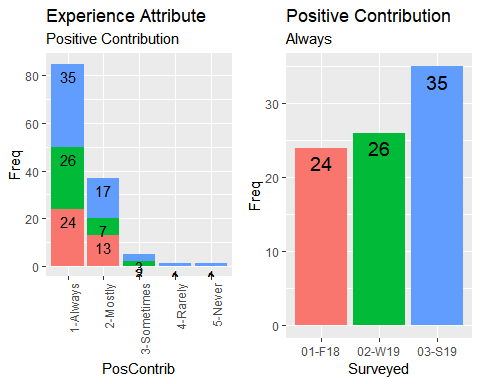
Client Satisfaction Report

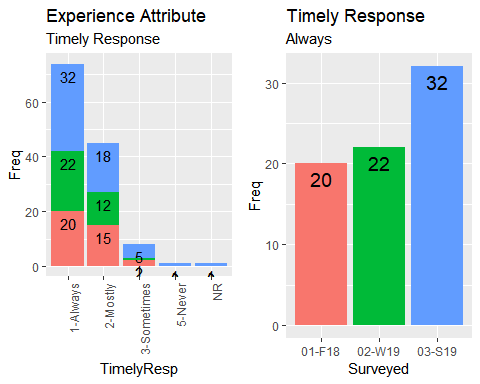
Fall 2018 / Winter 2019 / Spring 2019

May 2019

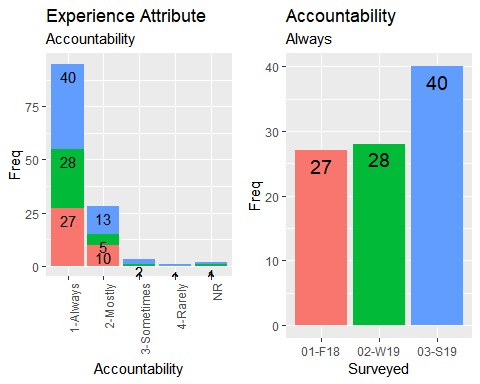
## Experience Attribute: Positive Contribution



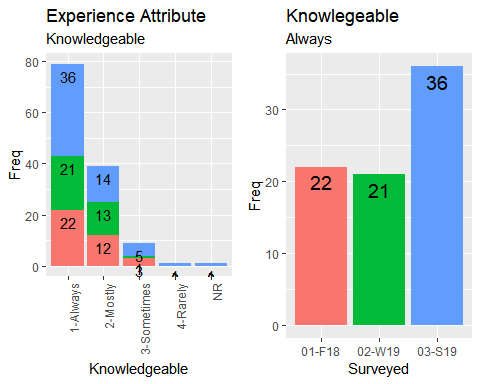
## Experience Attribute: Timely Response



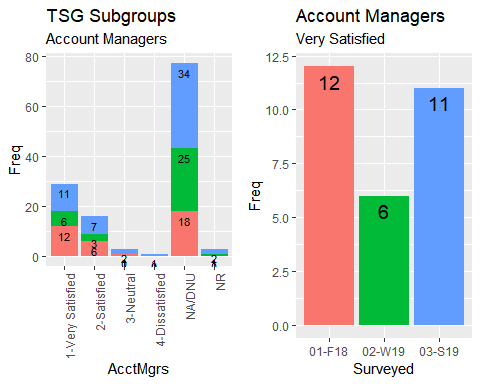
## Experience Attribute: Accountability



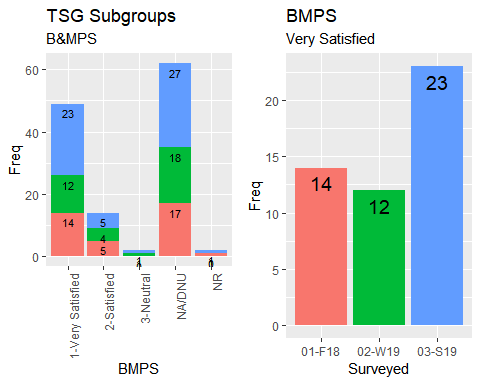
## Experience Attribute: Knowledgeable



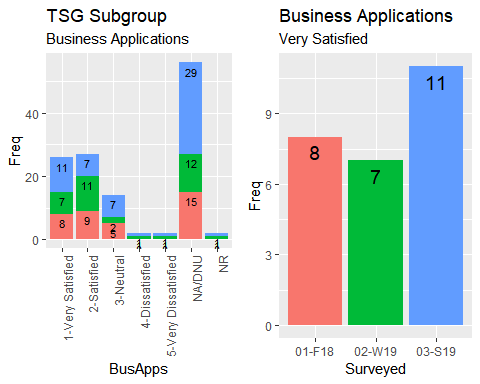
## Group Performance: Account Managers



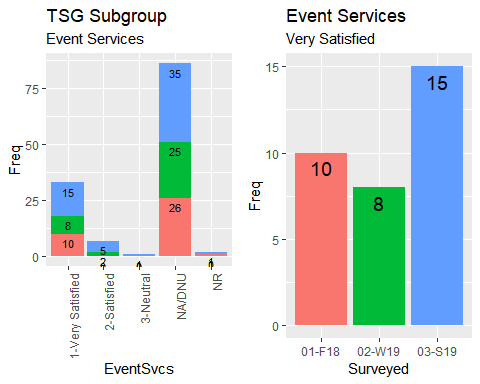
## Group Performance: B&MPS



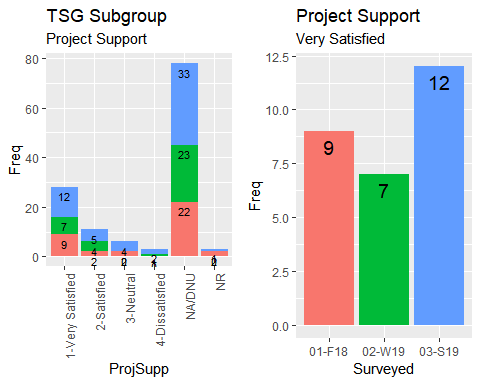
## Group Performance: Business Applications



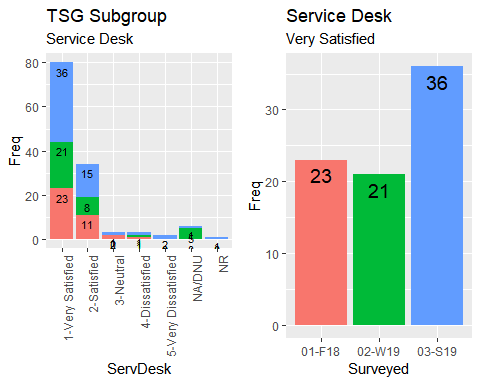
## Group Performance: Event Services



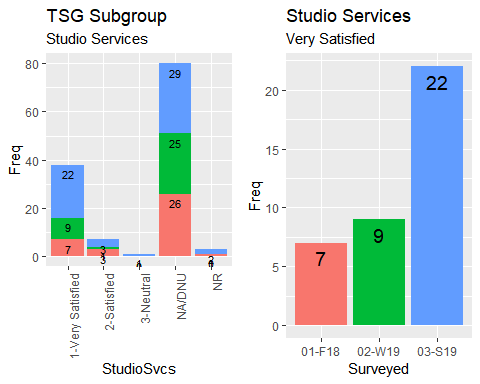
## Group Performance: Project Support



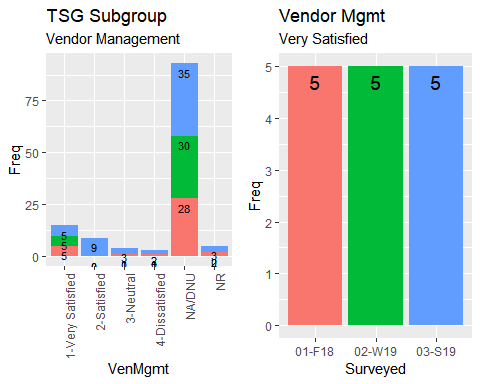
## Group Performance: Service Desk



## Group Performance: Studio Services



## Group Performance: Vendor Management



## Trends Summary

