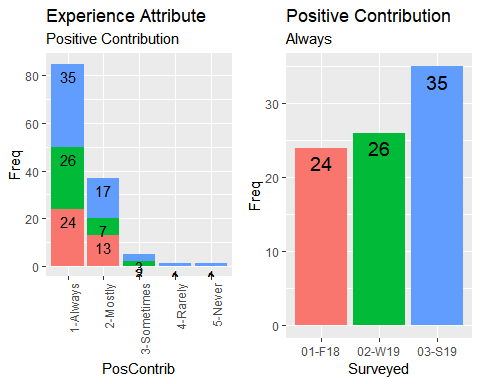
Client Satisfaction Report

Fall 2018 / Winter 2019 / Spring 2019

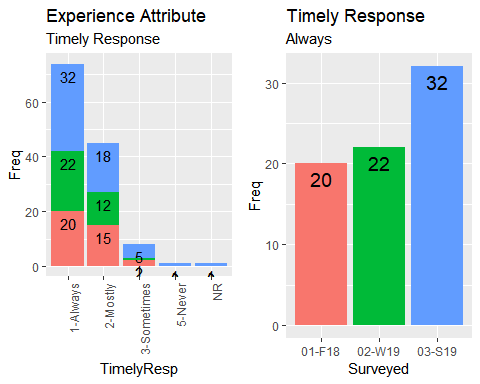
May 2019

## Experience Attribute: Positive Contribution



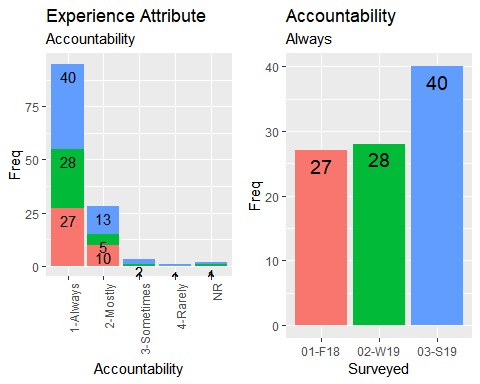
## Improvement for 'Always' over period: 31.43 %

## Experience Attribute: Timely Response



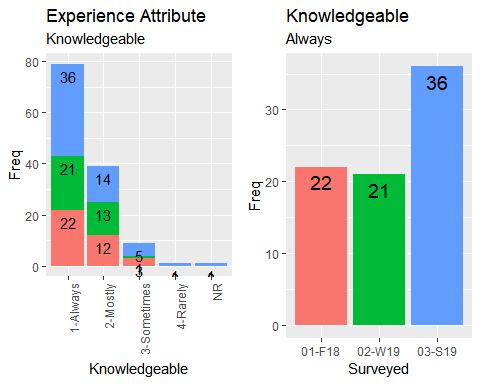
## Improvement for 'Always' over period: 37.5 %

## Experience Attribute: Accountability



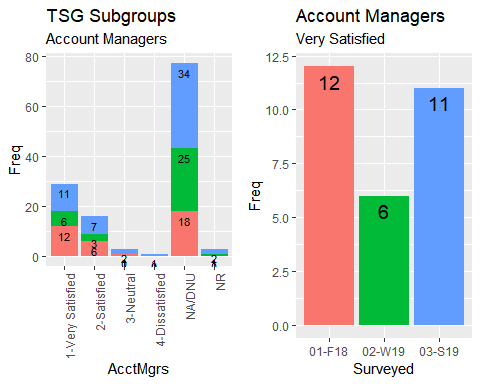
## Improvement for 'Always' over period: 32.5 %

## Experience Attribute: Knowledgeable

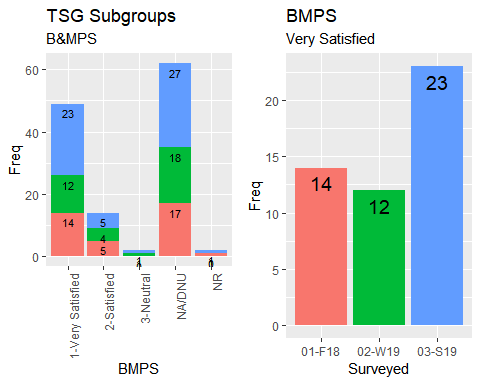


## Improvement for 'Always' over period: 38.89 %

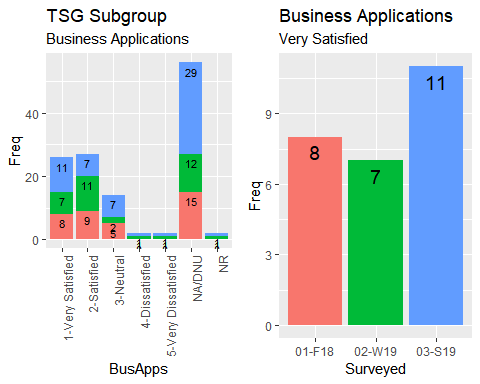
## Group Performance: Account Managers



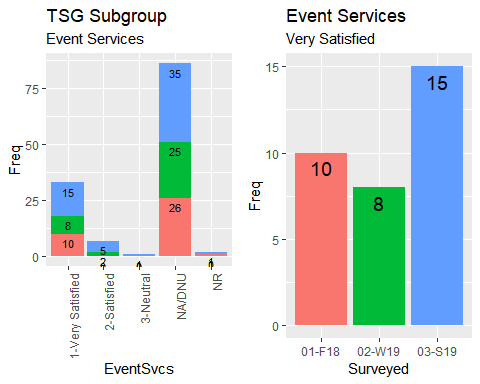
## Group Performance: B&MPS



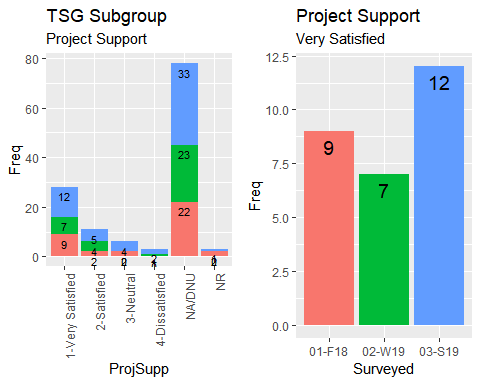
## Group Performance: Business Applications



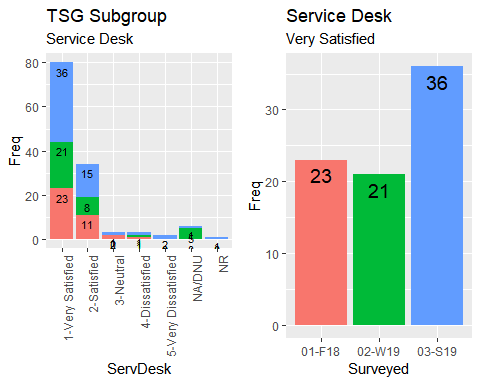
## Group Performance: Event Services



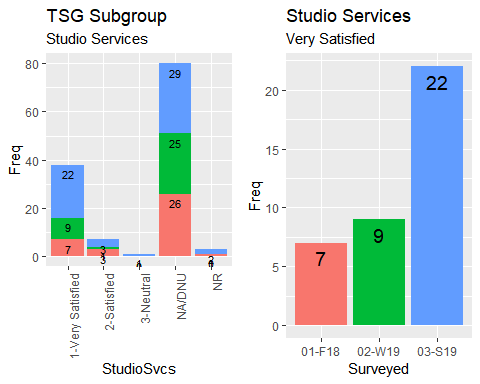
## Group Performance: Project Support



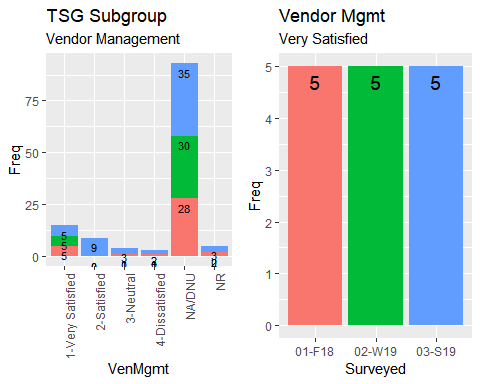
## Group Performance: Service Desk



## Group Performance: Studio Services



## Group Performance: Vendor Management



## Trends Summary

