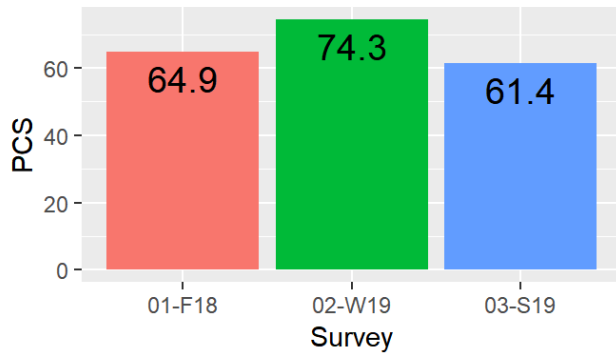
Improvement for the rating of Always over the period is 38.89%

Experience Attributes Summary



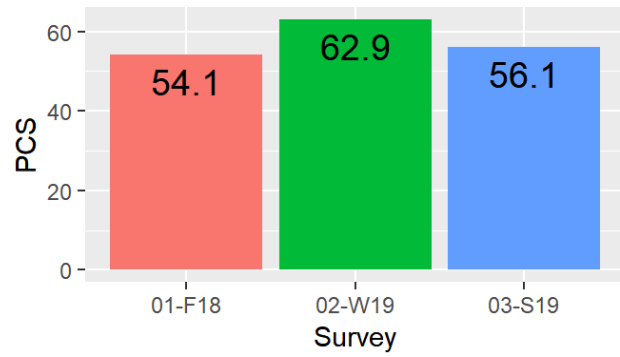
Positive Contribution

% Always (By Survey)



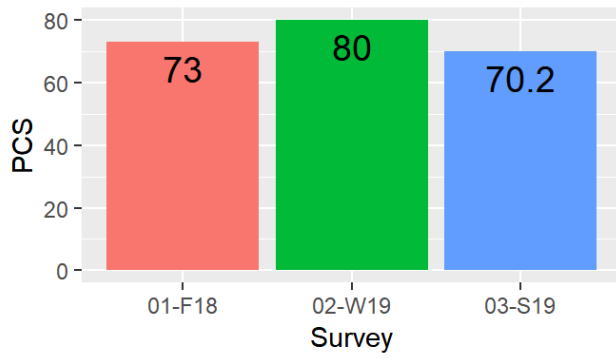
Timely Response

% Always (By Survey)



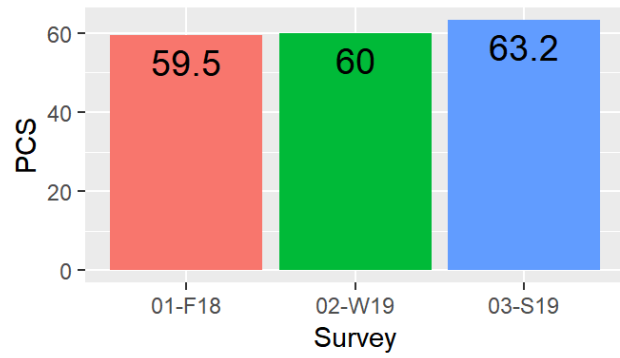
Is Accountable

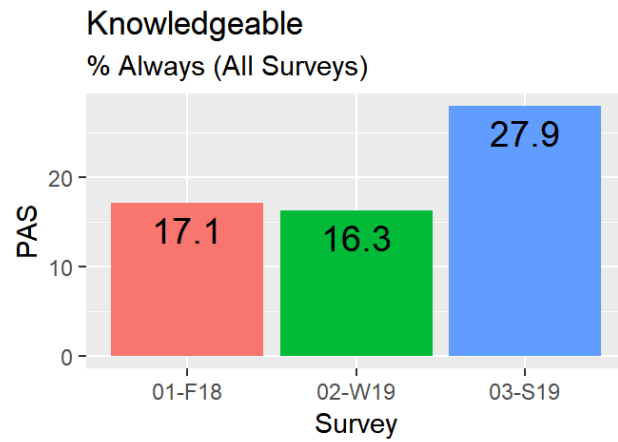
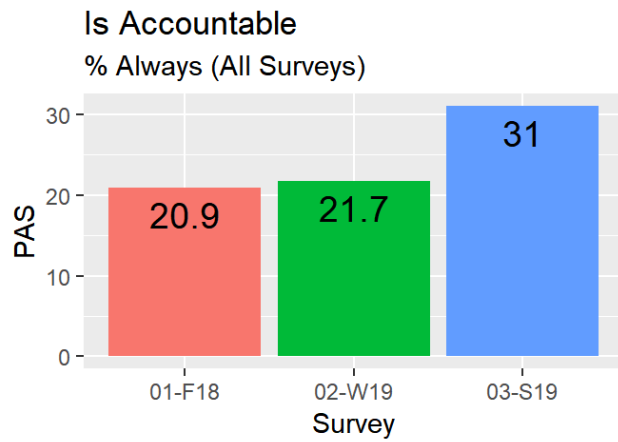
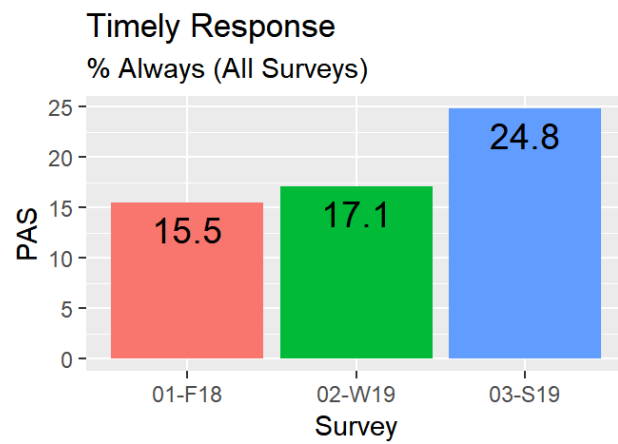
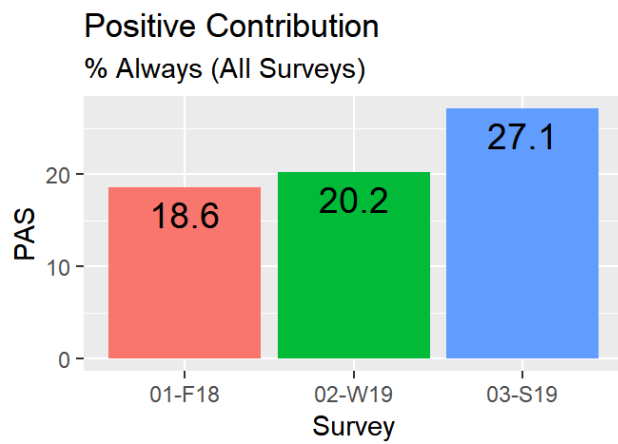
% Always (By Survey)



Knowledgeable

% Always (By Survey)





Experience Attributes - Improvement Over Period of Surveys

Positive Contribution: 31.43%

Timely Response : 37.5%

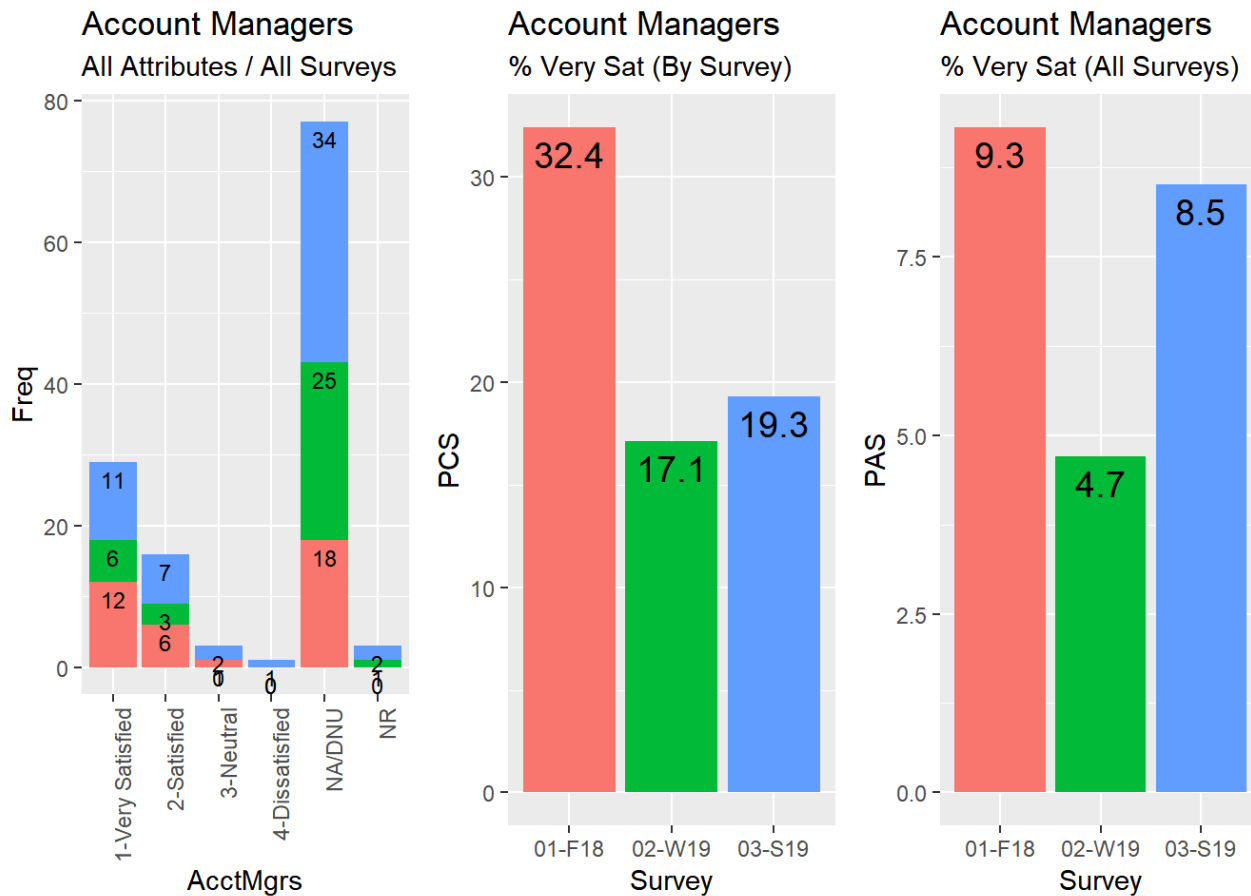
Is Accountable : 32.5%

Knowledgeable Staff : 38.89%

Group Performance: Account Managers

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|--------|----|
| 01-F18 | 12 | 6 | 1 | 0 | 18 | 0 |
| 02-W19 | 6 | 3 | 0 | 0 | 25 | 1 |
| 03-S19 | 11 | 7 | 2 | 1 | 34 | 2 |

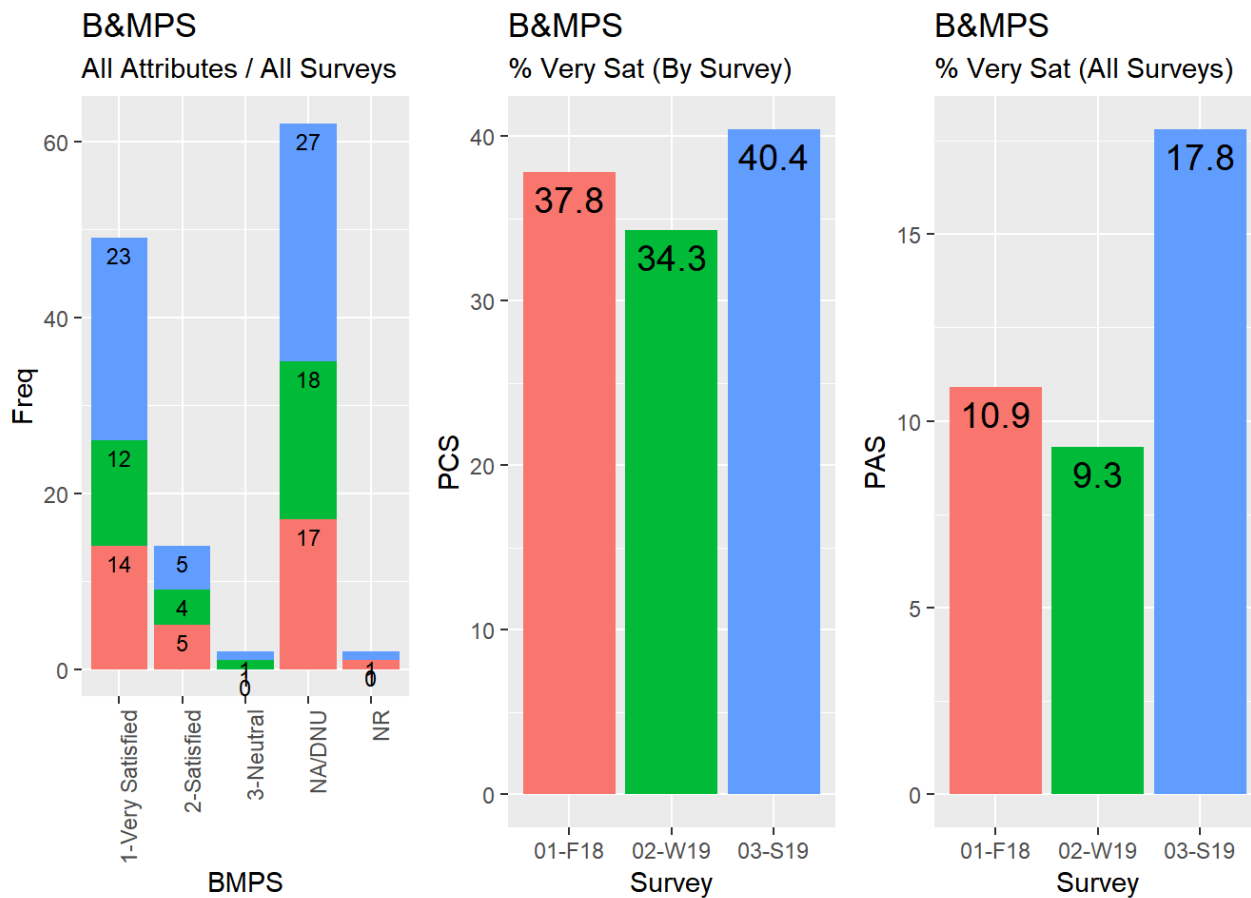


Improvement for the rating of Always over the period is -9.09%

Group Performance: B&MPS

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | NA/DNU | NR |
|--------|------------------|-------------|-----------|--------|----|
| 01-F18 | 14 | 5 | 0 | 17 | 1 |
| 02-W19 | 12 | 4 | 1 | 18 | 0 |
| 03-S19 | 23 | 5 | 1 | 27 | 1 |

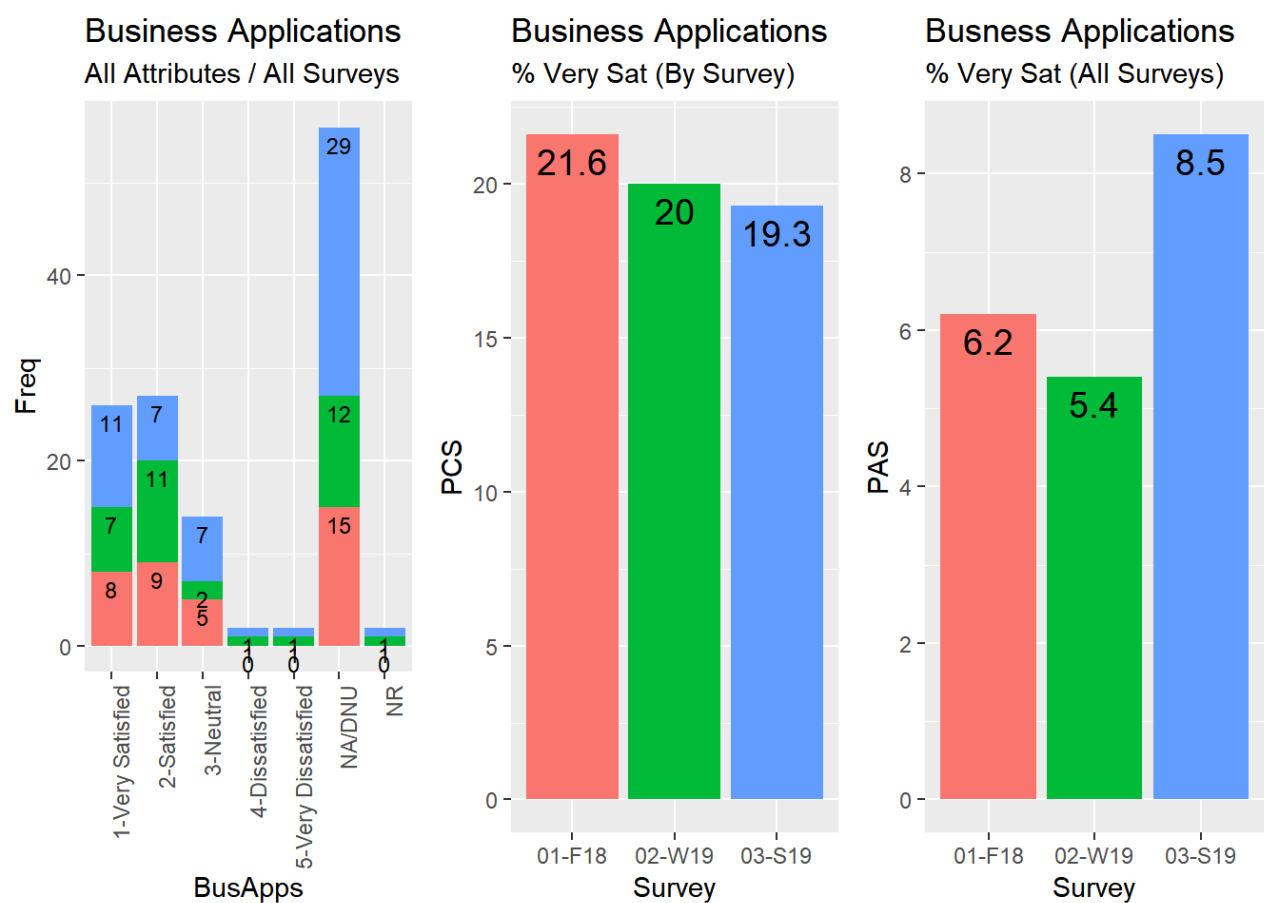


Improvement for the rating of Always over the period is 39.13%

Group Performance: Business Applications

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | 5-Very Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|---------------------|--------|----|
| 01-F18 | 8 | 9 | 5 | 0 | 0 | 15 | 0 |
| 02-W19 | 7 | 11 | 2 | 1 | 1 | 12 | 1 |
| 03-S19 | 11 | 7 | 7 | 1 | 1 | 29 | 1 |

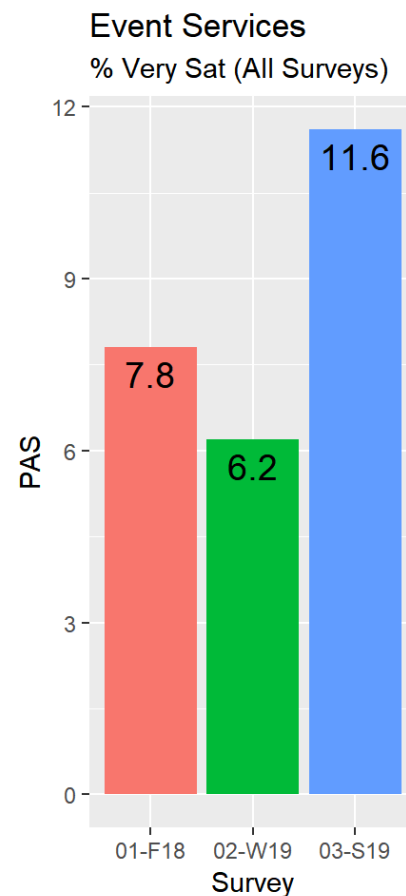
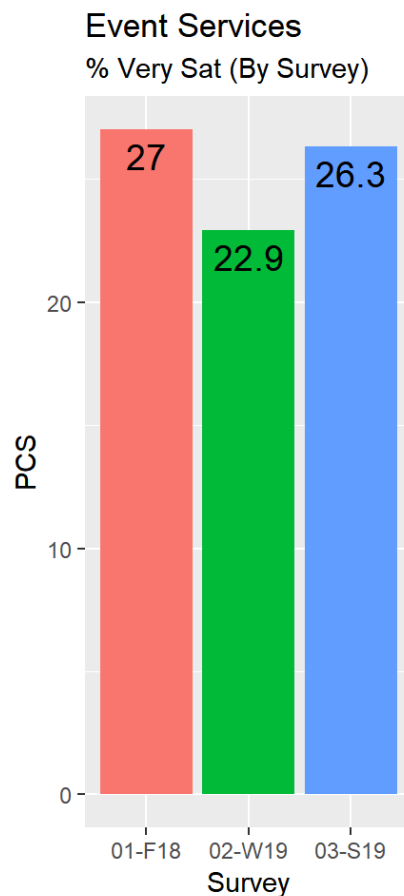
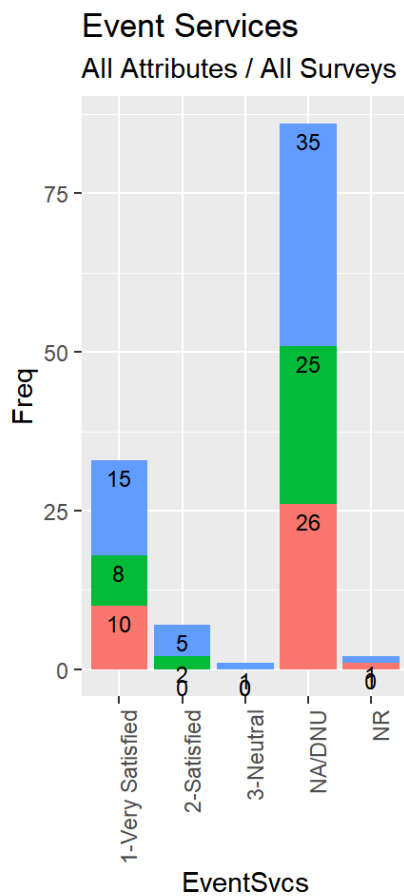


Improvement for the rating of Always over the period is 27.27%

Group Performance: Event Services

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | NA/DNU | NR |
|--------|------------------|-------------|-----------|--------|----|
| 01-F18 | 10 | 0 | 0 | 26 | 1 |
| 02-W19 | 8 | 2 | 0 | 25 | 0 |
| 03-S19 | 15 | 5 | 1 | 35 | 1 |

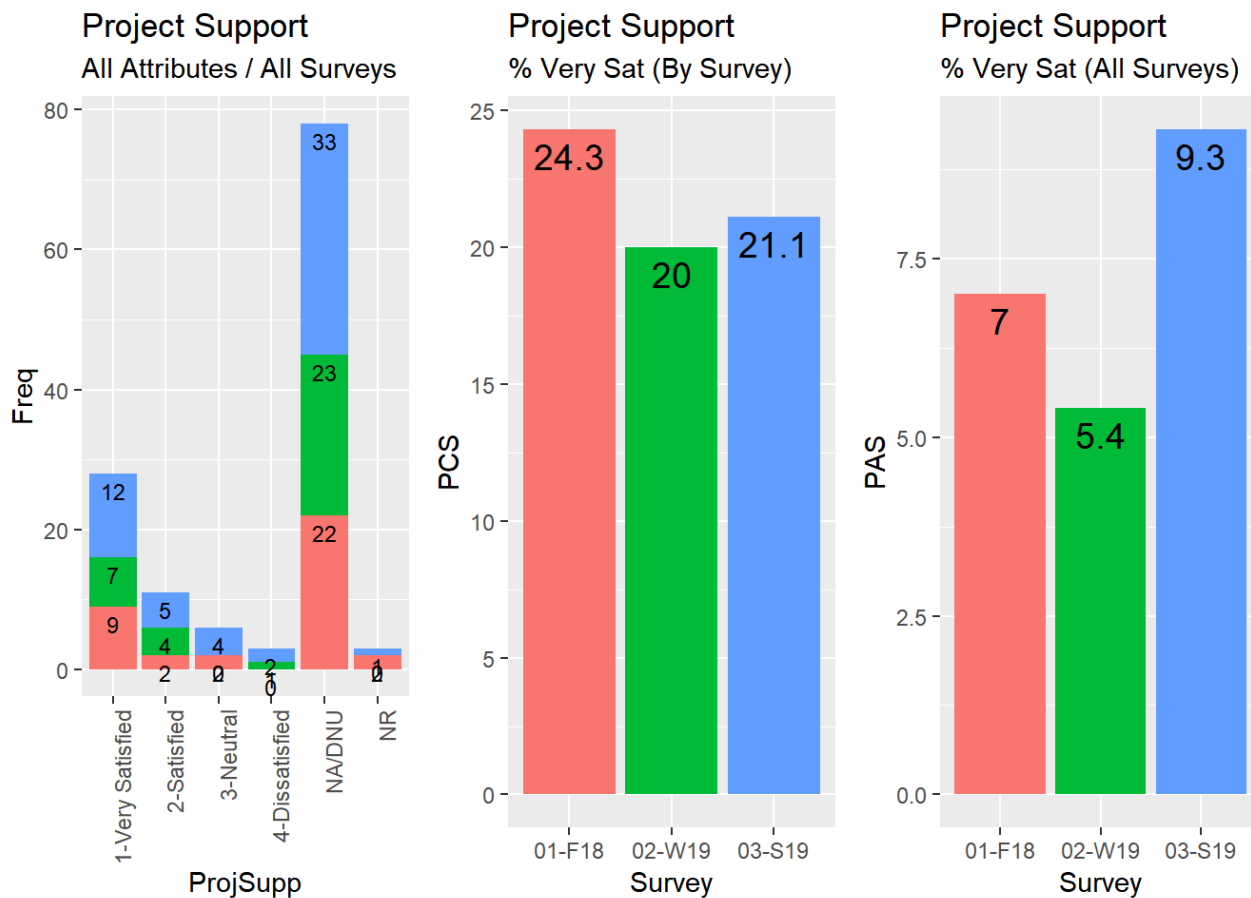


Improvement for the rating of Always over the period is 33.33%

Group Performance: Project Support

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|--------|----|
| 01-F18 | 9 | 2 | 2 | 0 | 22 | 2 |
| 02-W19 | 7 | 4 | 0 | 1 | 23 | 0 |
| 03-S19 | 12 | 5 | 4 | 2 | 33 | 1 |

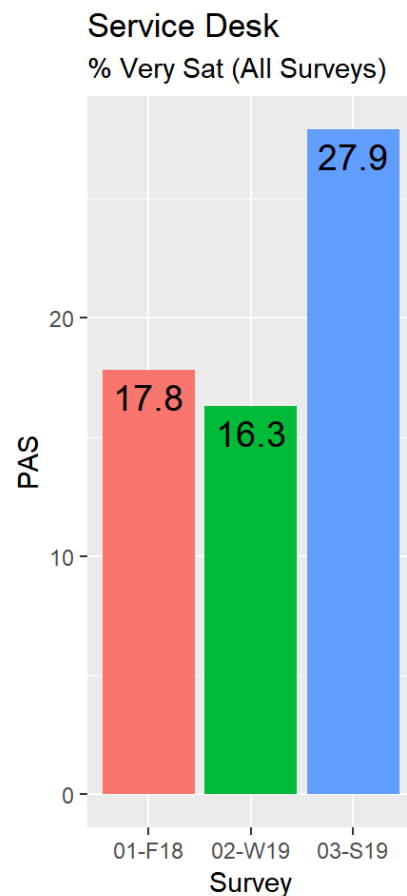
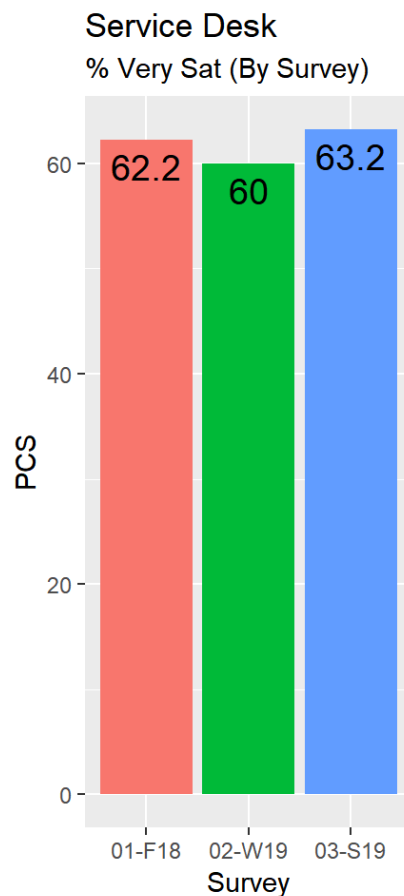
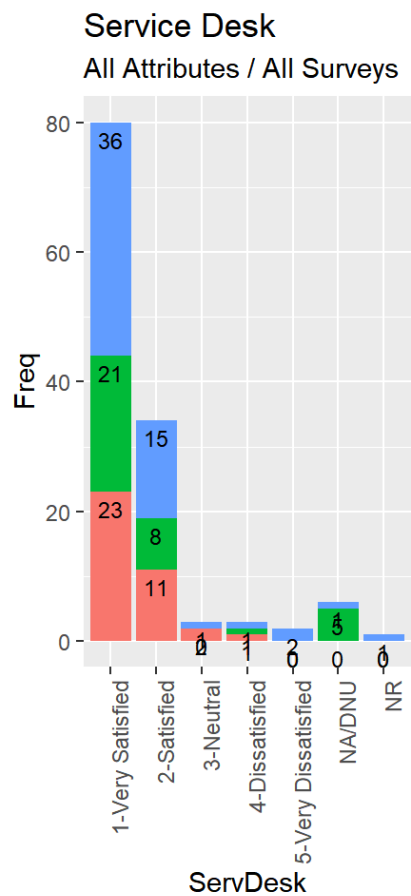


Improvement for the rating of Always over the period is 25%

Group Performance: Service Desk

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | 5-Very Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|---------------------|--------|----|
| 01-F18 | 23 | 11 | 2 | 1 | 0 | 0 | 0 |
| 02-W19 | 21 | 8 | 0 | 1 | 0 | 5 | 0 |
| 03-S19 | 36 | 15 | 1 | 1 | 2 | 1 | 1 |

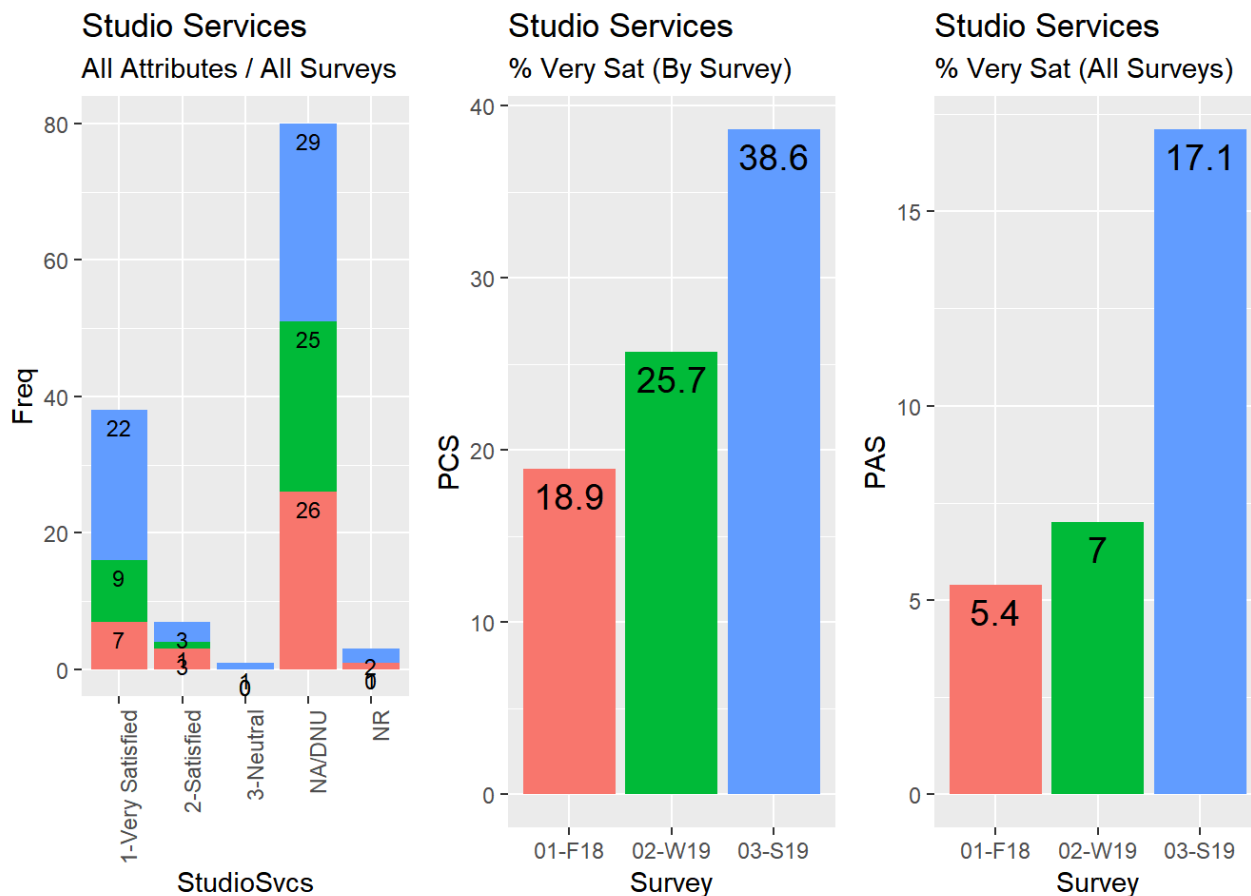


Improvement for the rating of Always over the period is 36.11%

Group Performance: Studio Services

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | NA/DNU | NR |
|--------|------------------|-------------|-----------|--------|----|
| 01-F18 | 7 | 3 | 0 | 26 | 1 |
| 02-W19 | 9 | 1 | 0 | 25 | 0 |
| 03-S19 | 22 | 3 | 1 | 29 | 2 |

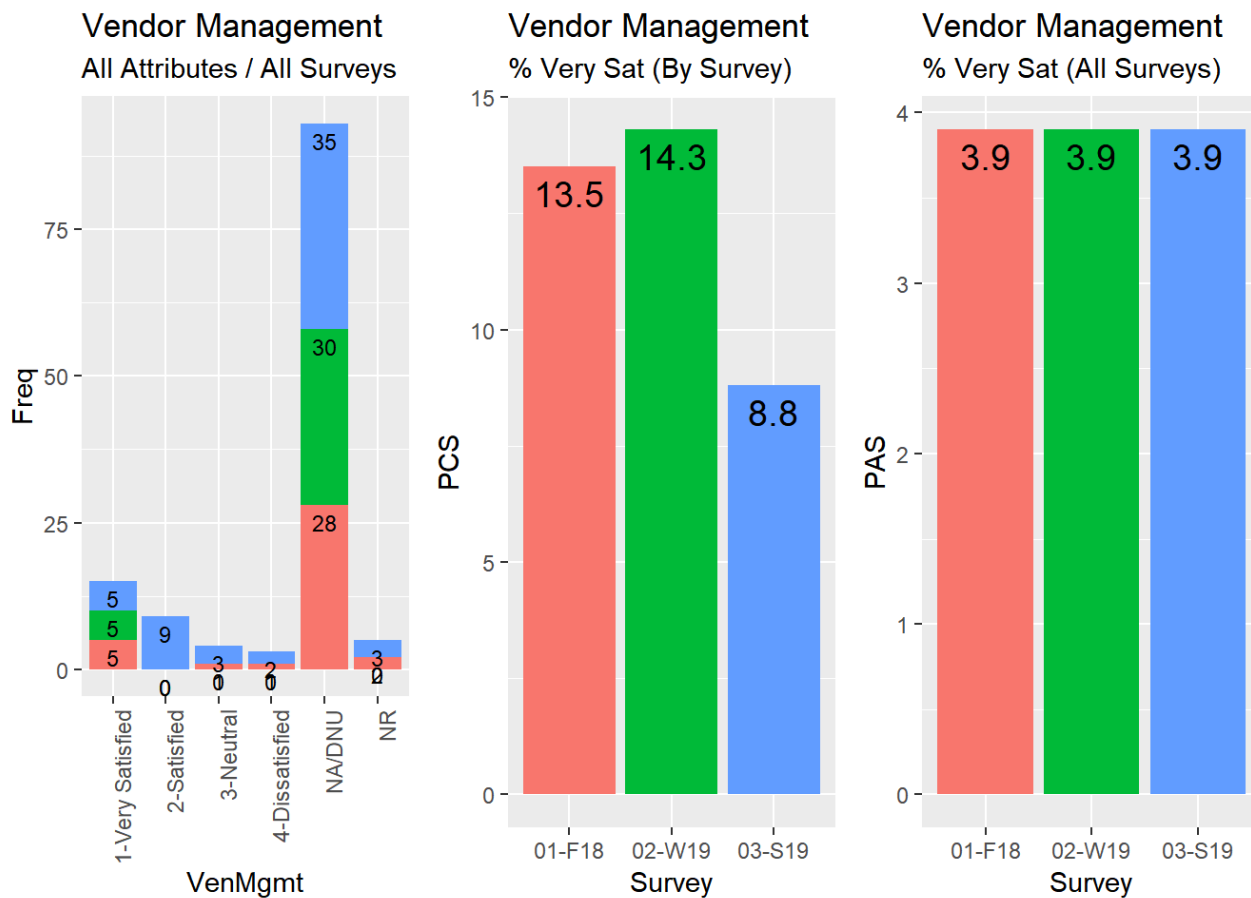


Improvement for the rating of Always over the period is 68.18%

Group Performance: Vendor Management

Data Summary - All Surveys

| | 1-Very Satisfied | 2-Satisfied | 3-Neutral | 4-Dissatisfied | NA/DNU | NR |
|--------|------------------|-------------|-----------|----------------|--------|----|
| 01-F18 | 5 | 0 | 1 | 1 | 28 | 2 |
| 02-W19 | 5 | 0 | 0 | 0 | 30 | 0 |
| 03-S19 | 5 | 9 | 3 | 2 | 35 | 3 |

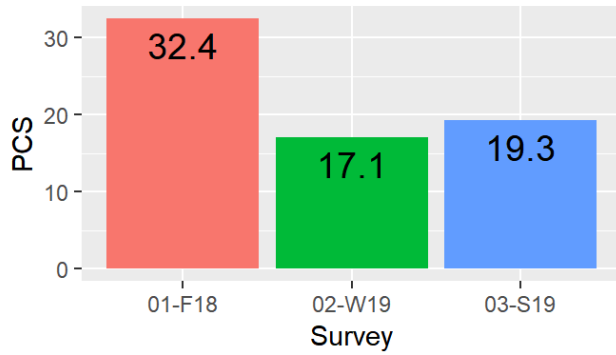


Improvement for the rating of Always over the period is 0%

Group Performance Summary

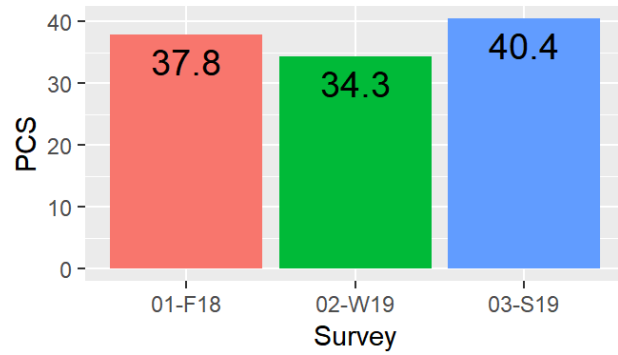
Account Managers

% Very Sat (By Survey)



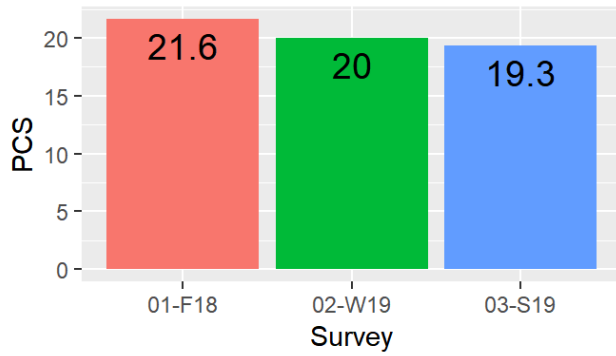
B&MPS

% Very Sat (By Survey)



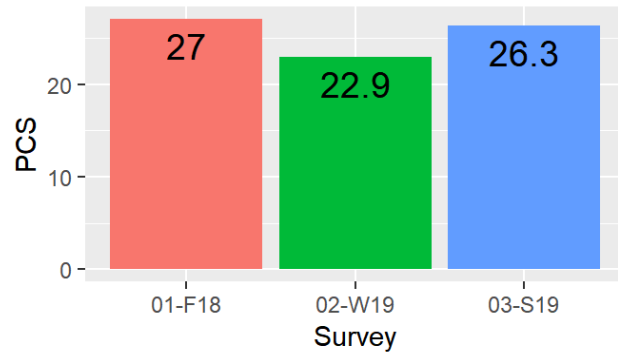
Business Applications

% Very Sat (By Survey)



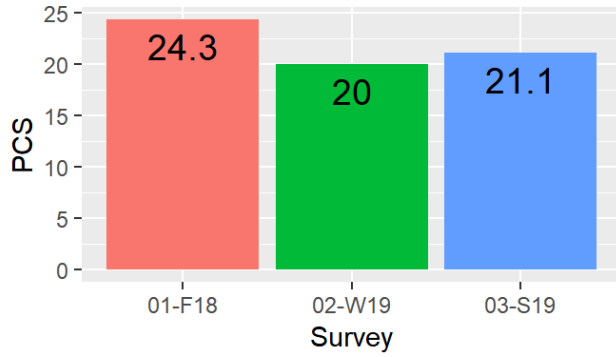
Event Services

% Very Sat (By Survey)



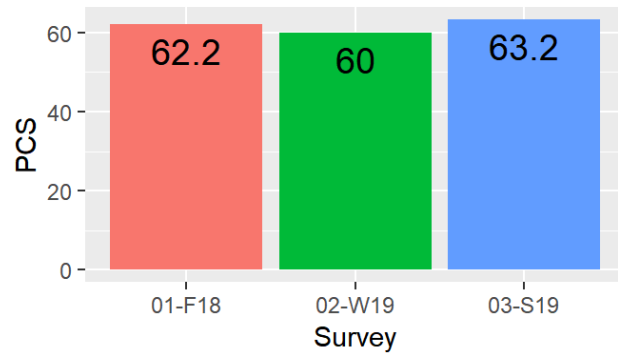
Project Support

% Very Sat (By Survey)



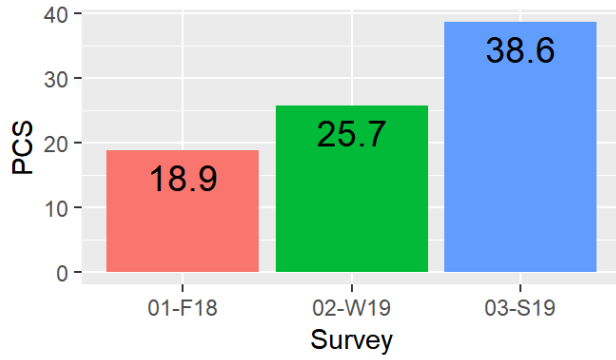
Service Desk

% Very Sat (By Survey)



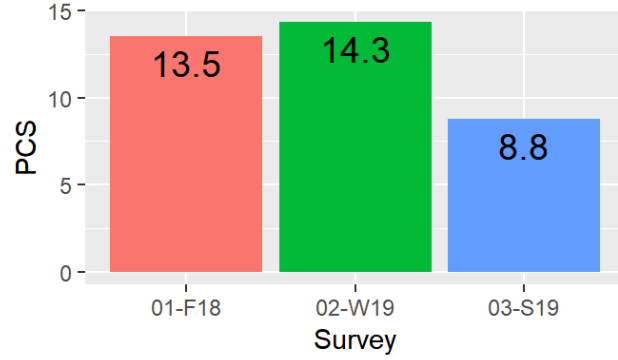
Studio Services

% Very Sat (By Survey)



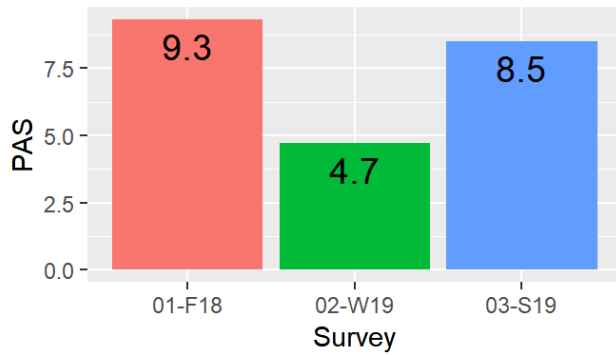
Vendor Management

% Very Sat (By Survey)



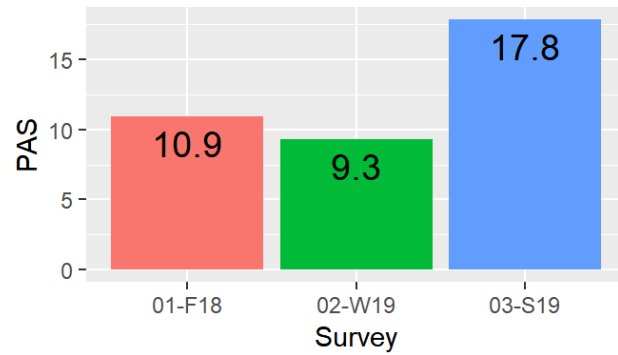
Account Managers

% Very Sat (All Surveys)



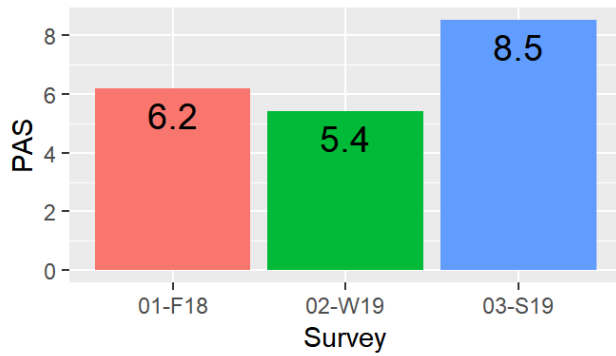
B&MPS

% Very Sat (All Surveys)



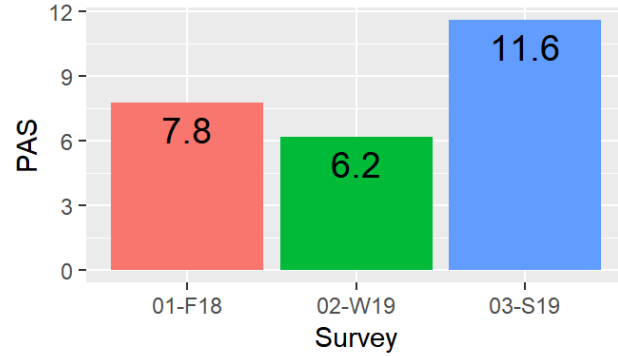
Business Applications

% Very Sat (All Surveys)



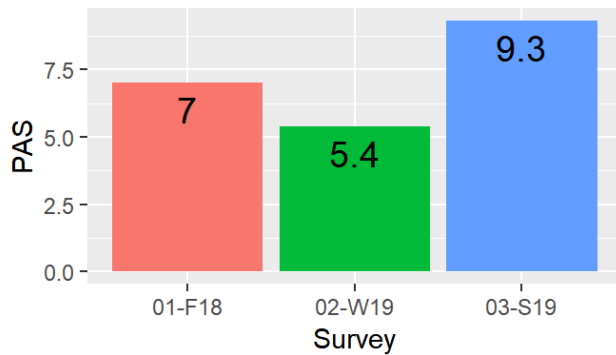
Event Services

% Very Sat (All Surveys)



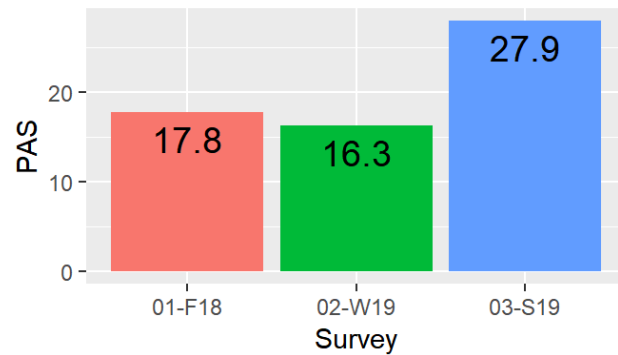
Project Support

% Very Sat (All Surveys)



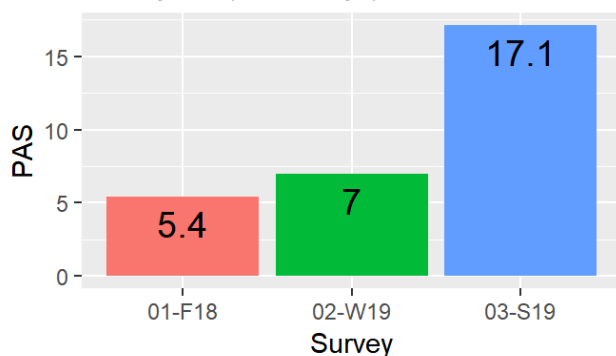
Service Desk

% Very Sat (All Surveys)



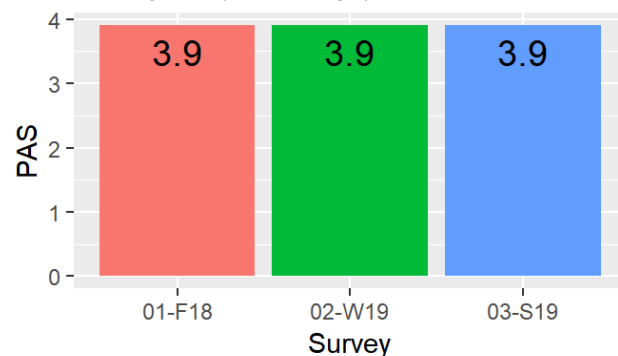
Studio Services

% Very Sat (All Surveys)



Vendor Management

% Very Sat (All Surveys)



Group Performance - Improvement Over Period of Surveys

Account Managers: -9.09%

BMPS: 39.13%

Business Applications: 27.27%

Event Services: 33.33%

Project Support: 25%

Service Desk: 36.11%

Studio Services: 68.18%

Vendor Management: 0%

[End of Report]