Client Satisfaction Report
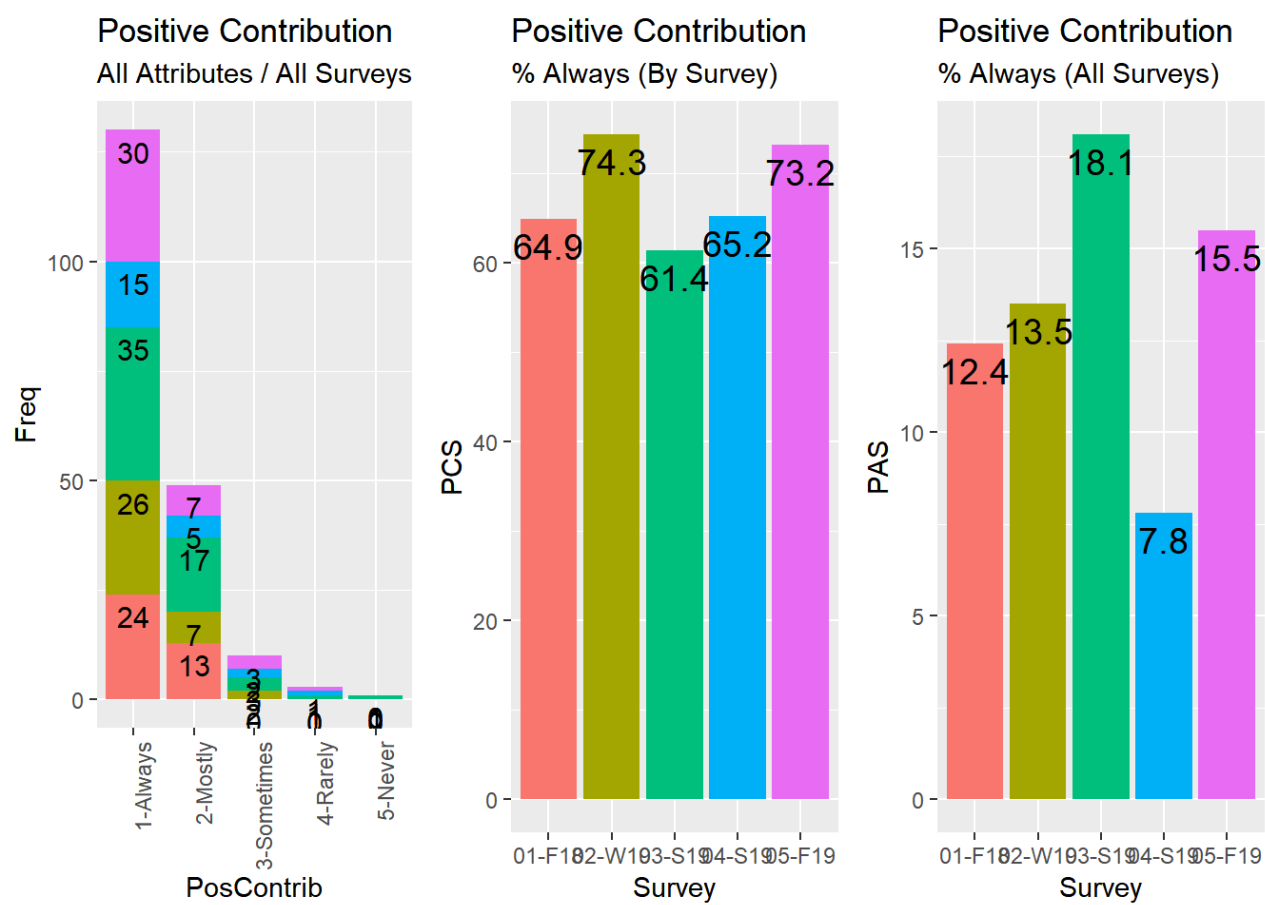
Part 2 of 3: Percents View

June 2019

Experience Attribute 1: Makes a Positive Contribution

Data Summary - All Surveys

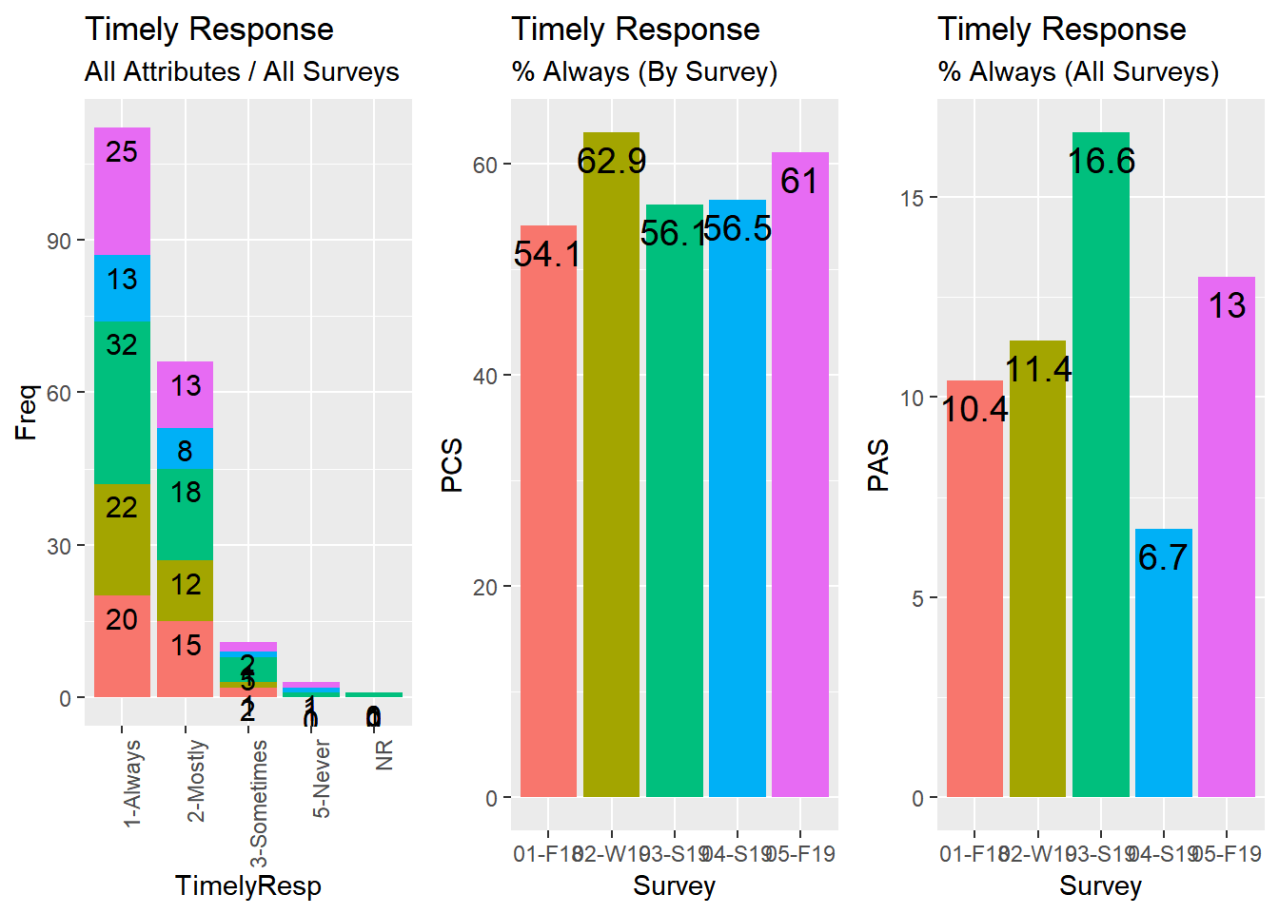|	1-Always	2-Mostly	3-Sometimes	4-Rarely	5-Never
01-F18	24	13	0	0	0
02-W19	26	7	2	0	0
03-S19	35	17	3	1	1
04-S19	15	5	2	1	0
05-F19	30	7	3	1	0

Improvement for the rating of Always over the period is 20%

Experience Attribute 2: Provides a Timely Response

Data Summary - All Surveys

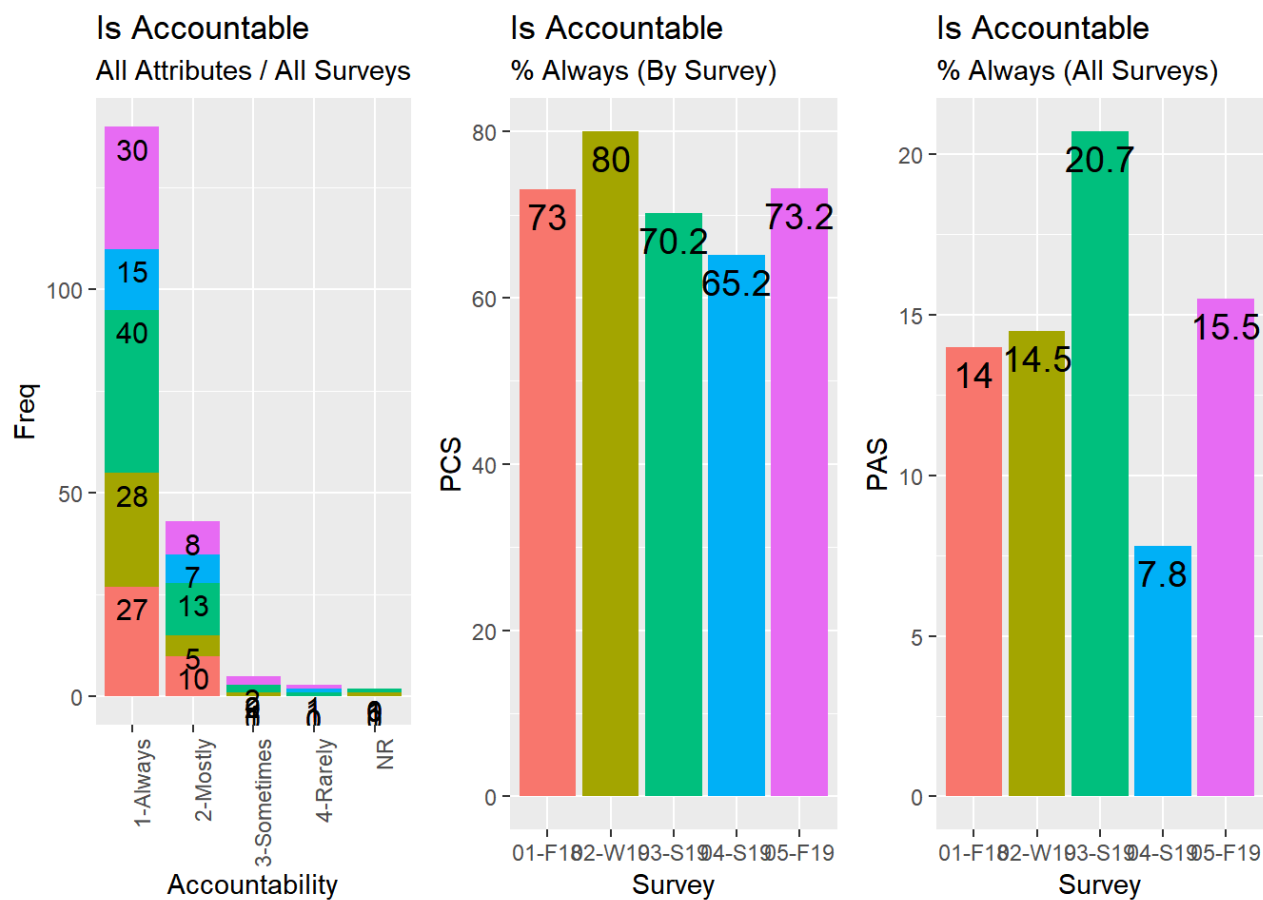|	1-Always	2-Mostly	3-Sometimes	5-Never	NR
01-F18	20	15	2	0	0
02-W19	22	12	1	0	0
03-S19	32	18	5	1	1
04-S19	13	8	1	1	0
05-F19	25	13	2	1	0

Improvement for the rating of Always over the period is 20%.

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
04-S19	15	7	0	1	0
05-F19	30	8	2	1	0

Is Accountable
All Attributes / All Surveys

Is Accountable
% Always (By Survey)

Is Accountable
% Always (All Surveys)

Improvement for the rating of Always over the period is 10%

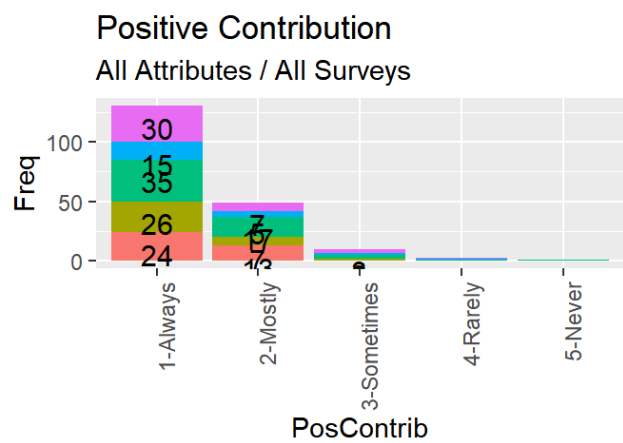# Experience Attribute 4: Knowledgeable

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
04-S19	13	8	2	0	0
05-F19	26	13	2	0	0
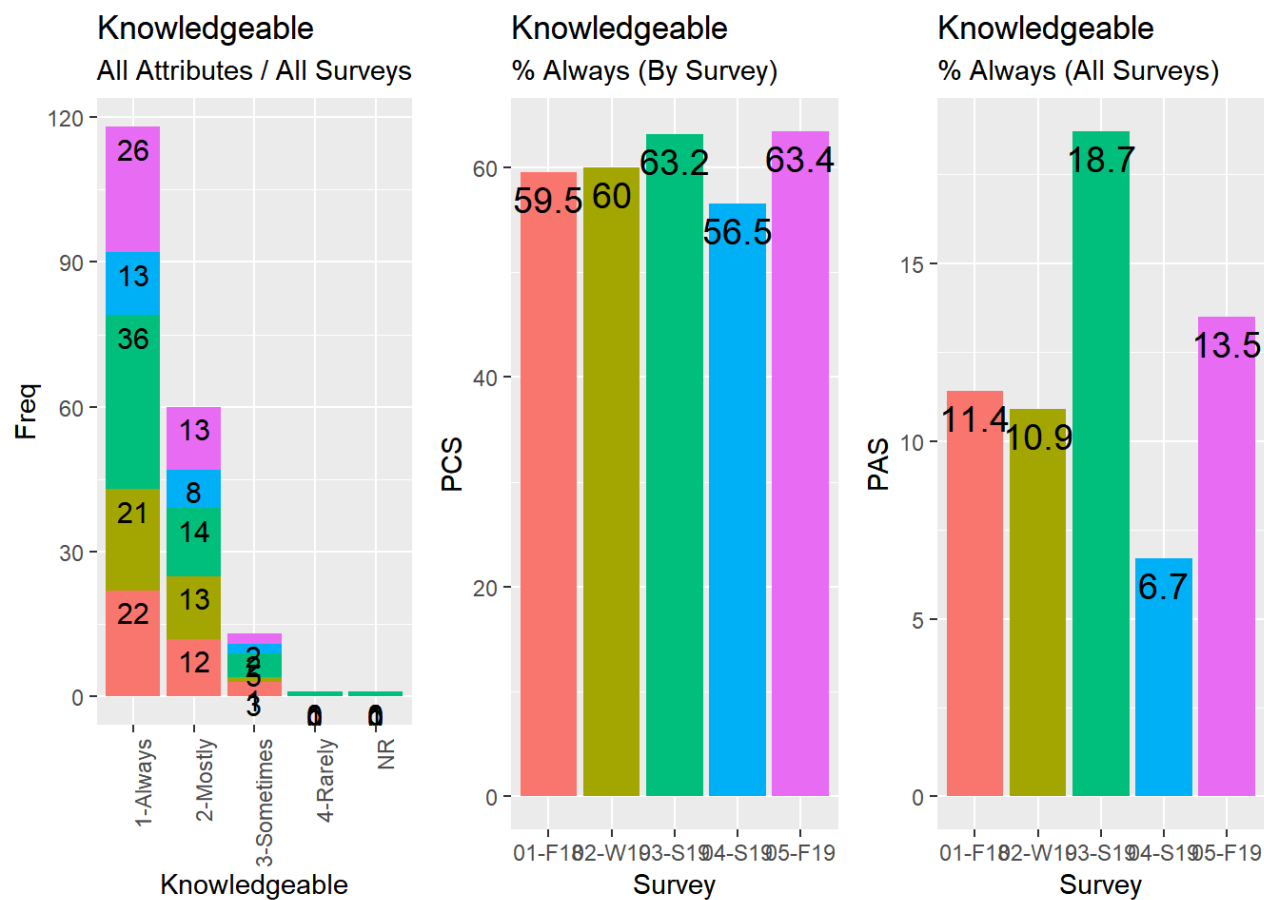
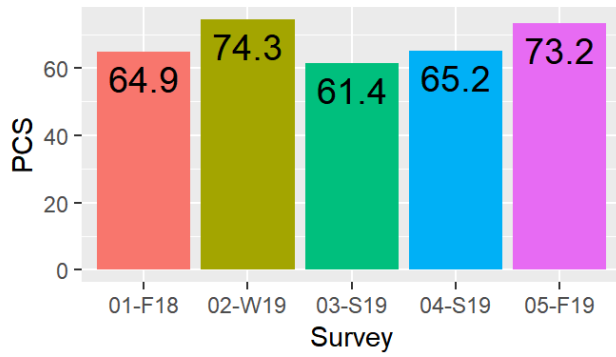
Improvement for the rating of Always over the period is 15.38%

Experience Attributes Summary

Positive Contribution
All Attributes / All Surveys

Timely Response
All Attributes / All Surveys

Is Accountable
All Attributes / All Surveys

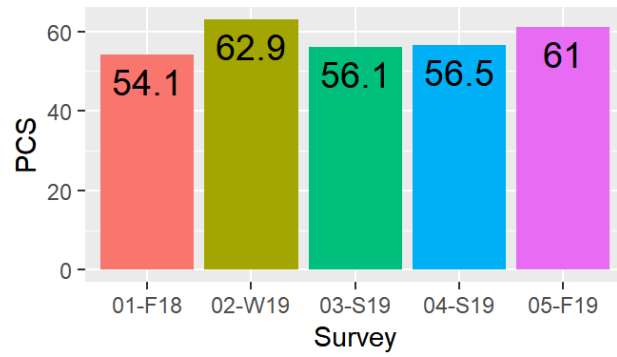## Knowledgeable
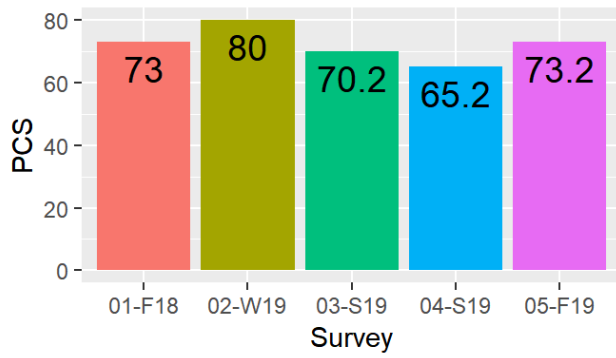### All Attributes / All Surveys
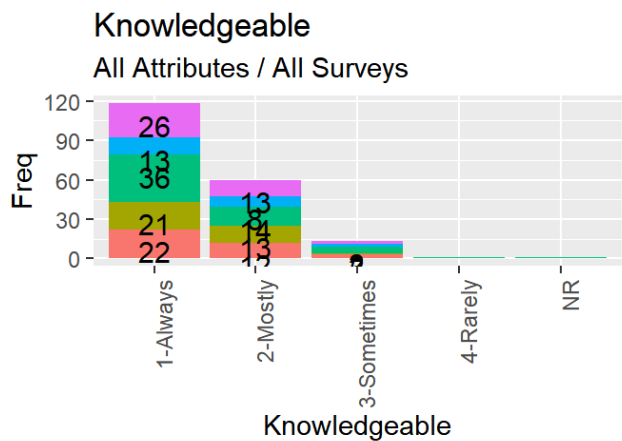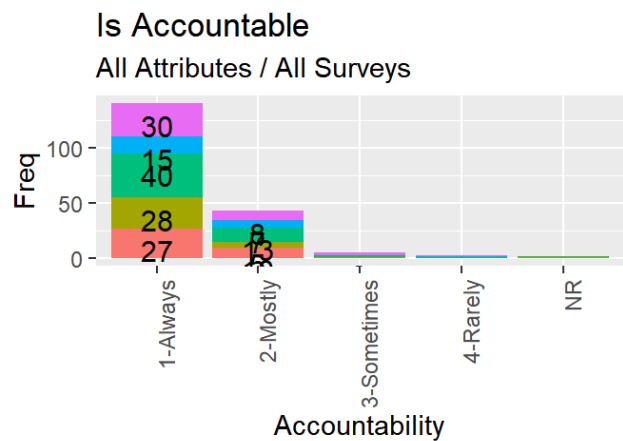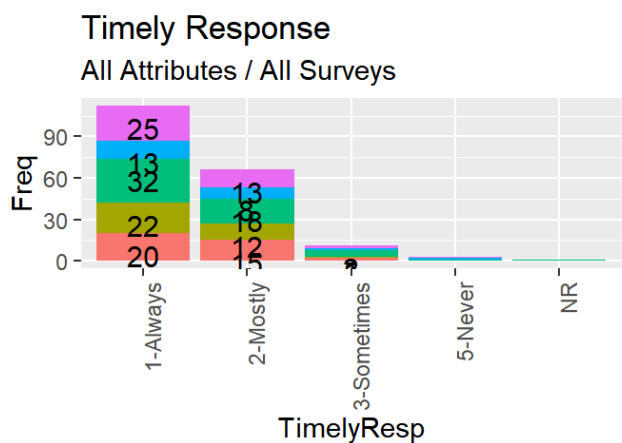
Positive Contribution
% Always (By Survey)

Timely Response
% Always (By Survey)

Is Accountable
% Always (By Survey)

Knowledgeable
% Always (By Survey)

Positive Contribution
% Always (All Surveys)

Timely Response
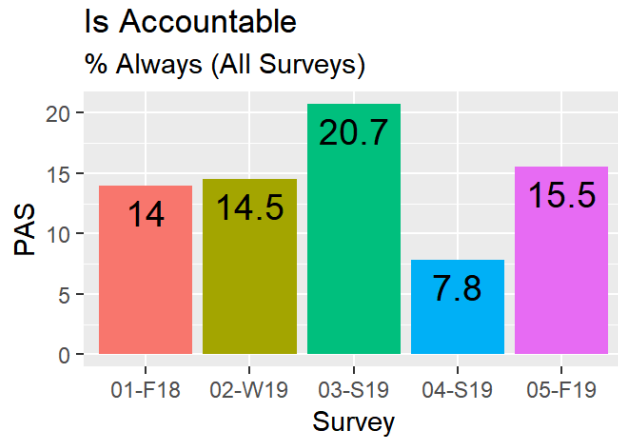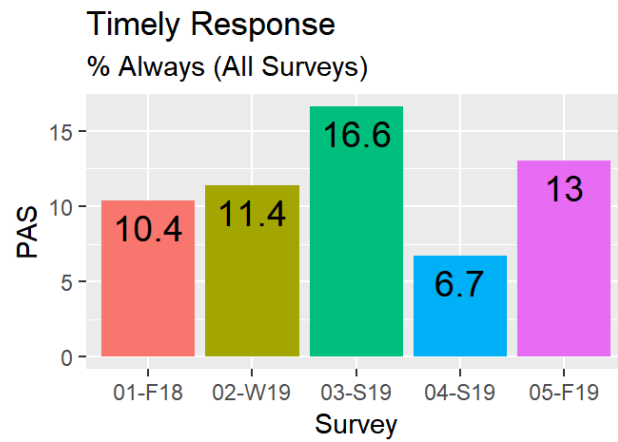% Always (All Surveys)
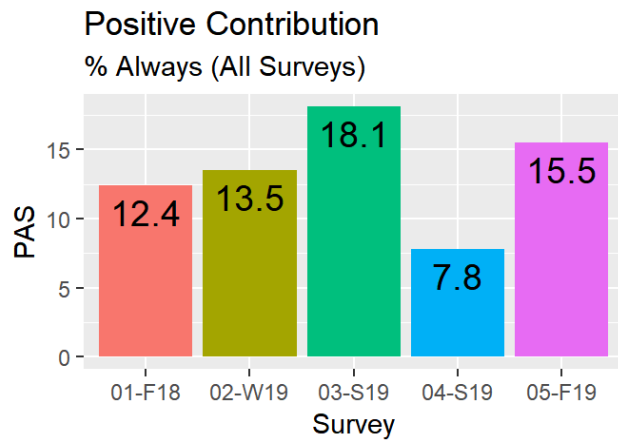

Is Accountable
% Always (All Surveys)

Knowledgeable
% Always (All Surveys)
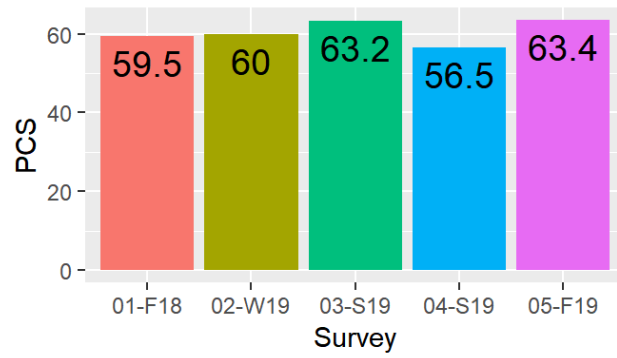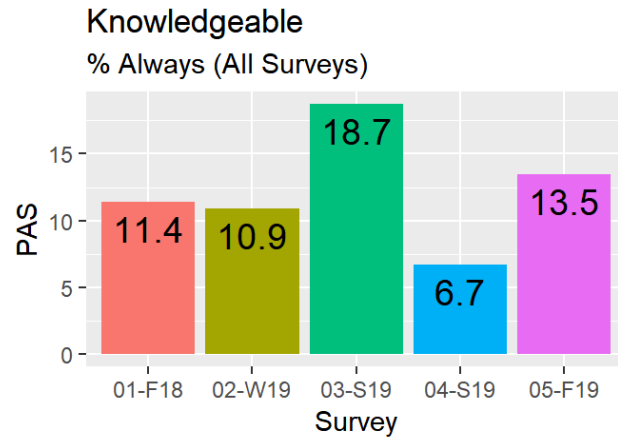
Experience Attributes - Improvement Over Period of Surveys

Positive Contribution: 20%
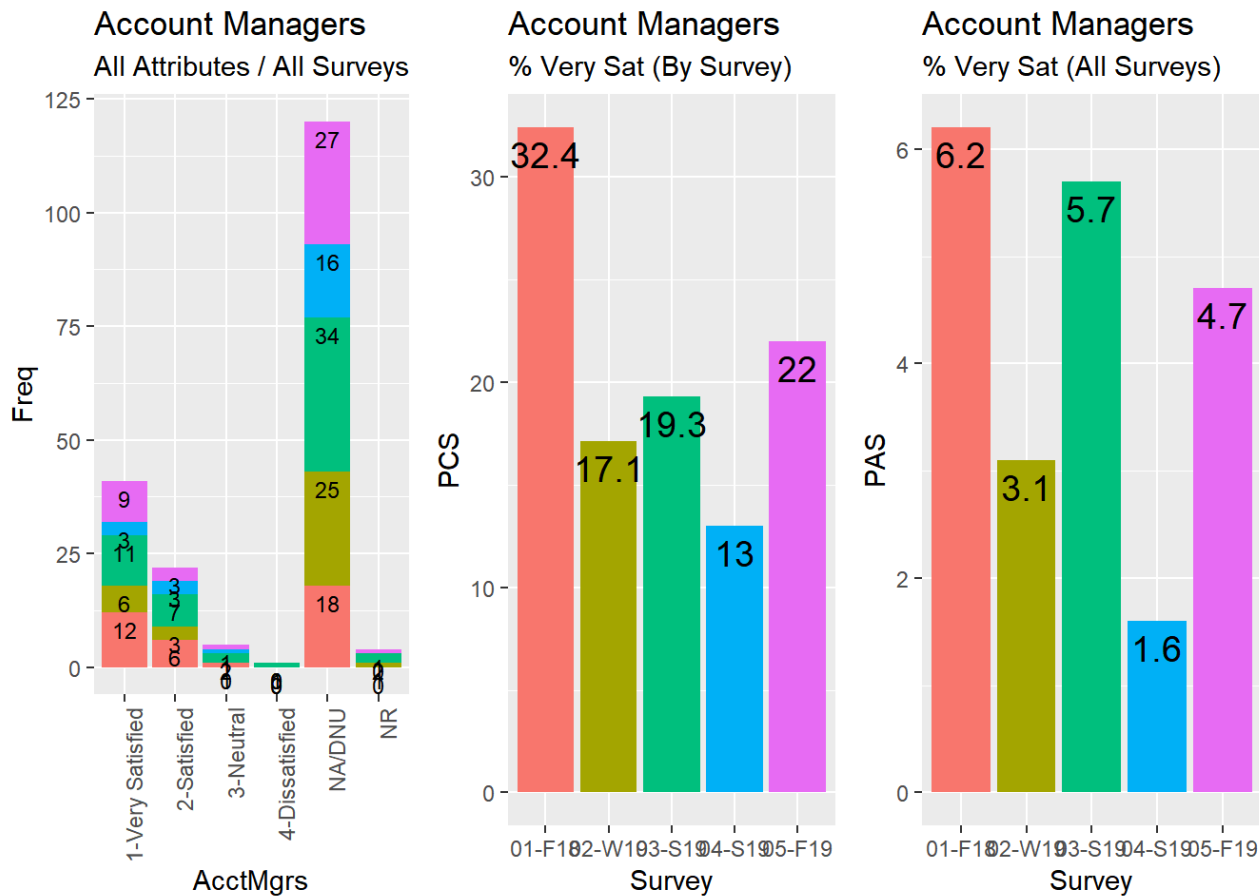
Timely Response : 20%

Is Accountable : 10%

Knowledgeable Staff : 15.38%

Group Performance: Account Managers

Data Summary - All Surveys

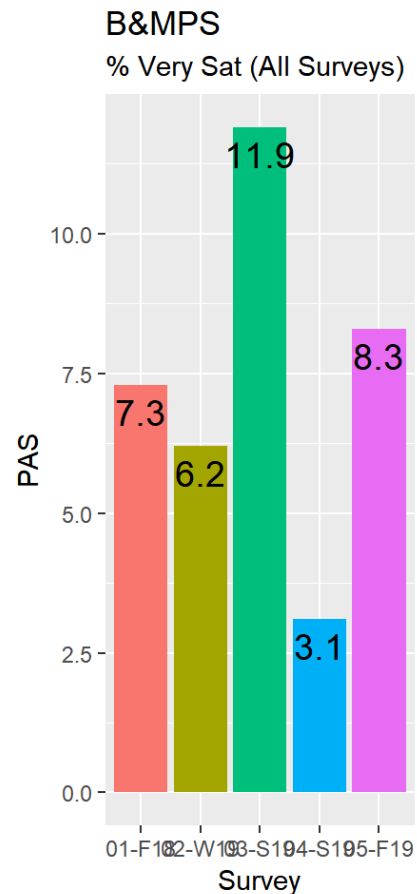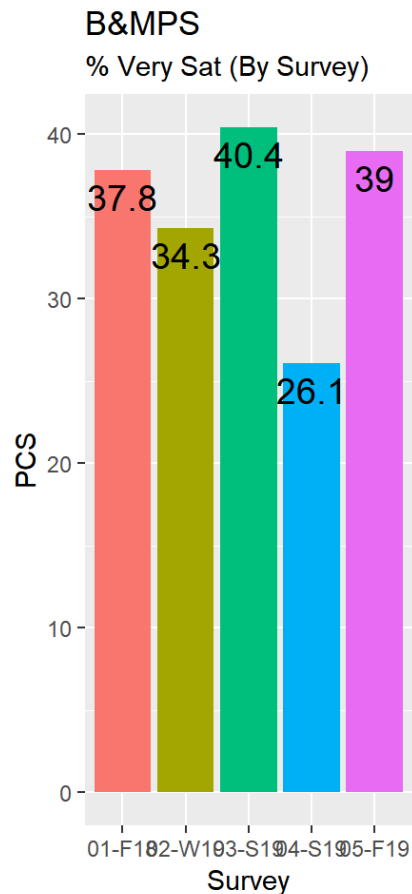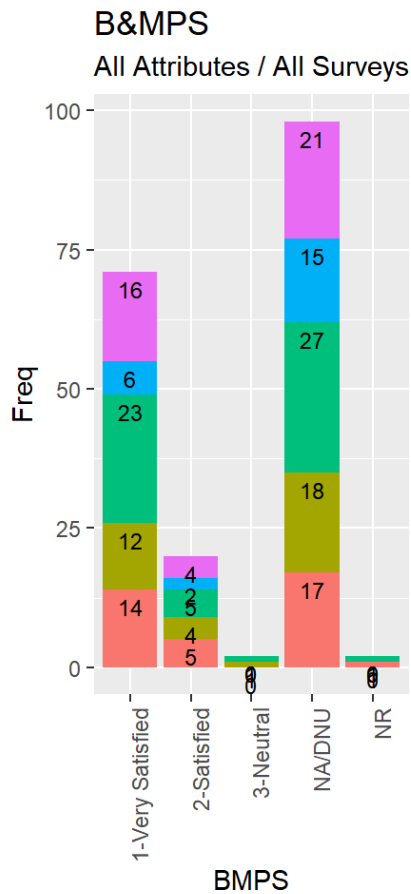|	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	NA/DNU	NR
01-F18	12	6	1	0	18	0
02-W19	6	3	0	0	25	1
03-S19	11	7	2	1	34	2
04-S19	3	3	1	0	16	0
05-F19	9	3	1	0	27	1

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

Group Performance: B&MPS

Data Summary - All Surveys

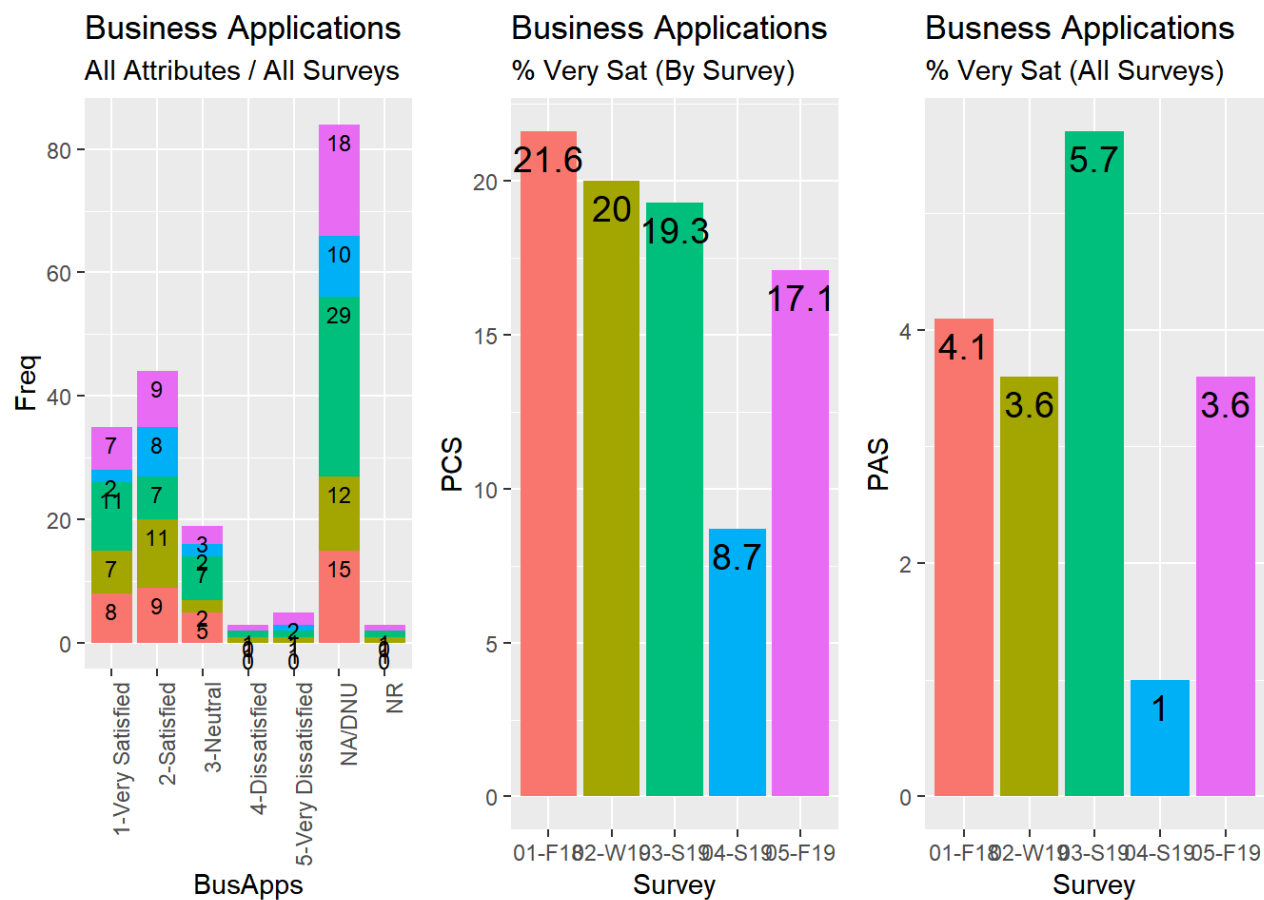|	1-Very Satisfied	2-Satisfied	3-Neutral	NA/DNU	NR
01-F18	14	5	0	17	1
02-W19	12	4	1	18	0
03-S19	23	5	1	27	1
04-S19	6	2	0	15	0
05-F19	16	4	0	21	0

Improvement for the rating of Always over the period is 12.5%

Group Performance: Business Applications

Data Summary - All Surveys

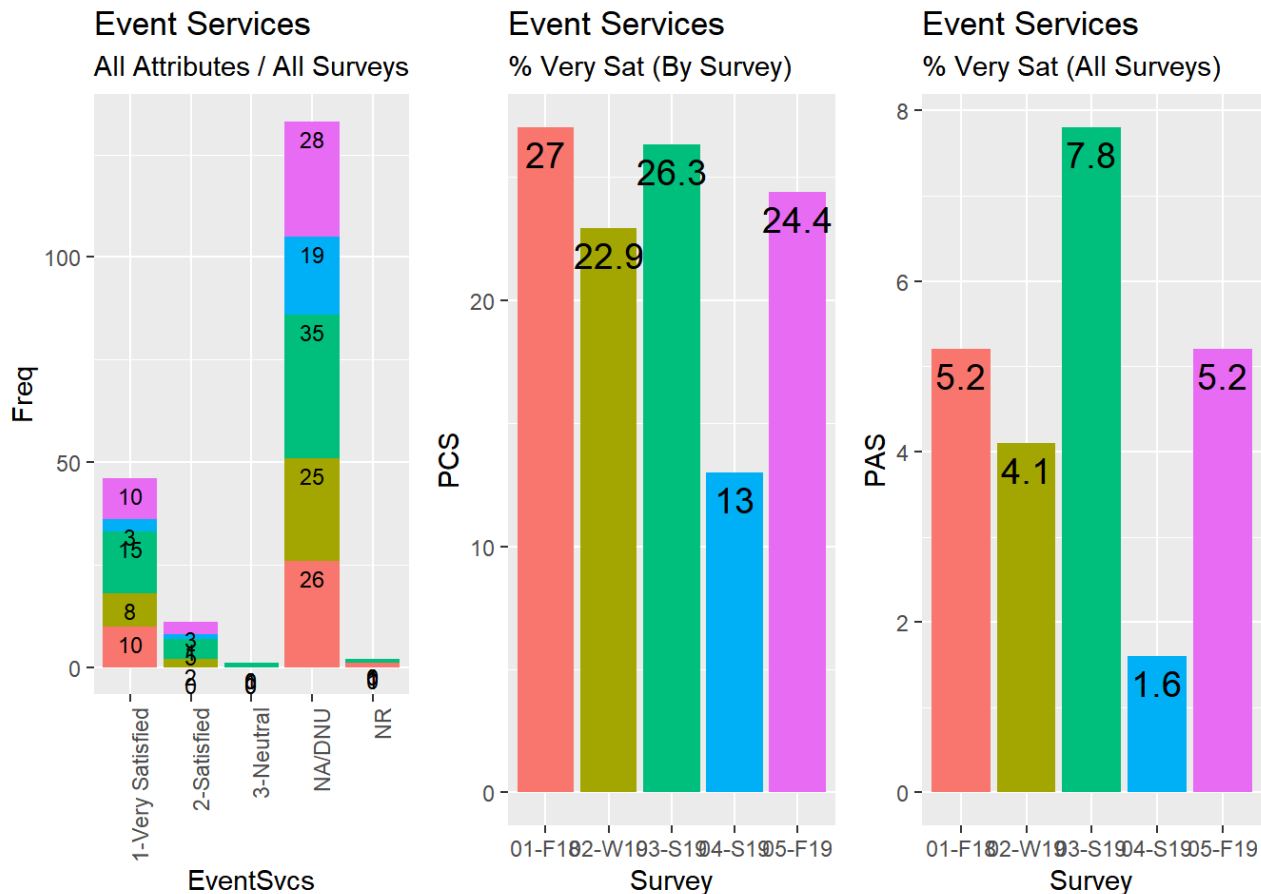|	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	5-Very Dissatisfied	NA/DNU	NR
01-F18	8	9	5	0	0	15	0
02-W19	7	11	2	1	1	12	1
03-S19	11	7	7	1	1	29	1
04-S19	2	8	2	0	1	10	0
05-F19	7	9	3	1	2	18	1

Improvement for the rating of Always over the period is -14.29%

Group Performance: Event Services

Data Summary - All Surveys

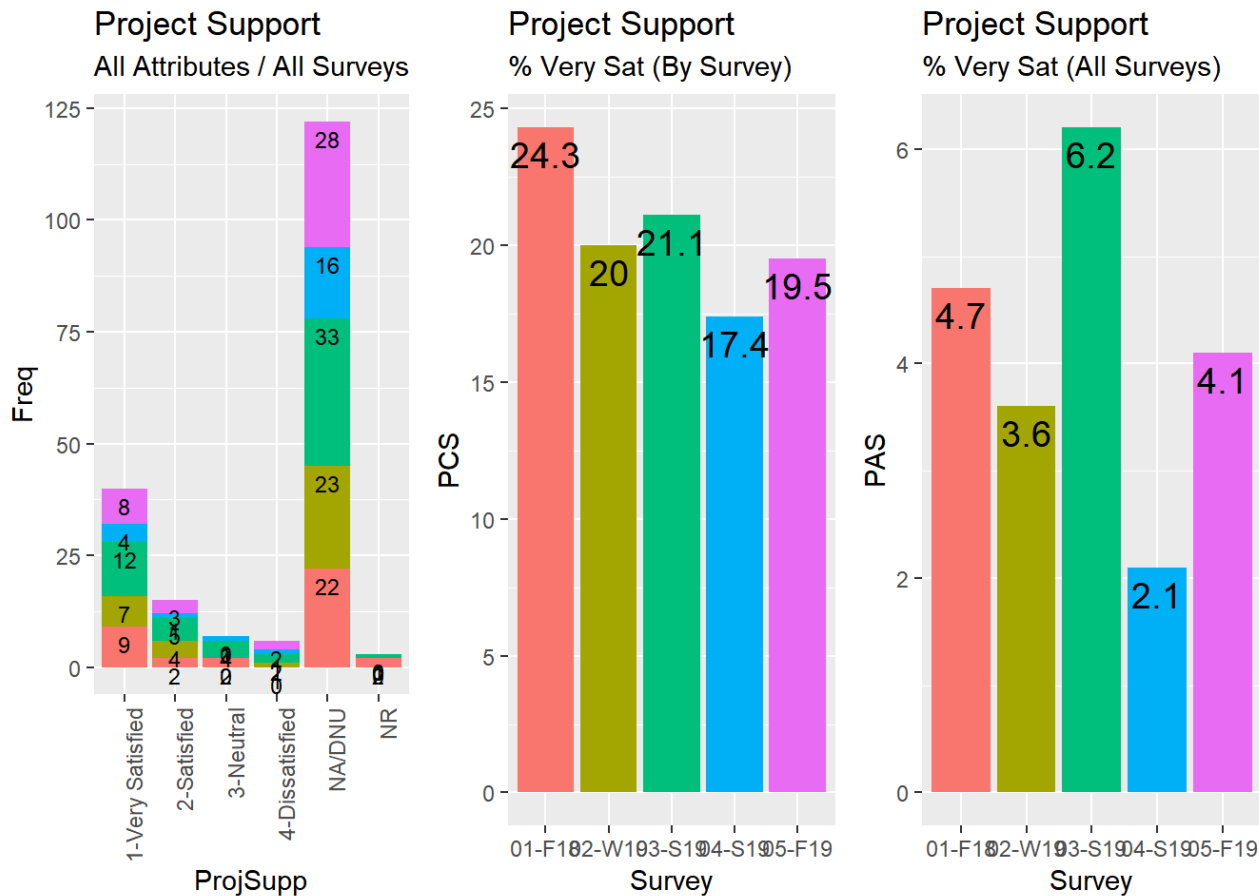|	1-Very Satisfied	2-Satisfied	3-Neutral	NA/DNU	NR
01-F18	10	0	0	26	1
02-W19	8	2	0	25	0
03-S19	15	5	1	35	1
04-S19	3	1	0	19	0
05-F19	10	3	0	28	0

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

Group Performance: Project Support

Data Summary - All Surveys

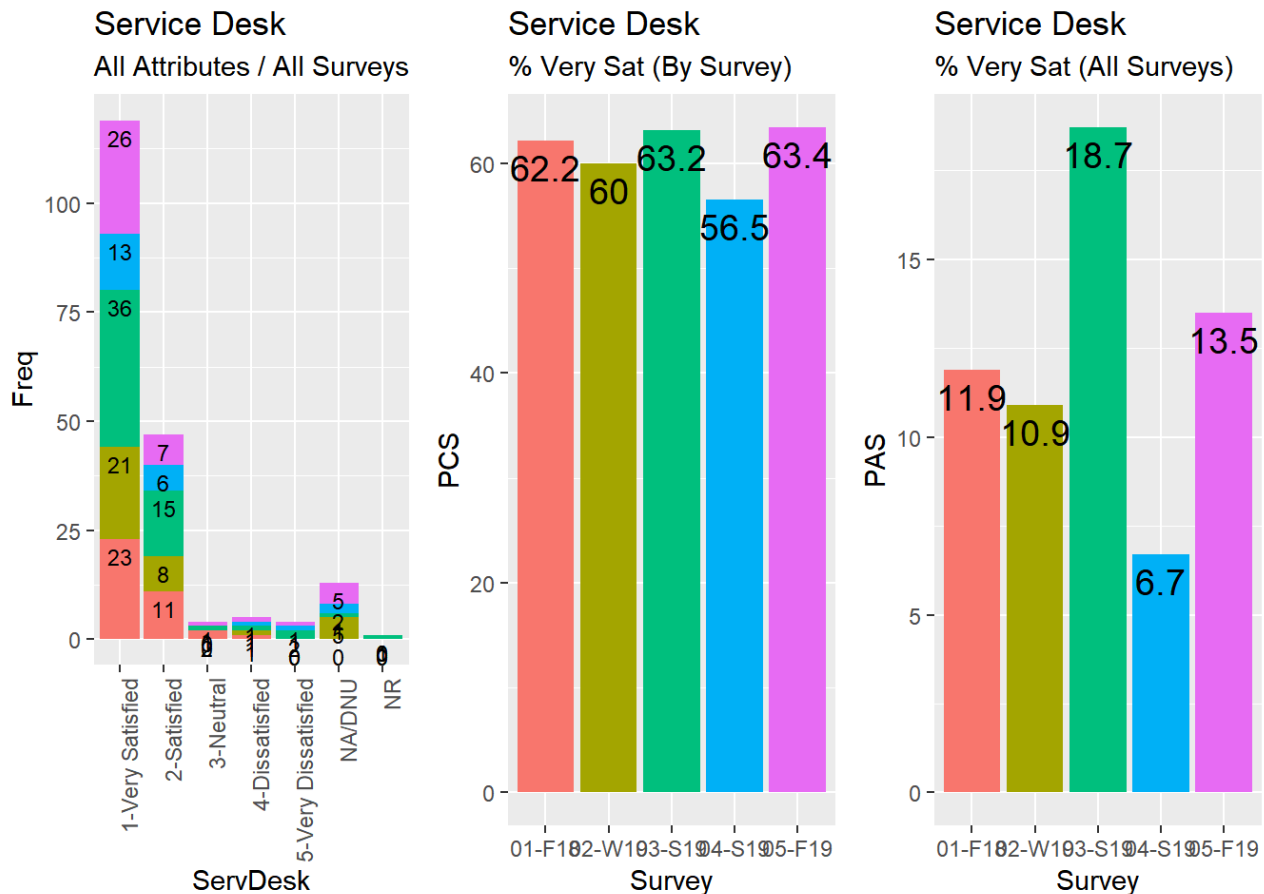|	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	NA/DNU	NR
01-F18	9	2	2	0	22	2
02-W19	7	4	0	1	23	0
03-S19	12	5	4	2	33	1
04-S19	4	1	1	1	16	0
05-F19	8	3	0	2	28	0

Improvement for the rating of Always over the period is -12.5%

Group Performance: Service Desk

Data Summary - All Surveys

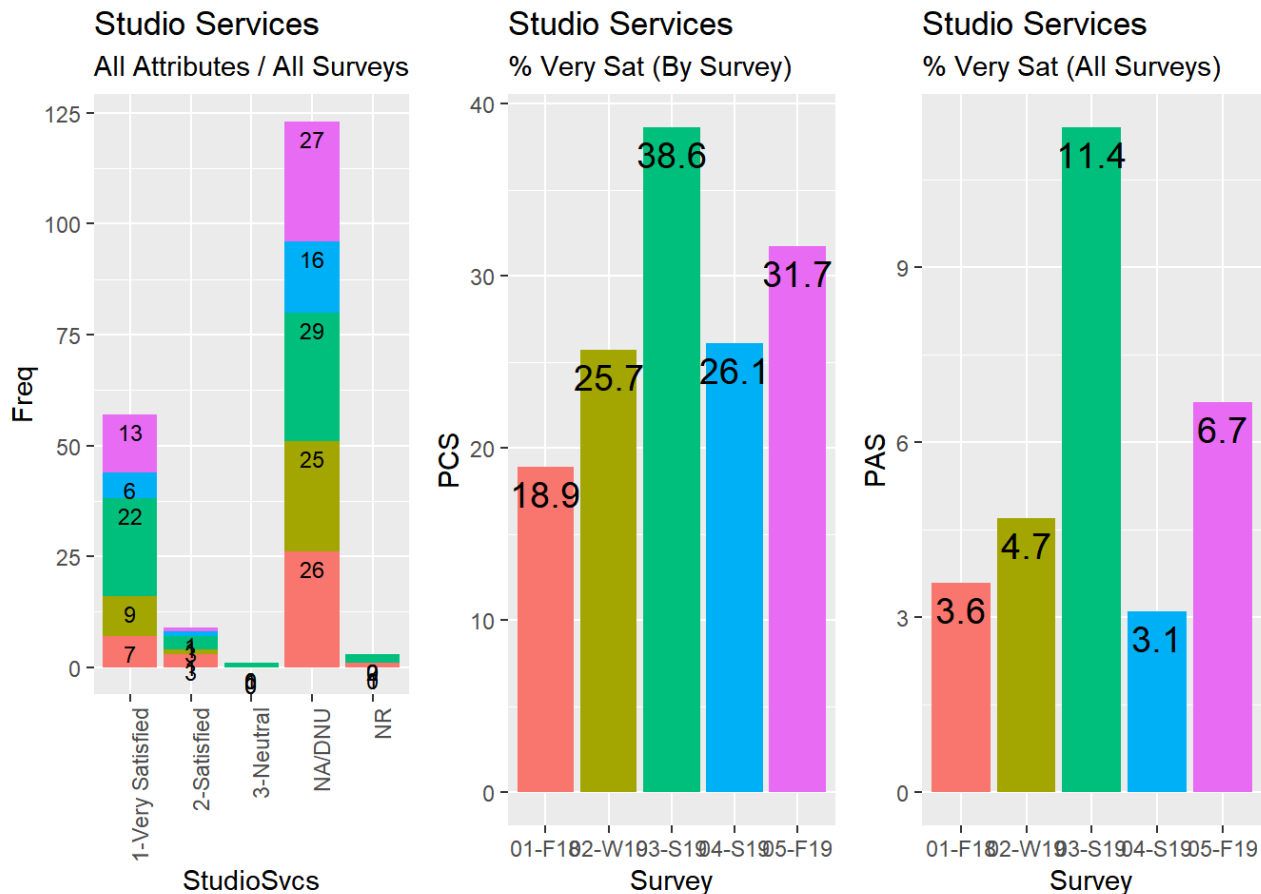|	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	5-Very Dissatisfied	NA/DNU	NR
01-F18	23	11	2	1	0	0	0
02-W19	21	8	0	1	0	5	0
03-S19	36	15	1	1	2	1	1
04-S19	13	6	0	1	1	2	0
05-F19	26	7	1	1	1	5	0

Improvement for the rating of Always over the period is 11.54%

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
04-S19	6	1	0	16	0
05-F19	13	1	0	27	0

Improvement for the rating of Always over the period is 46.15%
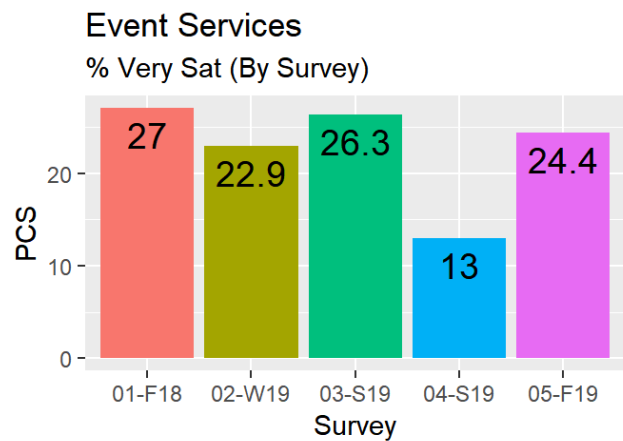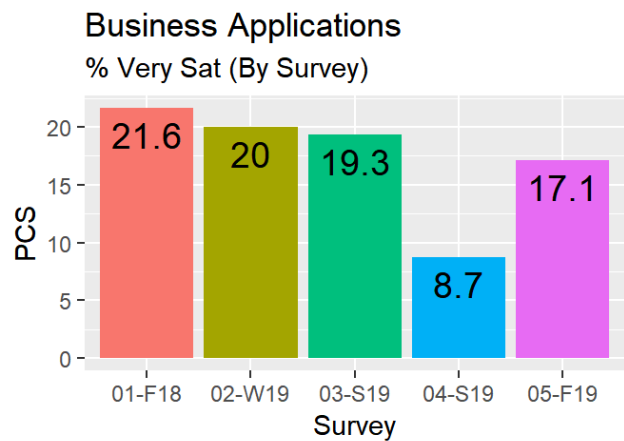
Group Performance: Vendor Management

Data Summary - All Surveys

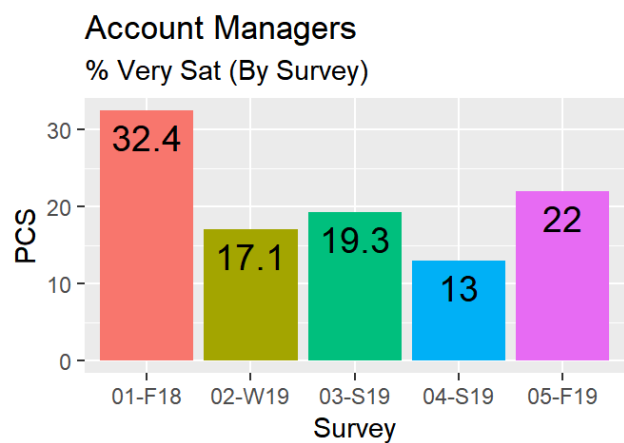|	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	NA/DNU	NR
01-F18	5	0	1	1	28	2
02-W19	5	0	0	0	30	0
03-S19	5	9	3	2	35	3
04-S19	2	0	0	1	19	1
05-F19	4	1	1	2	33	0
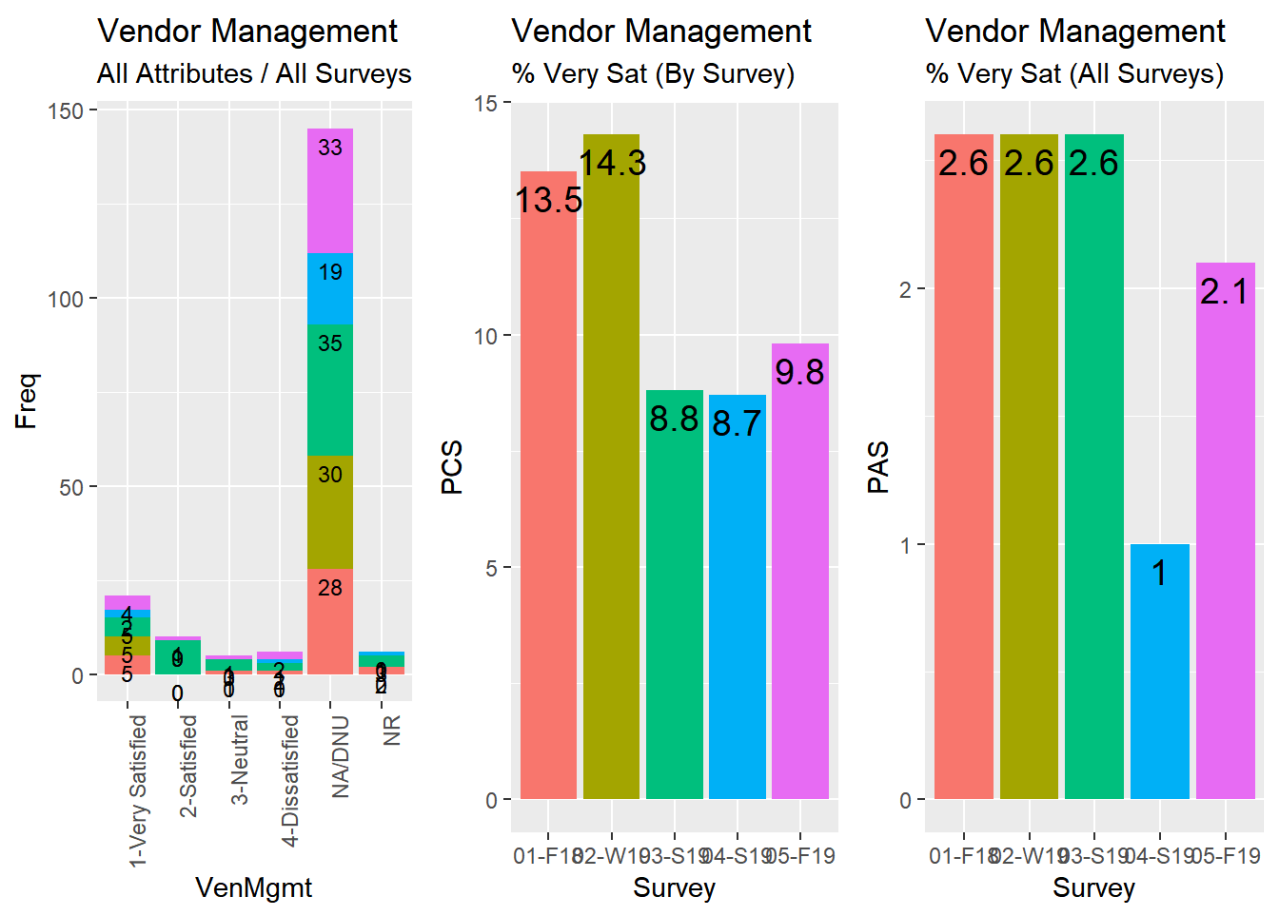
Improvement for the rating of Always over the period is -25%

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)
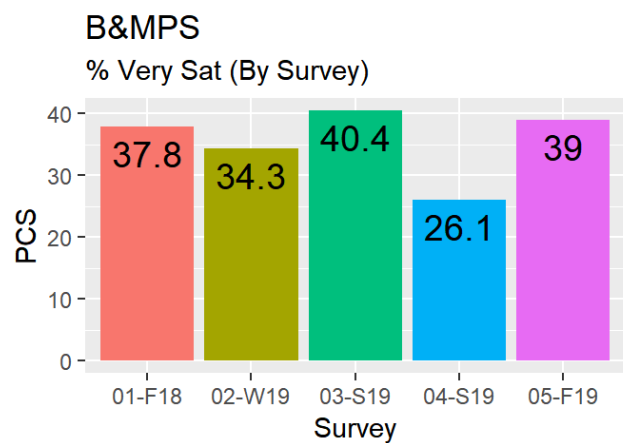
Project Support
% Very Sat (By Survey)

Survey	PCS
01-F18	24.3
02-W19	20
03-S19	21.1
04-S19	17.4
05-F19	19.5
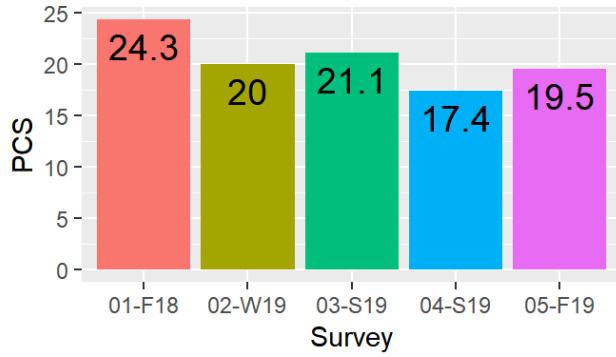
Service Desk
% Very Sat (By Survey)

Survey	PCS
01-F18	62.2
02-W19	60
03-S19	63.2
04-S19	56.5
05-F19	63.4

Studio Services
% Very Sat (By Survey)

Survey	PCS
01-F18	18.9
02-W19	25.7
03-S19	38.6
04-S19	26.1
05-F19	31.7
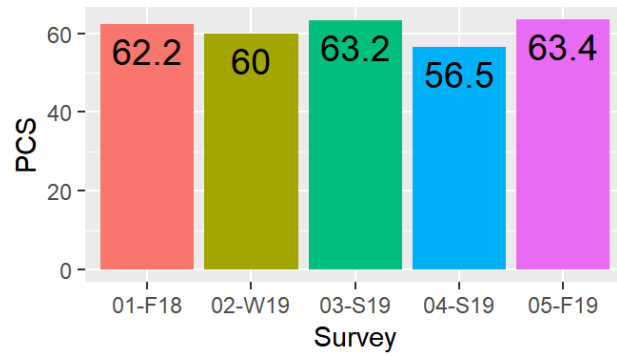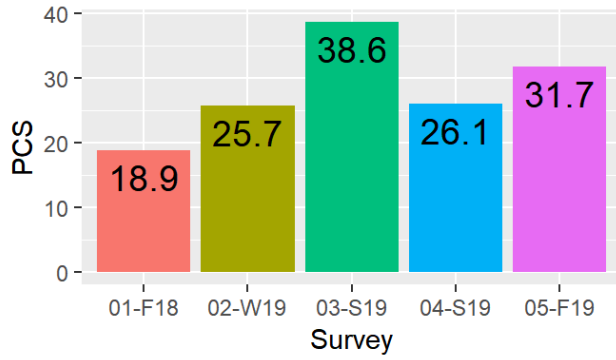
Vendor Management
% Very Sat (By Survey)

Survey	PCS
01-F18	13.5
02-W19	14.3
03-S19	8.8
04-S19	8.7
05-F19	9.8
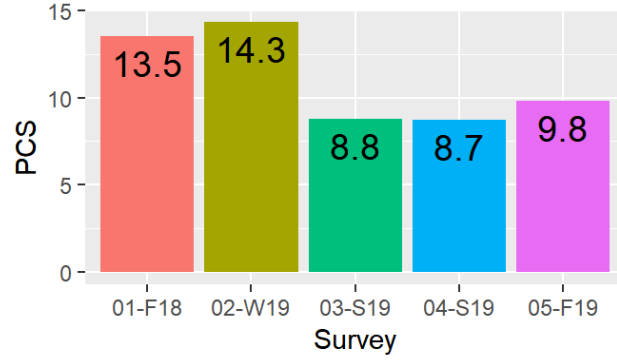
Account Managers
% Very Sat (All Surveys)

Survey	PAS
01-F18	6.2
02-W19	3.1
03-S19	5.7
04-S19	1.6
05-F19	4.7

B&MPS
% Very Sat (All Surveys)

Survey	PAS
01-F18	7.3
02-W19	6.2
03-S19	11.9
04-S19	3.1
05-F19	8.3
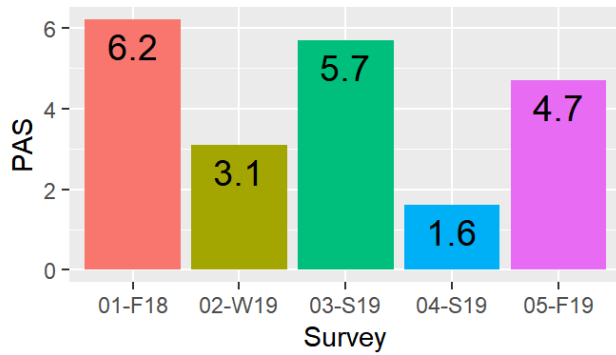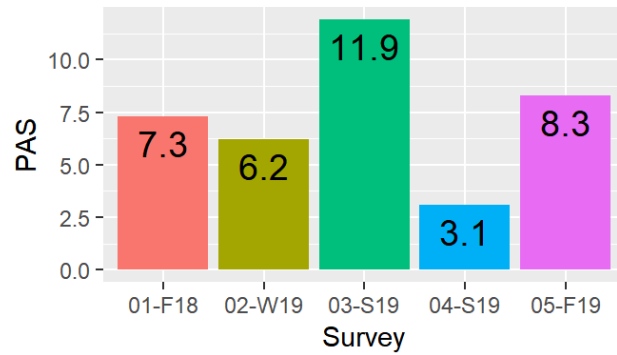
Busness Applications
% Very Sat (All Surveys)

Survey	PAS
01-F18	4.1
02-W19	3.6
03-S19	5.7
04-S19	1
05-F19	3.6

Event Services
% Very Sat (All Surveys)

Survey	PAS
01-F18	5.2
02-W19	4.1
03-S19	7.8
04-S19	1.6
05-F19	5.2
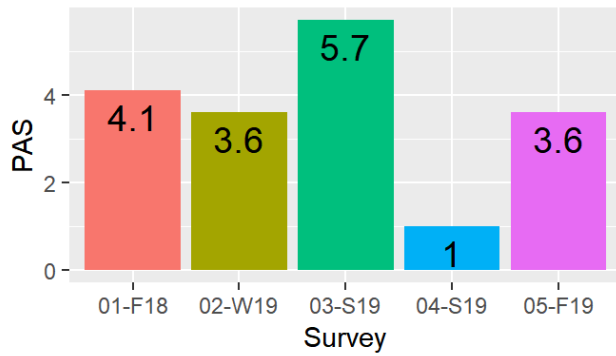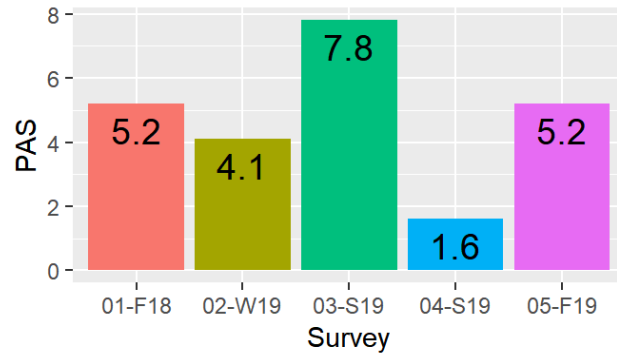
Project Support
% Very Sat (All Surveys)

Survey	PAS
01-F18	4.7
02-W19	3.6
03-S19	6.2
04-S19	2.1
05-F19	4.1
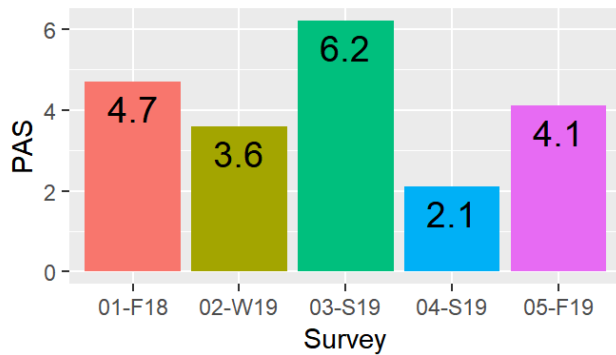
Service Desk
% Very Sat (All Surveys)

Survey	PAS
01-F18	11.9
02-W19	10.9
03-S19	18.7
04-S19	6.7
05-F19	13.5

Studio Services
% Very Sat (All Surveys)

Survey	PAS
01-F18	3.6
02-W19	4.7
03-S19	11.4
04-S19	3.1
05-F19	6.7
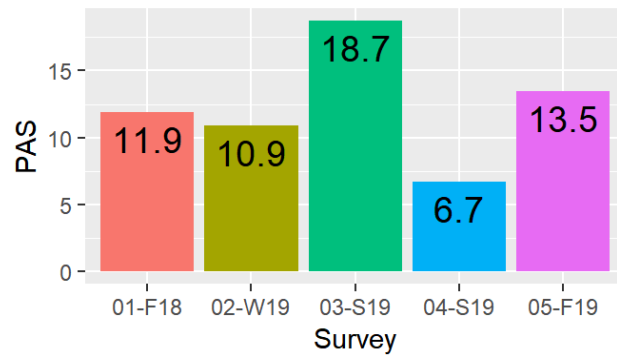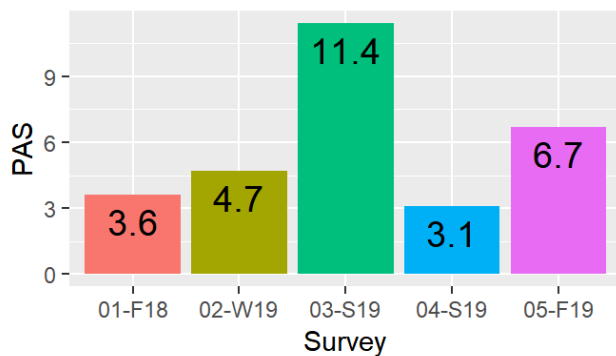
Vendor Management
% Very Sat (All Surveys)

Survey	PAS
01-F18	2.6
02-W19	2.6
03-S19	2.6
04-S19	1
05-F19	2.1
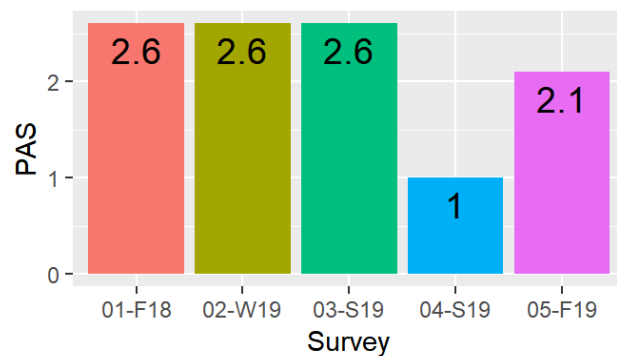
Group Performance - Improvement Over Period of Surveys

Account Managers: -33.33%
BMPS: 12.5%
Business Applications:-14.29%
Event Services: 0%
Project Support: -12.5%
Service Desk: 11.54%
Studio Services: 46.15%
Vendor Management: -25%

[End of Report]