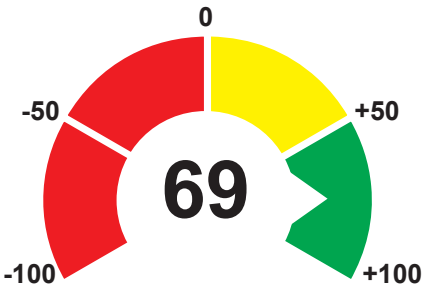
2016 CUSTOMER SURVEY REPORT

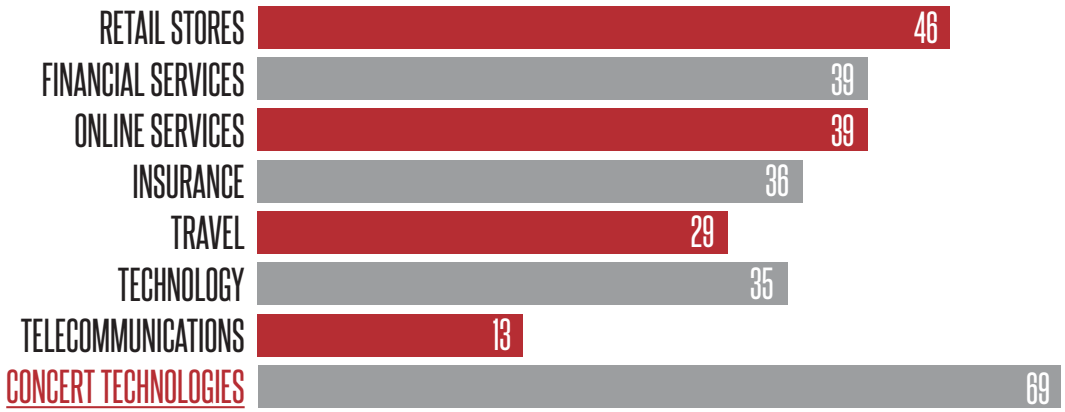
CONCERT technologies

CONCERT RECEIVED A NET PROMOTER SCORE (NPS) OF



THE HIGHEST FOR TECHNOLOGY ROLLOUTS

AVERAGE NPS BY INDUSTRY



The **Net Promoter Score (NPS)** model for measuring Customer Satisfaction is used by thousands of organizations worldwide, including Apple, GE, and American Express. NPS categorizes customers into 3 types: Promoters, Passives, and Detractors. NPS is calculated by subtracting Detractors from Promoters and dividing this by the total number of respondents.

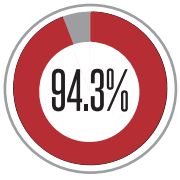
99.7% DONE RIGHT FIRST TIME

100%

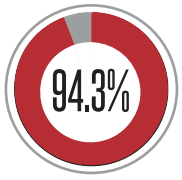
OF CUSTOMERS RATE THEMSELVES AS

"SATISFIED" OR "VERY SATISFIED"

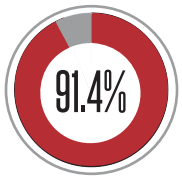
97.1% state they are ***"Very Likely"*** or ***"Extremely Likely"*** to purchase services from Concert again



of customers state that Concert meets their needs "Very Well" or "Extremely Well"



of customers state that Concert service quality as "High" or "Very High"



rate Concert value for money as "Above Avverage" or "Excellent"

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For more information, contact our Concert Specialists at: sales@ConcertTech.com