

krome

2020 CLIENT
SATISFACTION SURVEY



Krome



Krome is a culture driven, people-first technology consultancy that delivers the one thing that all businesses desire, peace of mind.

Our personal approach helps build collaborative, long-lasting relationships, which consistently deliver better results for you, our clients.

Our clients value our integrity and our inclusive community driven way of working; we work with you as a true extension of your team. You can trust our technical expertise and collaborative approach to address your technology transformation and business requirements.

**We are committed to
delivering you a superior
level of service.**

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2020 SURVEY

To ensure that we are meeting, or exceeding expectations, we survey our clients annually and share the results publicly.

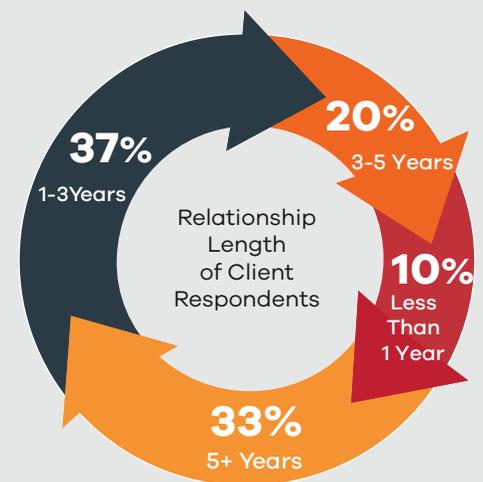
The 2020 survey was sent out in January 2021 to organisations that had worked with Krome during the challenging year that was 2020, whether they were a new client that year, or a long-term client.

It is incredibly important to us to ensure that we deliver all of our clients both new and established with a consistent high service level; supporting all of our customers during the pandemic was critical. The results in this report have been compiled from clients that have engaged with us anywhere from the past year through to 5 years or more.

99.3% of our clients stated they would recommend us to others.



49% RESPONSE RATE



99.3% WOULD RECOMMEND US



37% HAVE ALREADY RECOMMENDED US



44 NEW CLIENTS



We are thrilled to report that we are consistently achieving a high level of satisfaction across every area of the business, with the vast majority of our clients rating us as good, excellent or exceptional.

Following last year's survey, we are pleased to see that we have increased our ratings across our technical support, project management and account management teams.

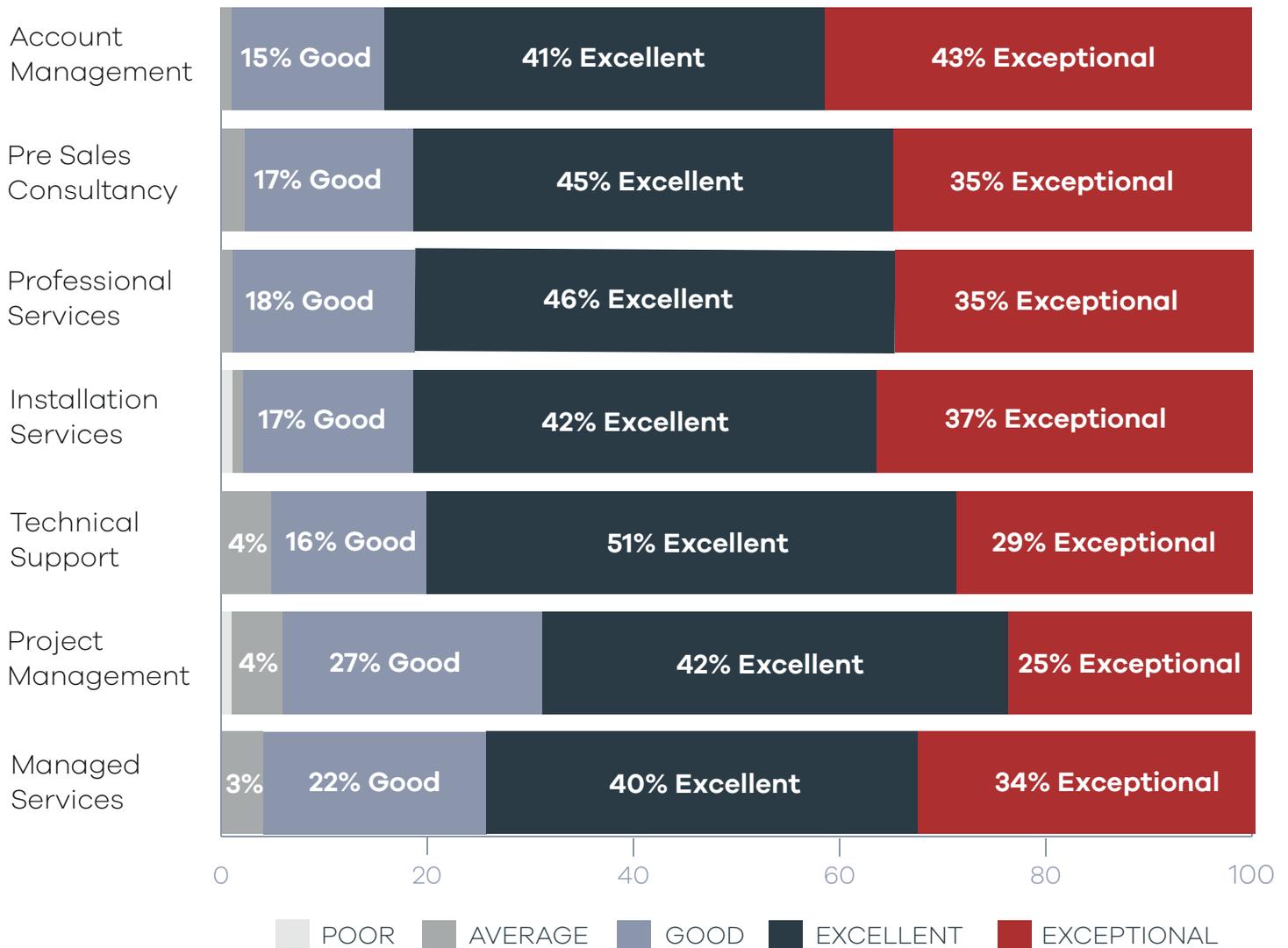
We continue to use the feedback provided in the survey to drive improvements in all areas of the business.

In response to the feedback from our survey last year we have subsequently implemented managerial and process changes to the teams above, which has had a positive impact both internally and externally.

99% of clients rated our professional services and account managers as good to exceptional.

OVERALL SERVICES

How clients rated our services across each department



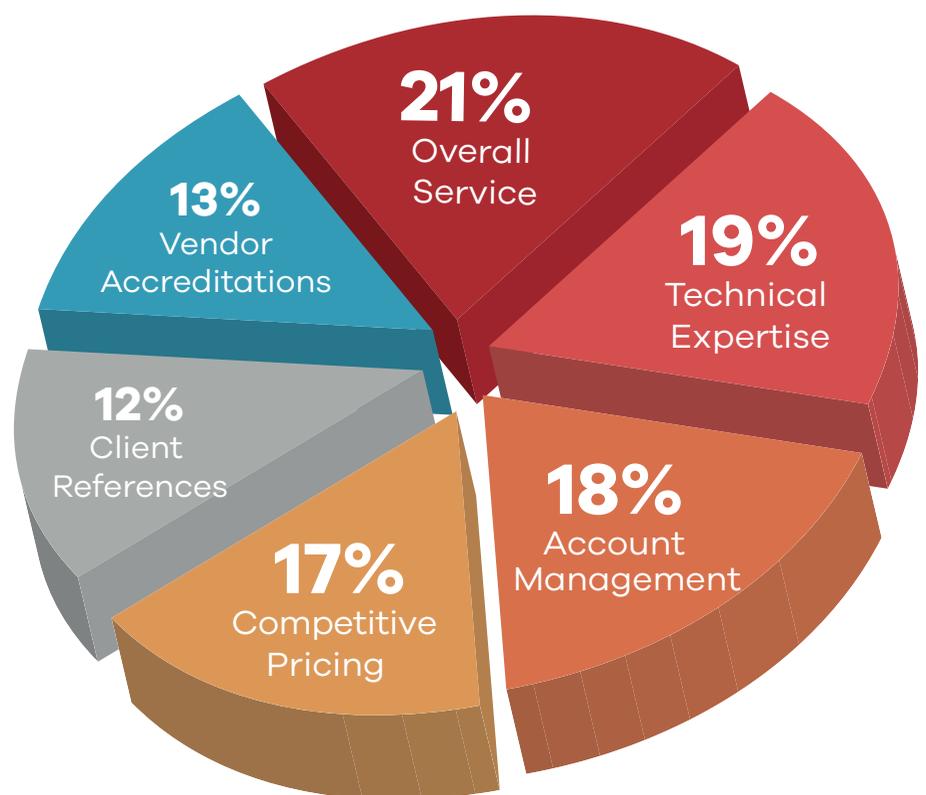
"I have worked in IT for 40 years and Krome are by far the best supplier I have dealt with. They have made the delivery of my projects more successful."

Client feedback provided in the survey



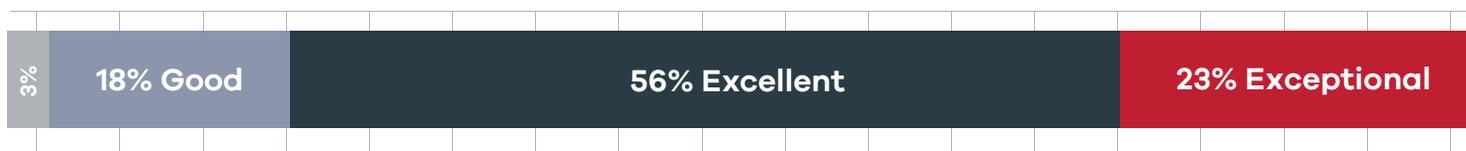
We asked clients what they considered to be the most important factor when selecting a partner in order of overall importance.

The results have remained consistent over the past few years, with the overall level of service being the most important factor, closely followed by technical expertise, account management service levels, and competitive pricing.



HOW WE COMPARE

How our clients said we compare to other suppliers



The technology sector continues to experience fast-paced growth, with several large industry players dominating the market and an ever-increasing number of smaller niche specialists emerging; when it comes to selecting a partner to work with, you need to have the confidence that your partner not only has the knowledge and expertise required to recommend the solutions you should be investing in, but can also work collaboratively with you, to deliver the solutions and support your organisation with its long term technology transformation goals.

It is clear to see from our client feedback that our clients value the way in which we deliver our business. Whilst our physical product offering is not unique, the agile way in which we work, the way that we personally interact and communicate with our clients and ultimately the fact that we will go above and beyond to deliver on our promises is what elevates us above our peers.

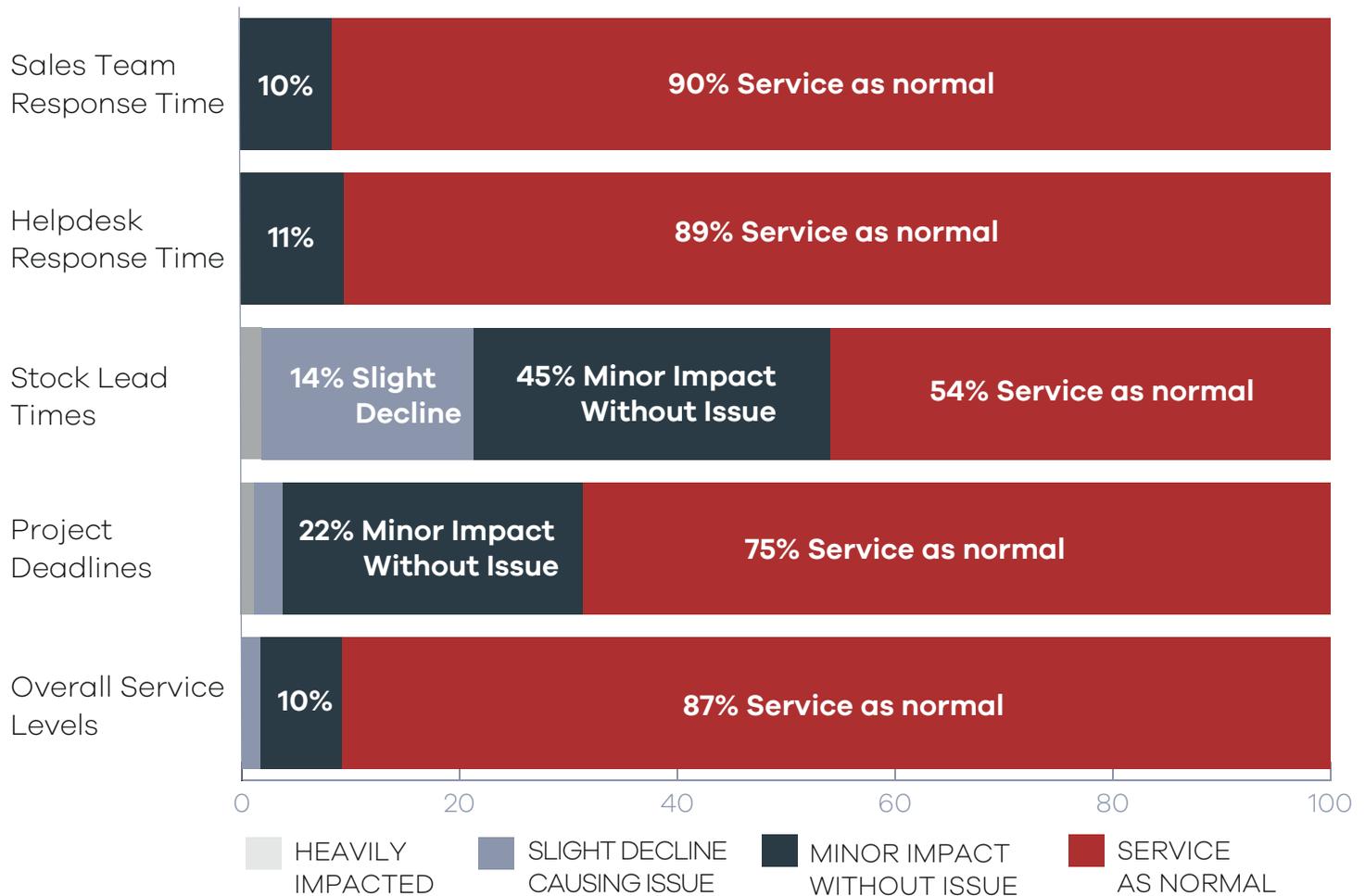
“A company that not only cares about its clients and the services they offer, but goes above and beyond in whatever they do. It is always a pleasure to work with Krome.”

Client feedback provided in the survey



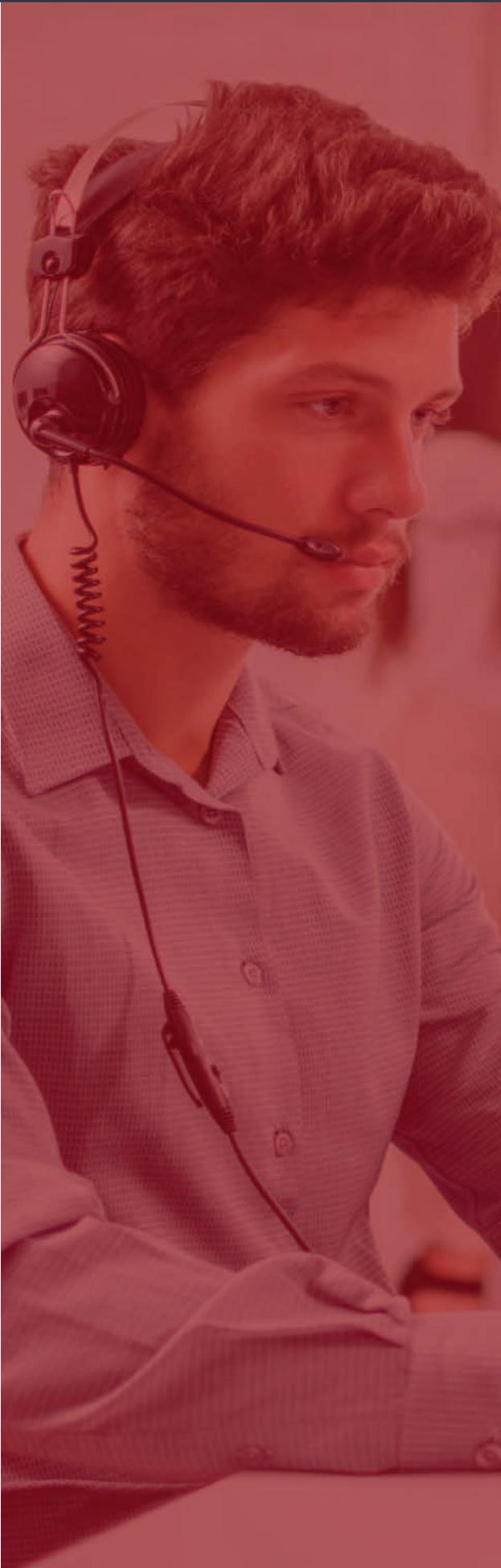
PANDEMIC IMPACT

How clients felt our service levels were impacted during the covid pandemic



"I feel that Krome have really stepped up to the plate in a challenging time, and have really helped our organisation get through the challenges of COVID."

Client feedback provided in the survey



During 2020 we continued to develop our IT Service Management System enabling us to streamline services further for our supported customers; we have made improvements to processes and have automated Helpdesk workflows to achieve this.

In comparison to 2019, 2020 saw an increase of 12% in the number of tickets raised and resolved by our team. With an average of 100 tickets being resolved daily. Our Helpdesk team achieved 97.5% against SLA during this time period.

Throughout 2020 we saw 5 members of the team promoted internally from the Helpdesk team, into Tier 2 or 3 roles and have had 5 new members join the team.

“The Krome experience has always been exceptional, they take their customer needs seriously, and ensure they deliver as per expectations.”

Client feedback provided in the survey

TECHNICAL SUPPORT

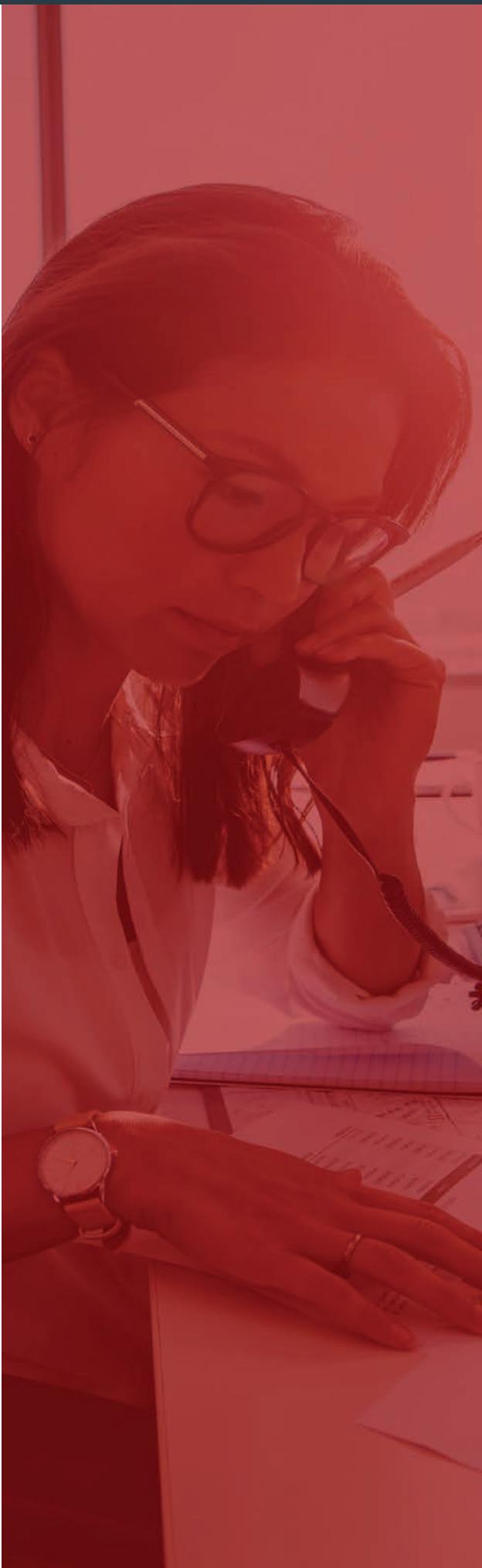
How clients rated our Technical Support services



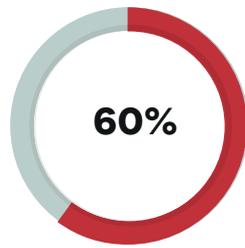
“We have been consistently impressed with your timely service and technical expertise. All individuals we have had contact with have been highly professional, helpful and caring.”

Client feedback provided in the survey





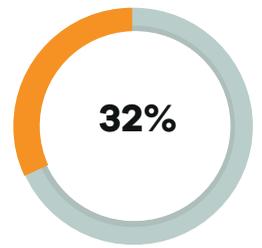
We asked our clients in the survey what initiatives they are planning to accelerate digital transformation in 2021.



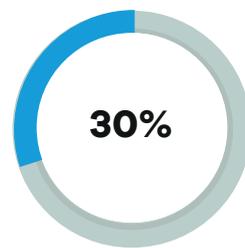
Support for Remote Working



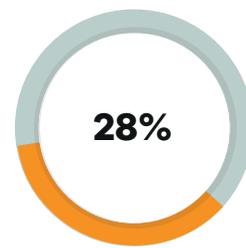
Advanced Cyber Security



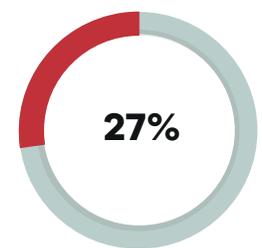
Retirement & Migration of Legacy Systems



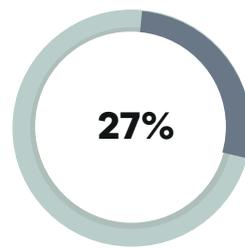
Collaboration Tools



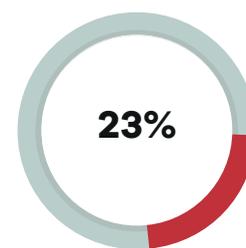
Cloud Services (BaaS, DRaaS, IaaS, XaaS)



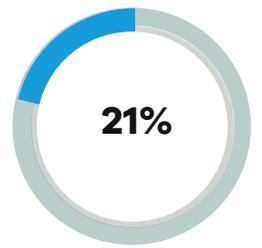
Device Refresh for Remote Workers



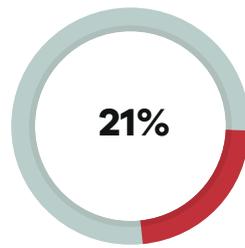
Office 365 Migration



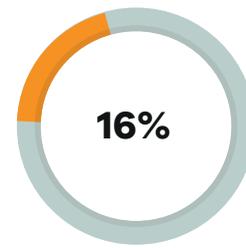
Data Protection BC/DC



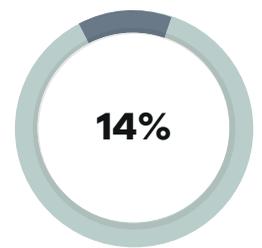
Server Infrastructure Refresh



Networking Refresh



Telephony/Leased Lines



Storage Refresh

SUMMARY

2020 was a challenging year for all of us, however throughout the pandemic we have continued to support our clients operations, whilst maintaining the same first-class service levels our clients have come to expect. We are consistently achieving a good to exceptional rating of 95% and above across all of our departments, we are however always committed to raising our standards further and use the feedback provided to improve our services and strive to maintain the highest level of client satisfaction achievable.

We continue to grow our team, enhance our processes and improve our internal systems to ensure that we are meeting our clients' service level expectations and setting industry-leading standards.

We are not just a supply partner, we are your partner, your team, your advocate and allies. Working together we will achieve your technology transformation goals.

"A one stop partner who consistently goes above & beyond to meet customer expectations."

krome

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