



CUSTOMER SATISFACTION SURVEY 2018

A simple, three question Customer Satisfaction Survey was sent out to existing AEGIS customers in December 2018 and the results have now been collated.

WHAT DOES AEGIS DO WELL?

Here is what our customers have to say



- Subject matter experts who can be left to work under their own initiative
- Working with customers in a friendly and helpful manner to achieve the desired sign off date
- Responsive to enquiries. Supportive of new ideas. Capable team of people
- Has a wide range of skills and experience on hand
- I have a great deal of respect for AEGIS
- Excellent quality of work, and good at explaining different approaches to tasks
- Consistent on time delivery

LISTENING TO OUR CUSTOMERS

We have been working really hard over the last three years to understand what our customers want from us and how we can improve on our already highly rated service.

Feedback received in 2017 requested better communication detailing all of the services that AEGIS offers, along with a regular newsletter. We have responded to this and now send a quarterly update to our clients along with regular social media postings about our activities.

We are delighted and proud that 99% of respondents said they were either likely or extremely likely to recommend AEGIS - we feel this reflects that our hard work is being acknowledged and appreciated by our clients.

Visit our website today

On a scale of 1 - 10 99% of respondents scored 8 or above and nobody scored less than 7

2018 - 99% of customers stated that they are either likely or extremely likely to recommend AEGIS



This is an improvement on **2017** where **92%** of respondents scored 7 or above and nobody scored less than 6

The **2018** results are an even better improvement on the **2016** results - **82%** of respondents scored 7 or more with 5 being the lowest score