Client Satisfaction Report
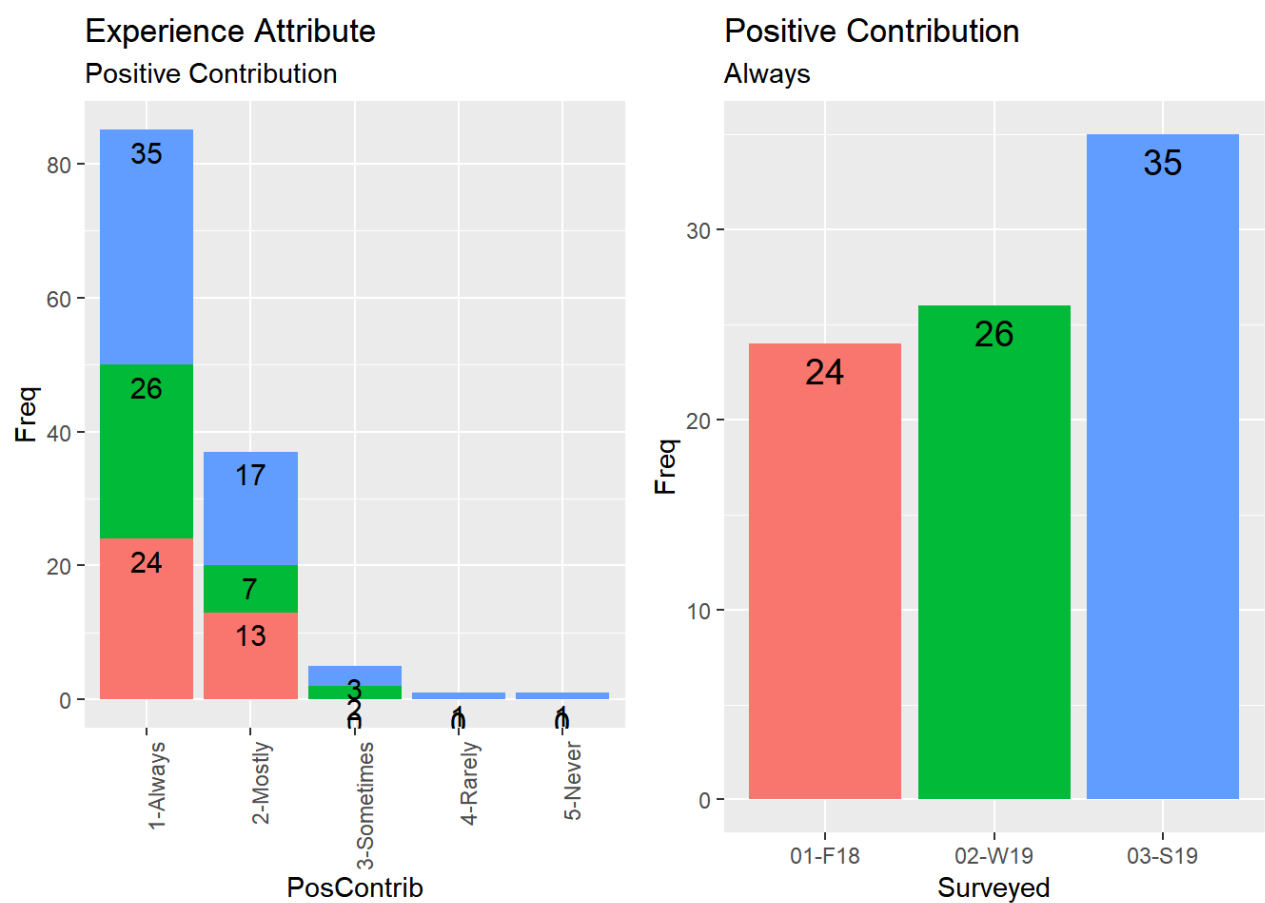
Responses View

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

Experience Attribute
Positive Contribution

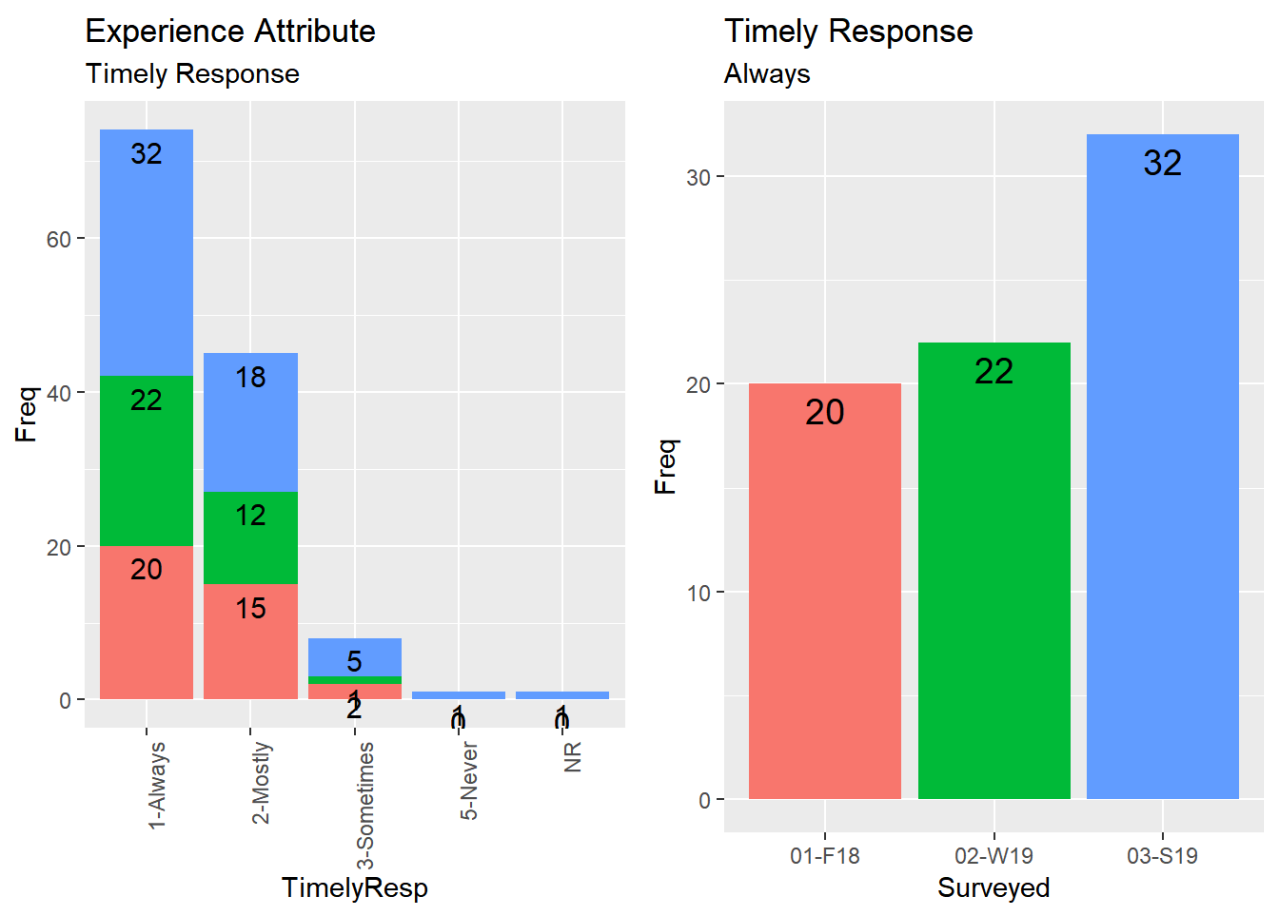### Positive Contribution
Always

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

Experience Attribute 2: Timely Response

Data Summary - All Surveys

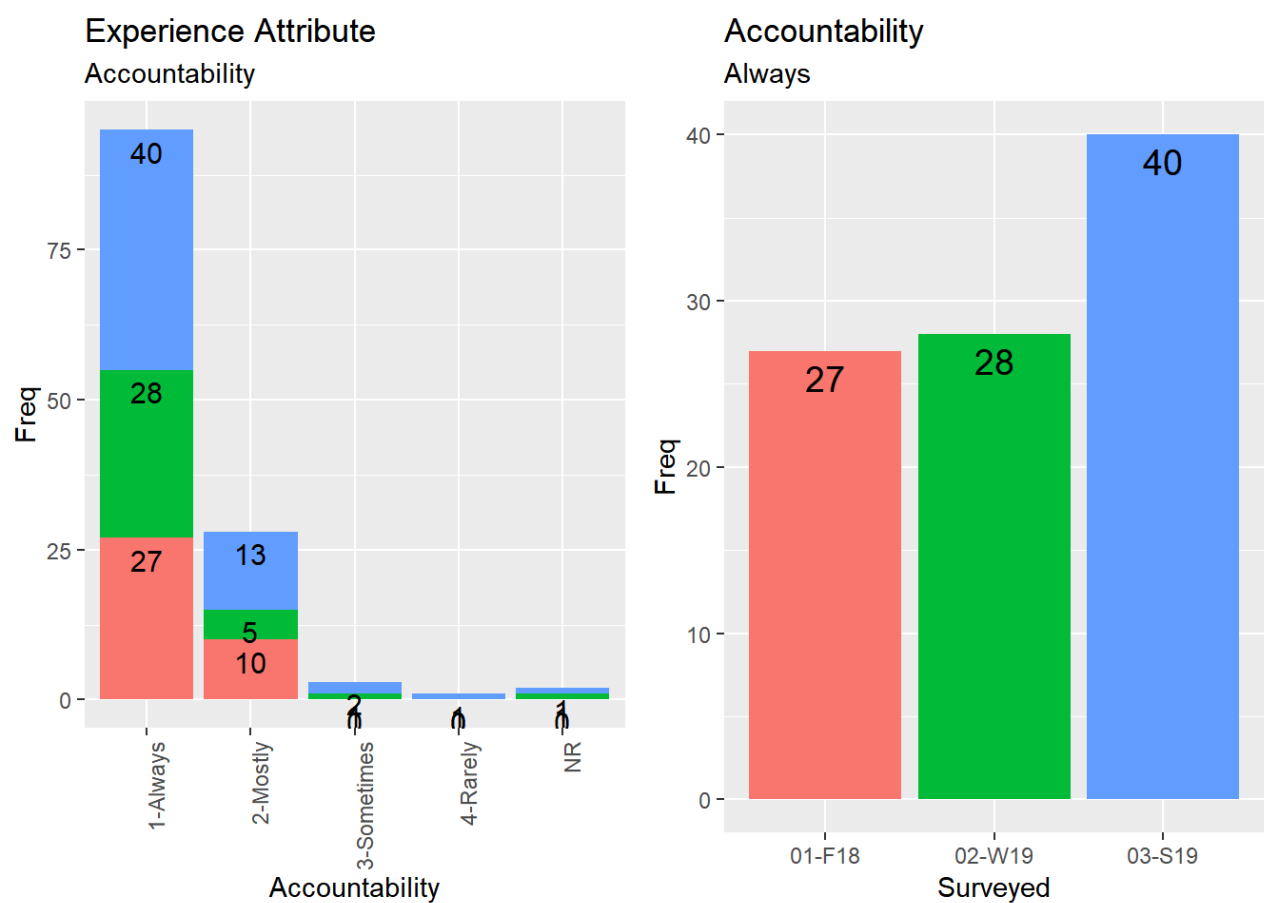|	1-Always	2-Mostly	3-Sometimes	5-Never	NR
01-F18	20	15	2	0	0
02-W19	22	12	1	0	0
03-S19	32	18	5	1	1

Improvement for the rating of Always over the period is 37.5%

Experience Attribute 3: Accountability

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%
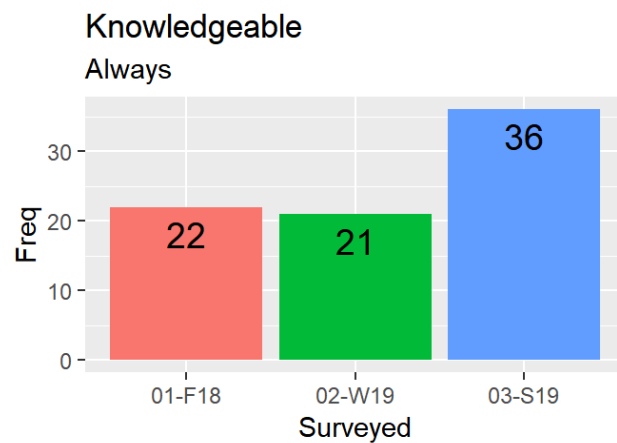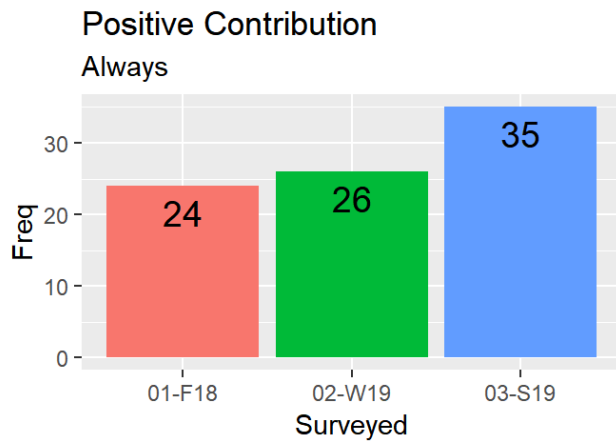
Experience Attribute 4: Knowledgeable

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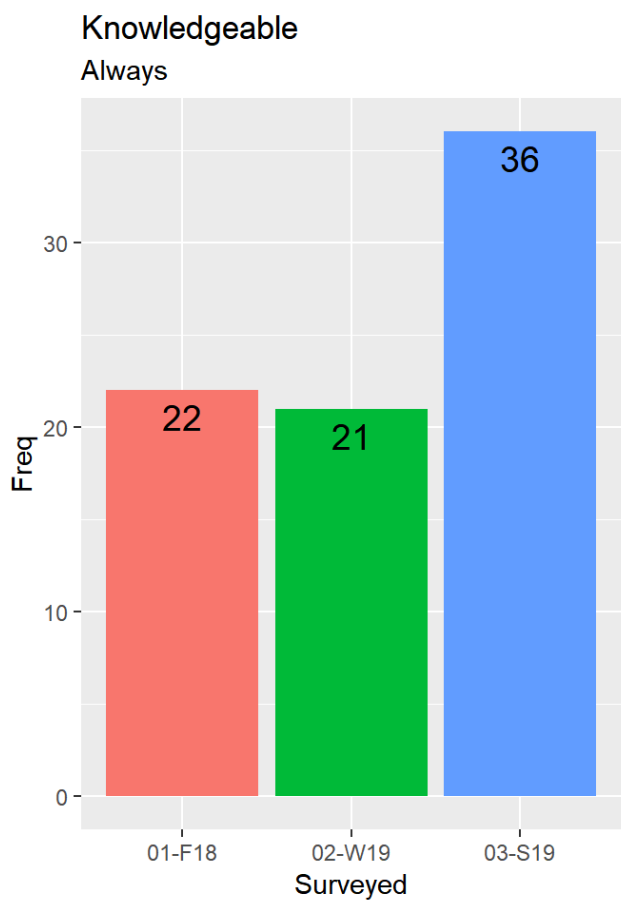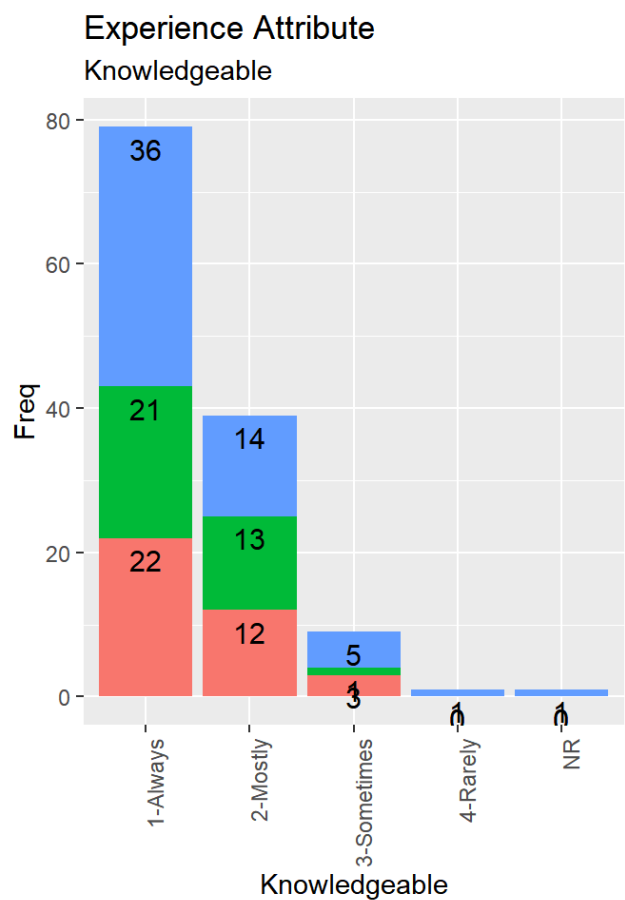
Improvement for the rating of Always over the period is 38.89%

Experience Attributes Summary

Experience Attribute
Positive Contribution

Experience Attribute
Timely Response

Experience Attribute
Accountability

Experience Attribute
Knowledgeable

Positive Contribution
Always

Timely Response
Always

Accountability
Always

Knowledgeable
Always
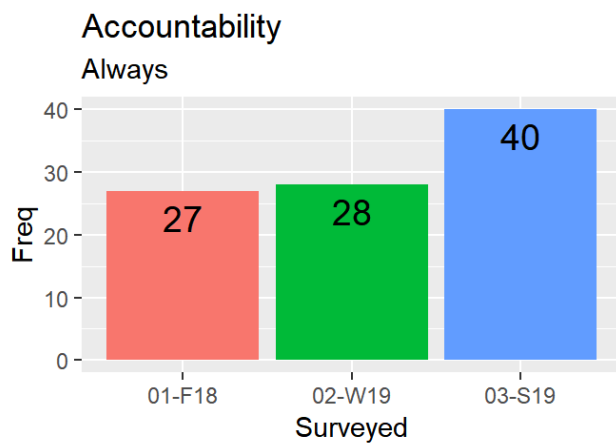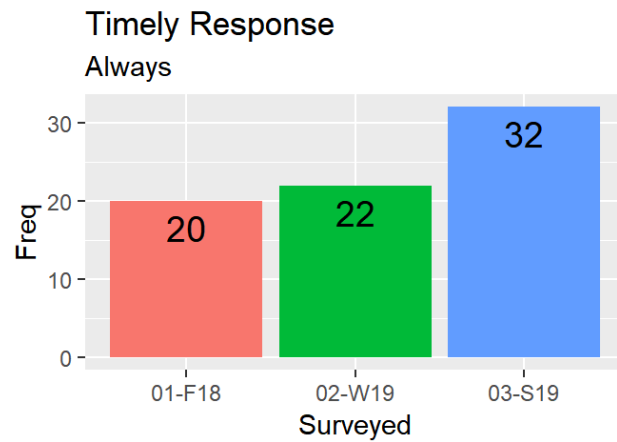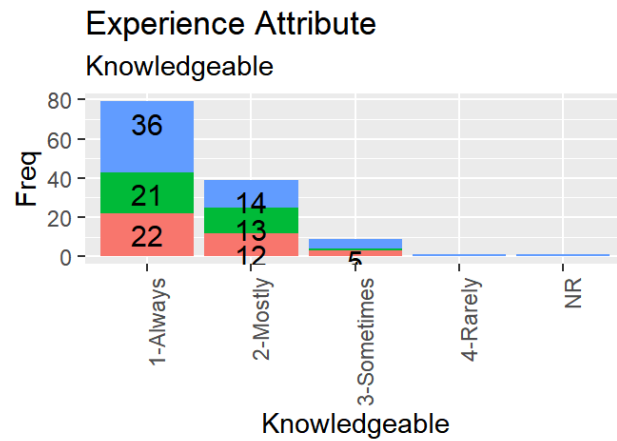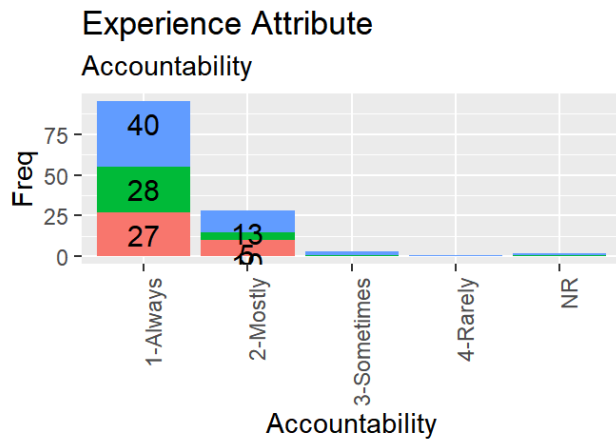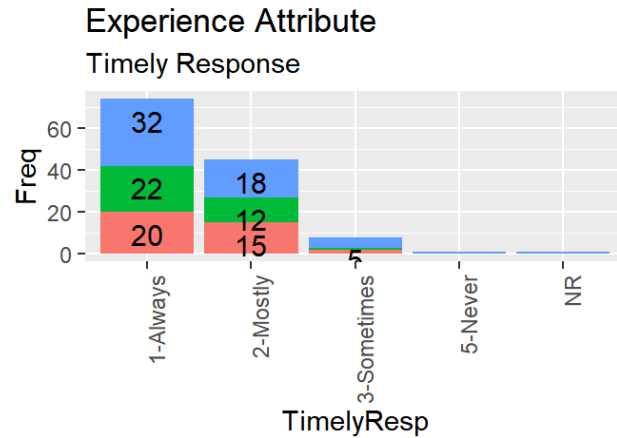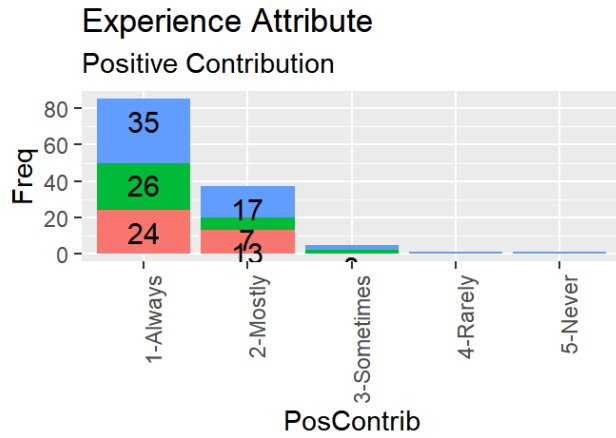
Experience Attributes - Improvement Over Period of Surveys

Positive Contribution: 31.43%
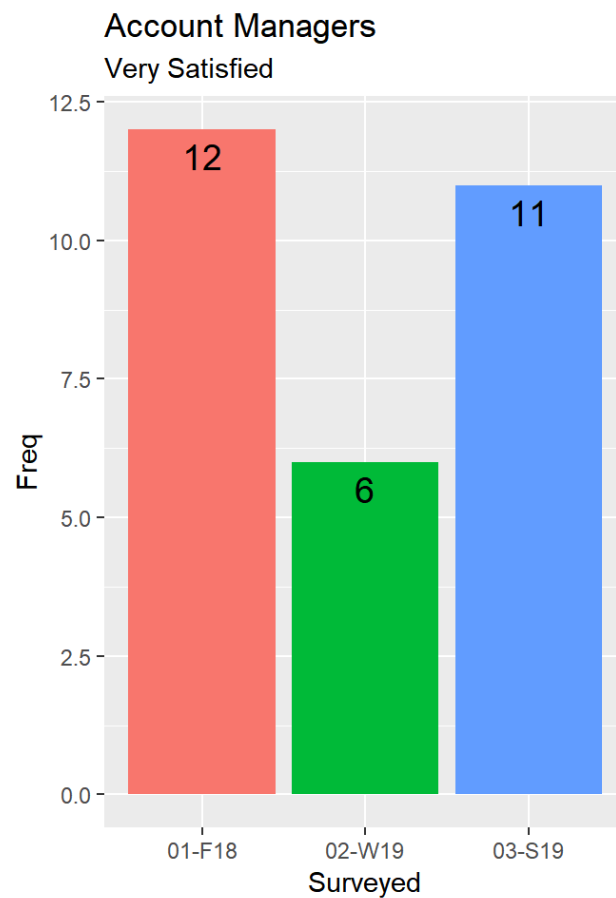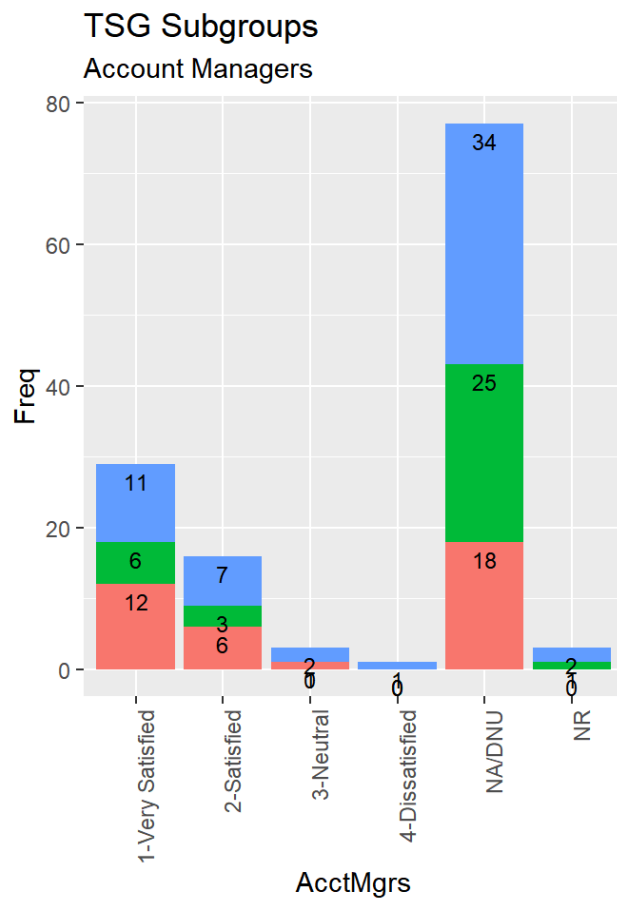
Timely Response : 37.5%

Is Accountable : 32.5%

Knowledgeable Staff : 38.89%

Group Performance: Account Managers

Data Summary - All Surveys

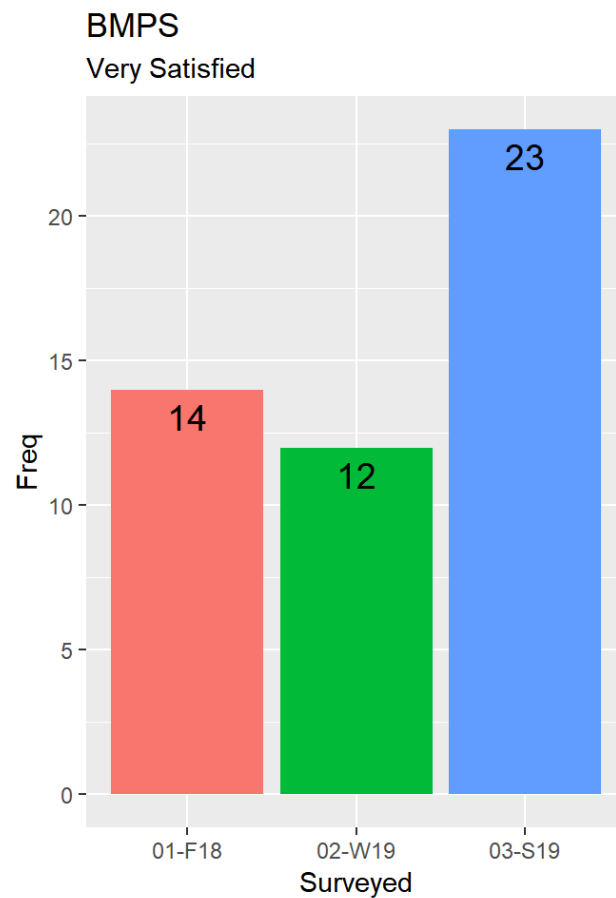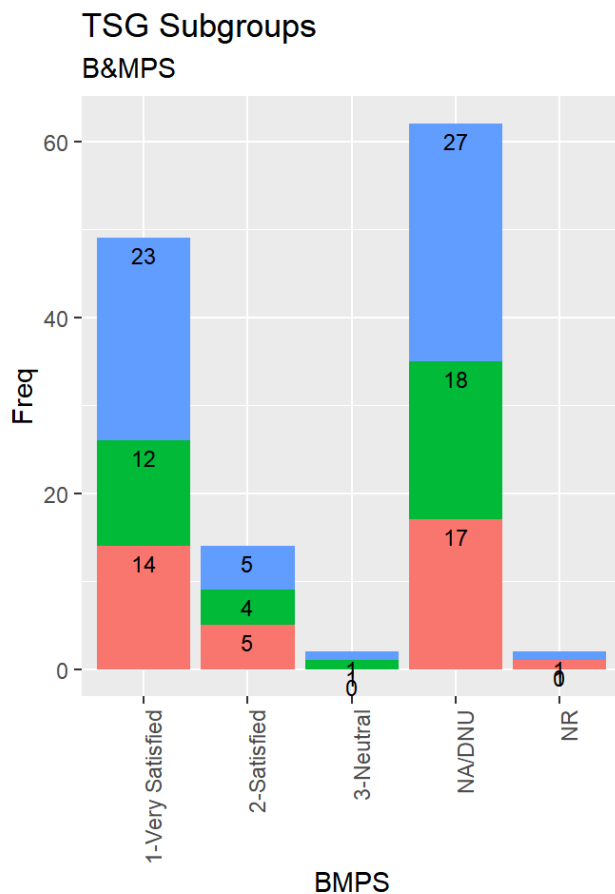|	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	NA/DNU	NR
01-F18	12	6	1	0	18	0
02-W19	6	3	0	0	25	1
03-S19	11	7	2	1	34	2

Improvement for the rating of Very Satisfied over the period is -9.09%

Group Performance: B&MPS

Data Summary - All Surveys

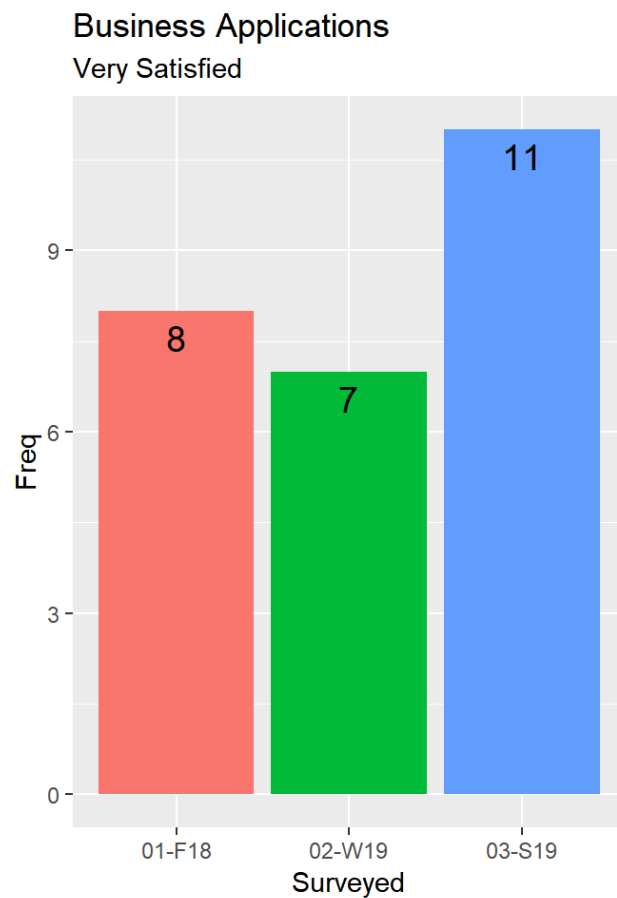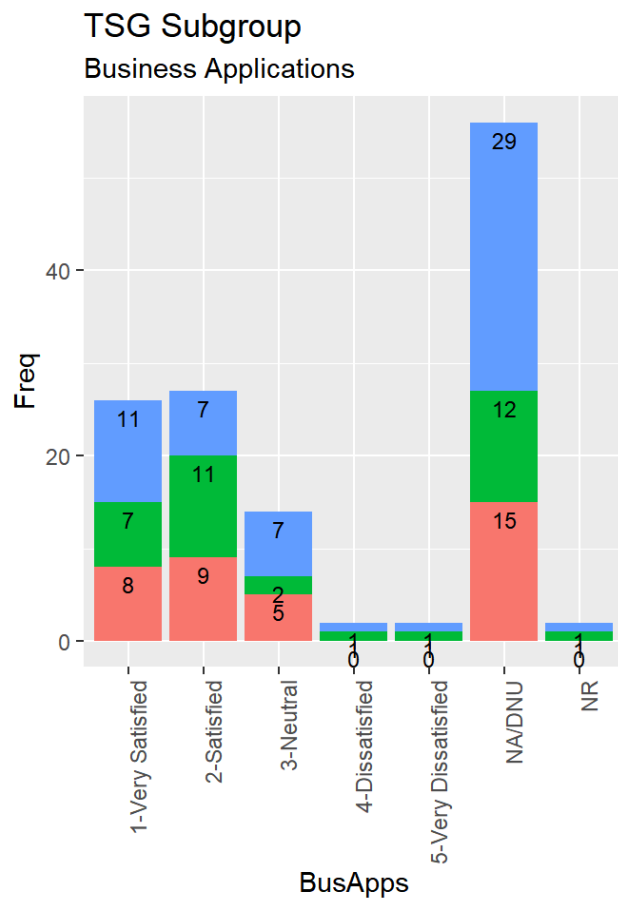|	1-Very Satisfied	2-Satisfied	3-Neutral	NA/DNU	NR
01-F18	14	5	0	17	1
02-W19	12	4	1	18	0
03-S19	23	5	1	27	1

Improvement for the rating of Very Satisfied over the period is 39.13%

Group Performance: Business Applications

Data Summary - All Surveys

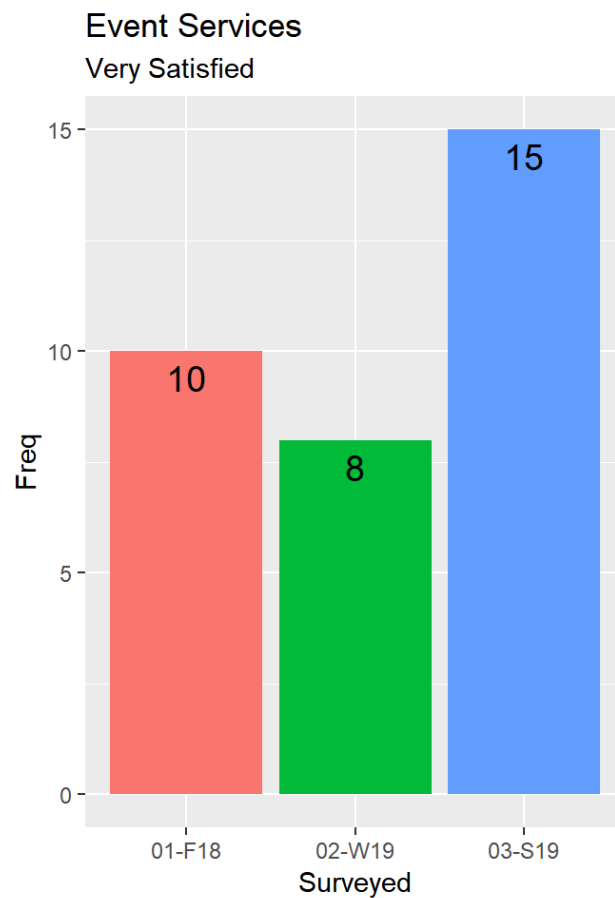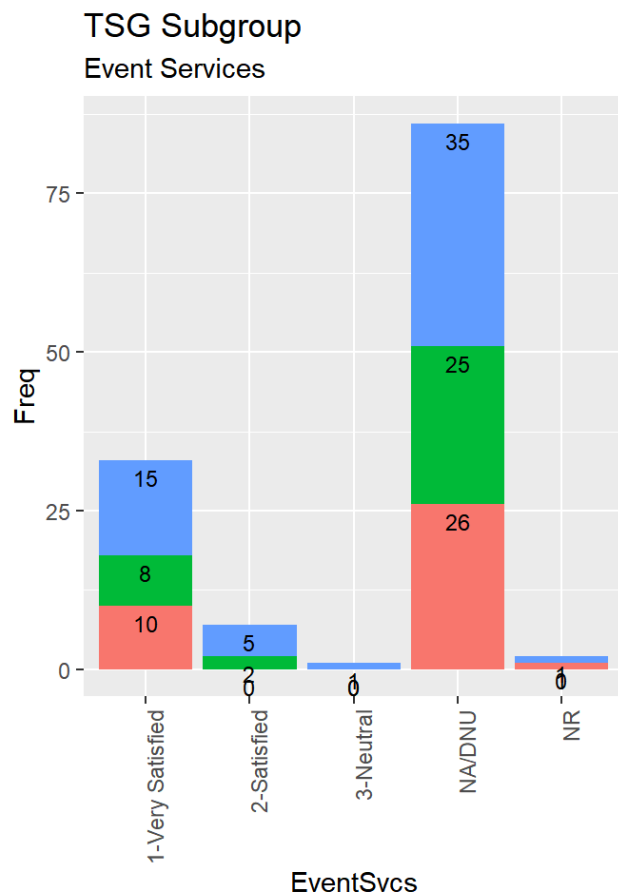|	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	5-Very Dissatisfied	NA/DNU	NR
01-F18	8	9	5	0	0	15	0
02-W19	7	11	2	1	1	12	1
03-S19	11	7	7	1	1	29	1

Improvement for the rating of Very Satisfied 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

TSG Subgroup
Event Services

Event Services
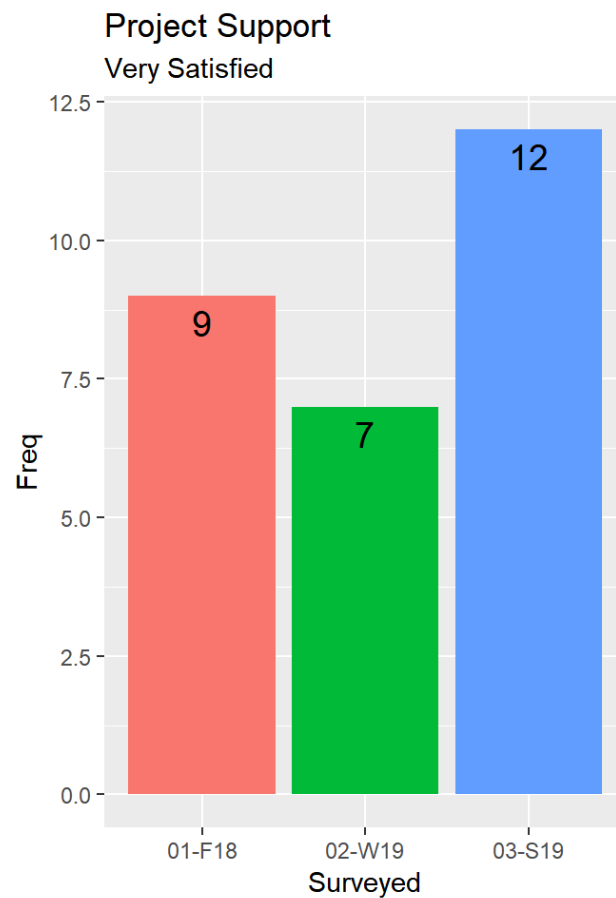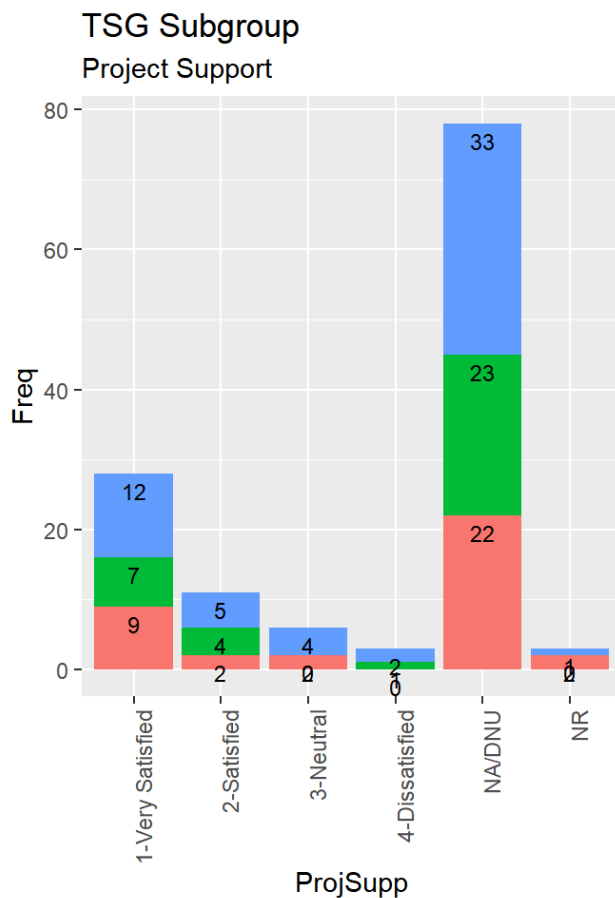Very Satisfied

Improvement for the rating of Very Satisfied over the period is 33.33%

Group Performance: Project Support

Data Summary - All Surveys

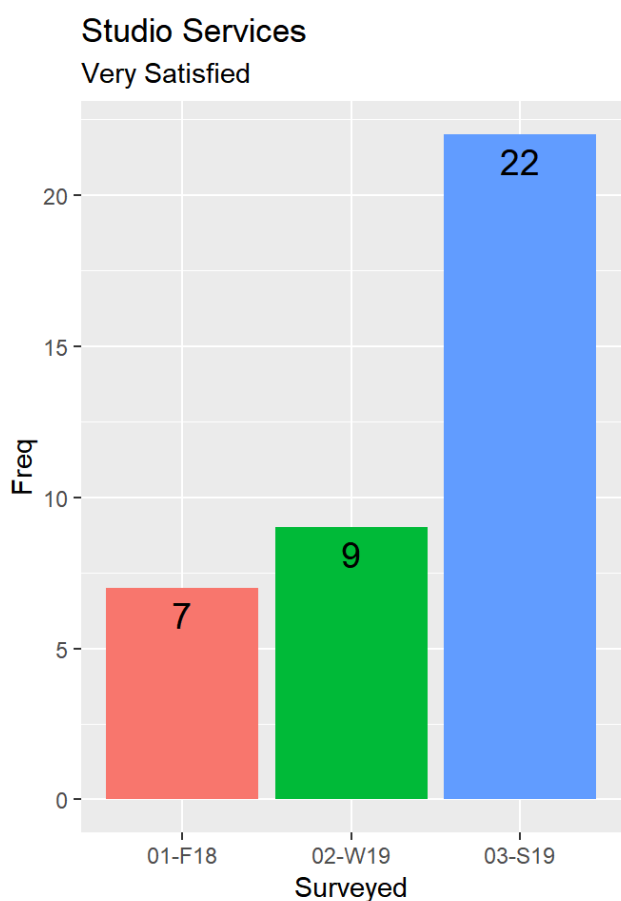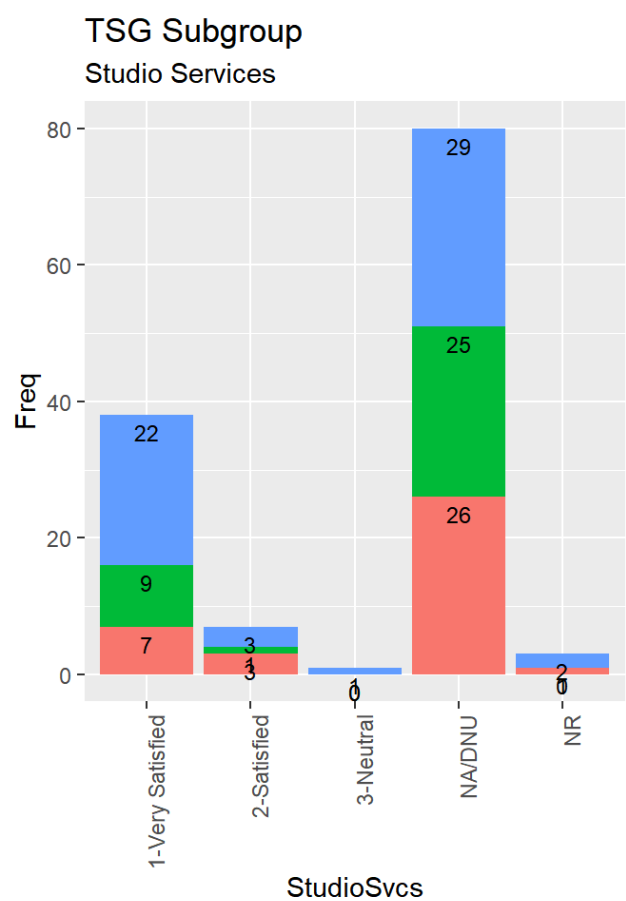|	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	NA/DNU	NR
01-F18	9	2	2	0	22	2
02-W19	7	4	0	1	23	0
03-S19	12	5	4	2	33	1

Improvement for the rating of Very Satisfied 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
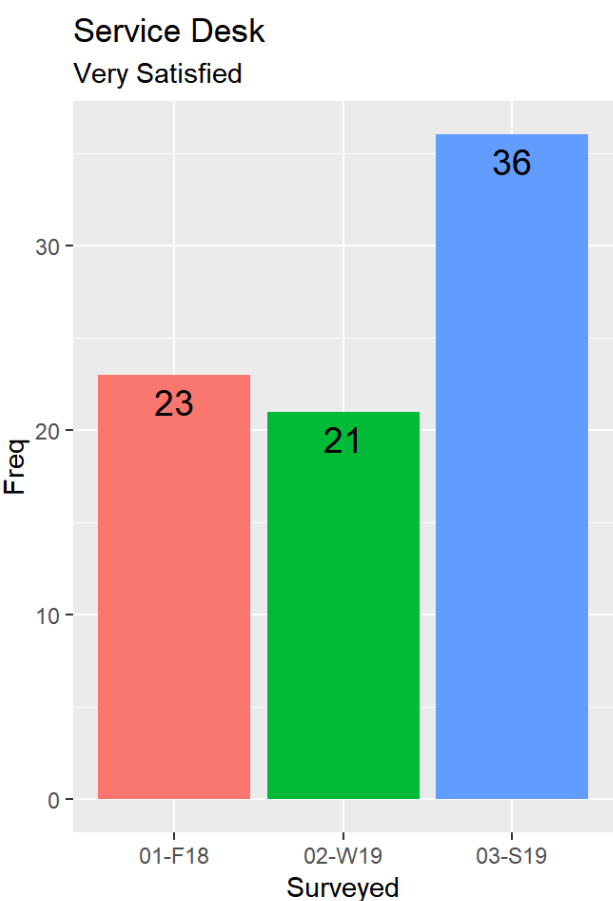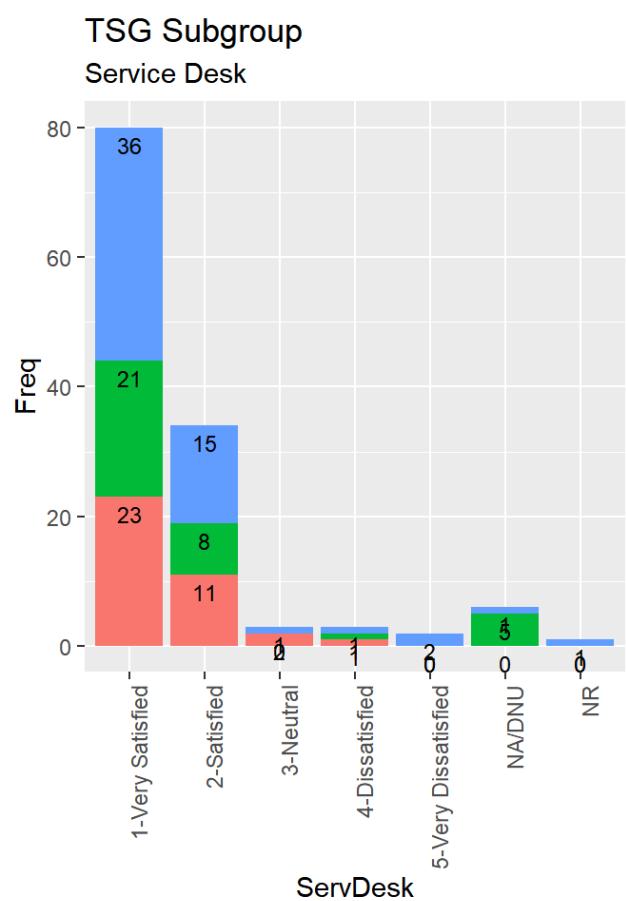
Improvement for the rating of Very Satisfied over the period is 36.11%

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

TSG Subgroup
Studio Services
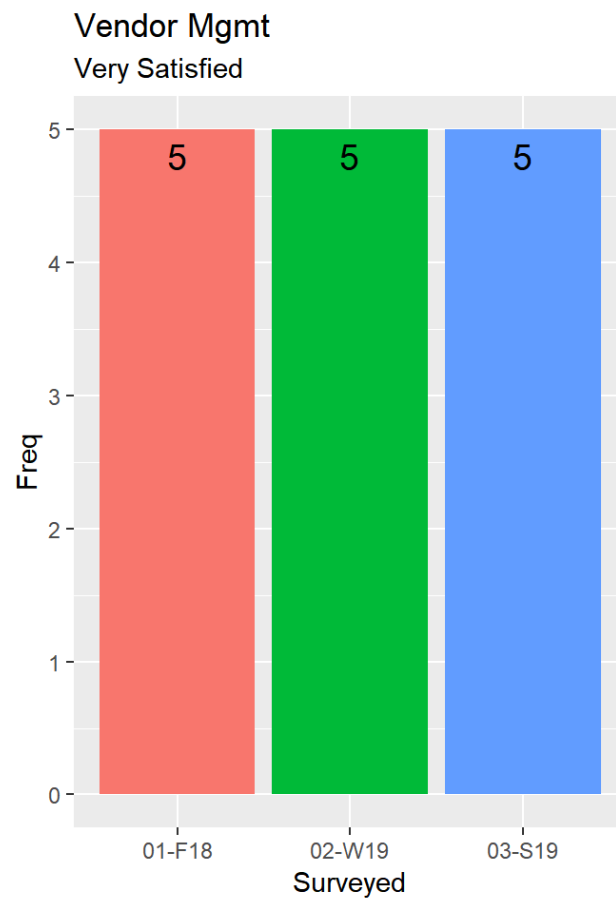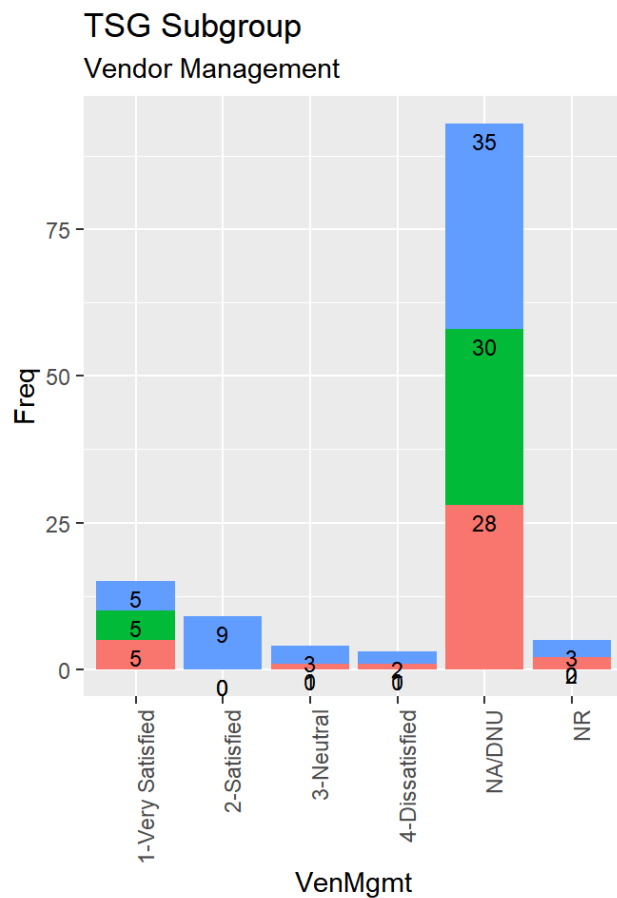
Studio Services
Very Satisfied

Improvement for the rating of Very Satisfied over the period is 68.18%

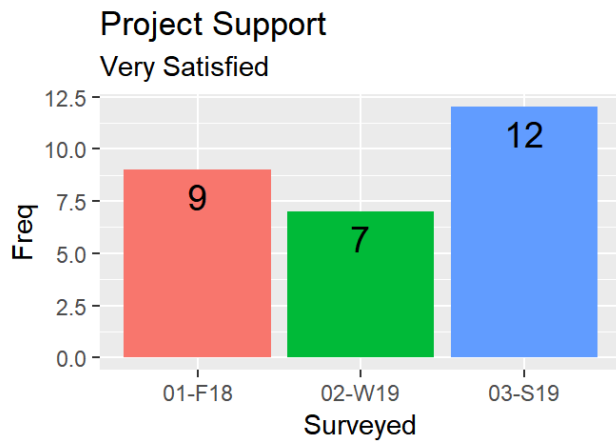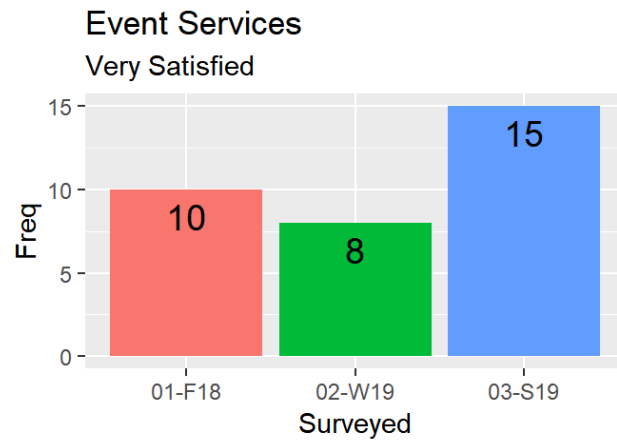# Group Performance: Vendor Management

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

TSG Subgroup
Vendor Management

Vendor Mgmt
Very Satisfied

Improvement for the rating of Very Satisfied over the period is 0%

Group Performance Summary
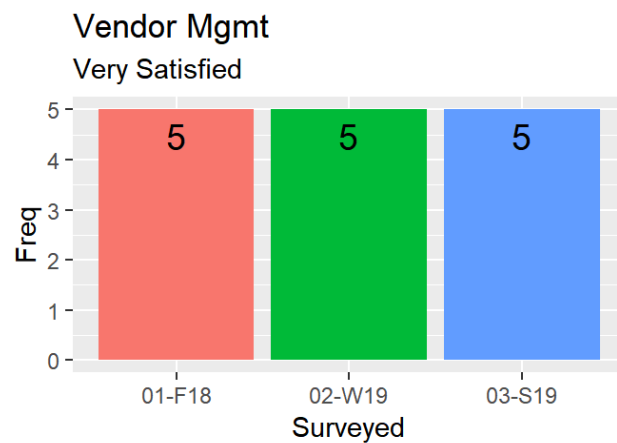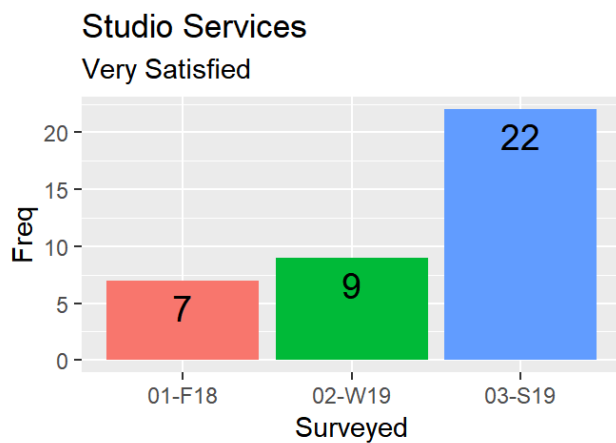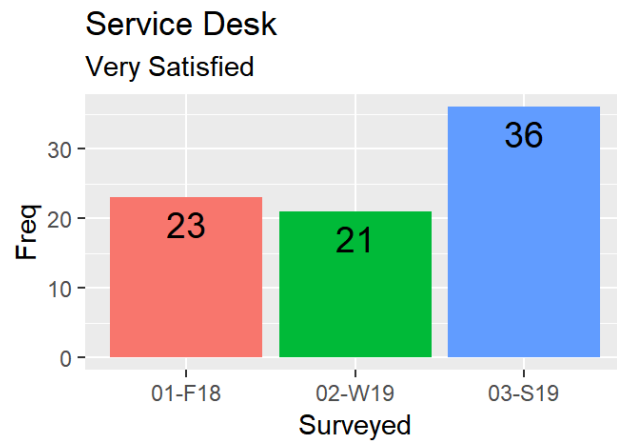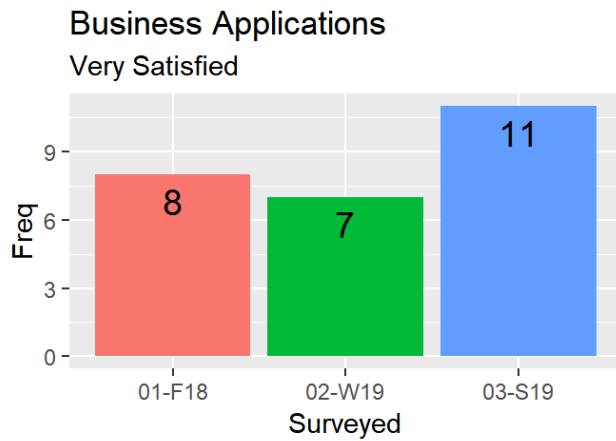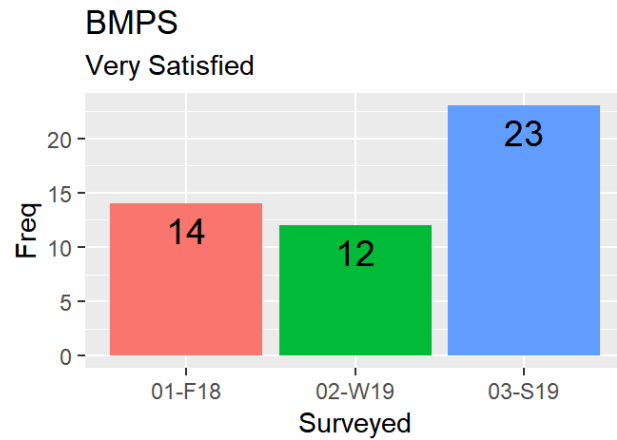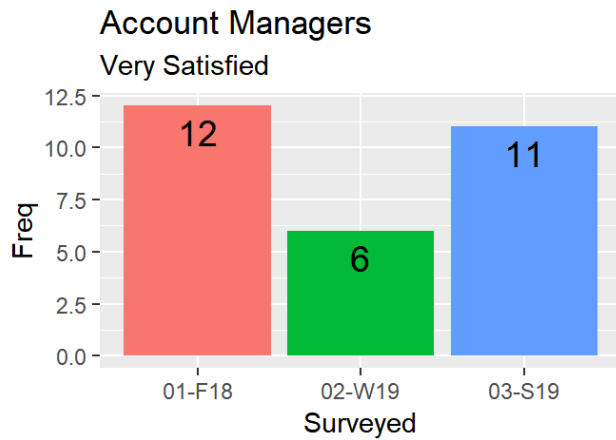
Group Performance - Improvement Over Period of Surveys

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] ```