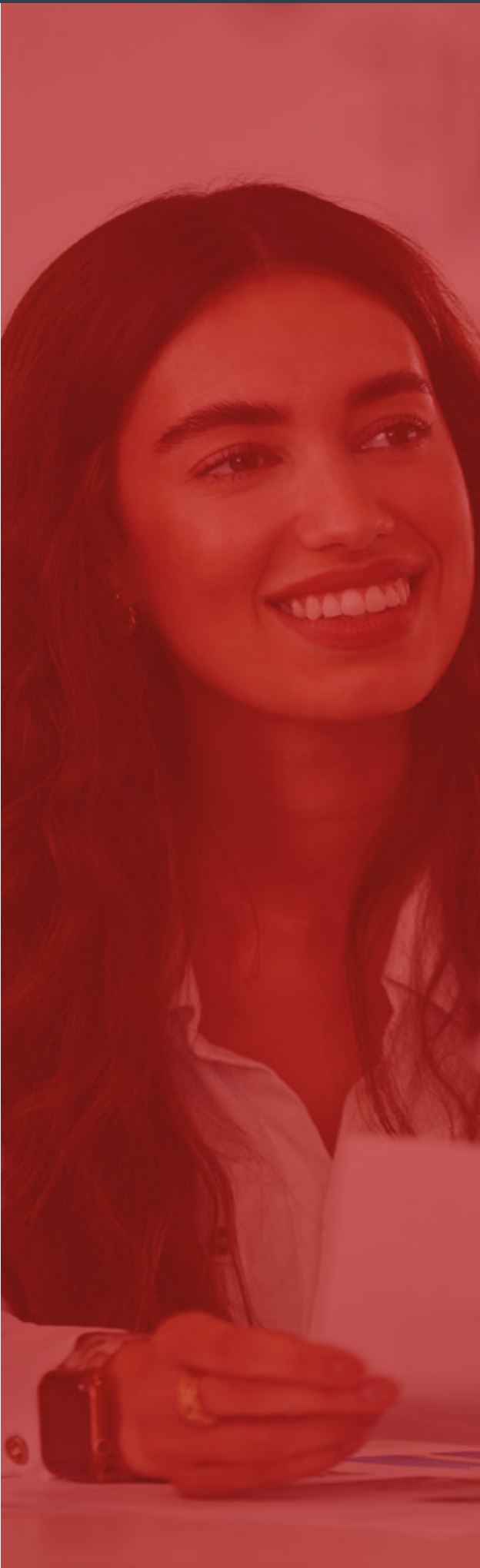


krome

2021 CLIENT SATISFACTION SURVEY





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.**

2021 SURVEY

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

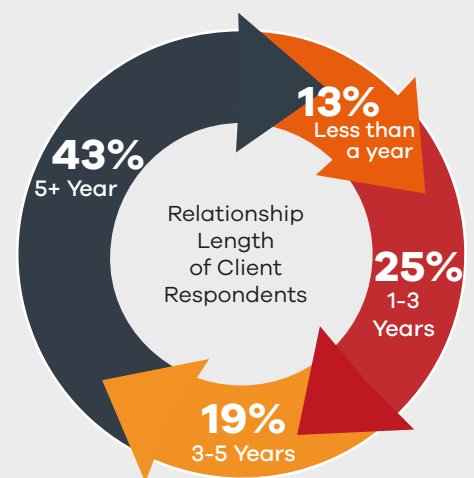
The 2021 survey was sent out in January 2022 to organisations that had worked with Krome during the challenging year that was 2021, whether they were a new client that year, or a long-term client.

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. 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.

97% of our clients stated they would recommend us to others.



44% RESPONSE RATE



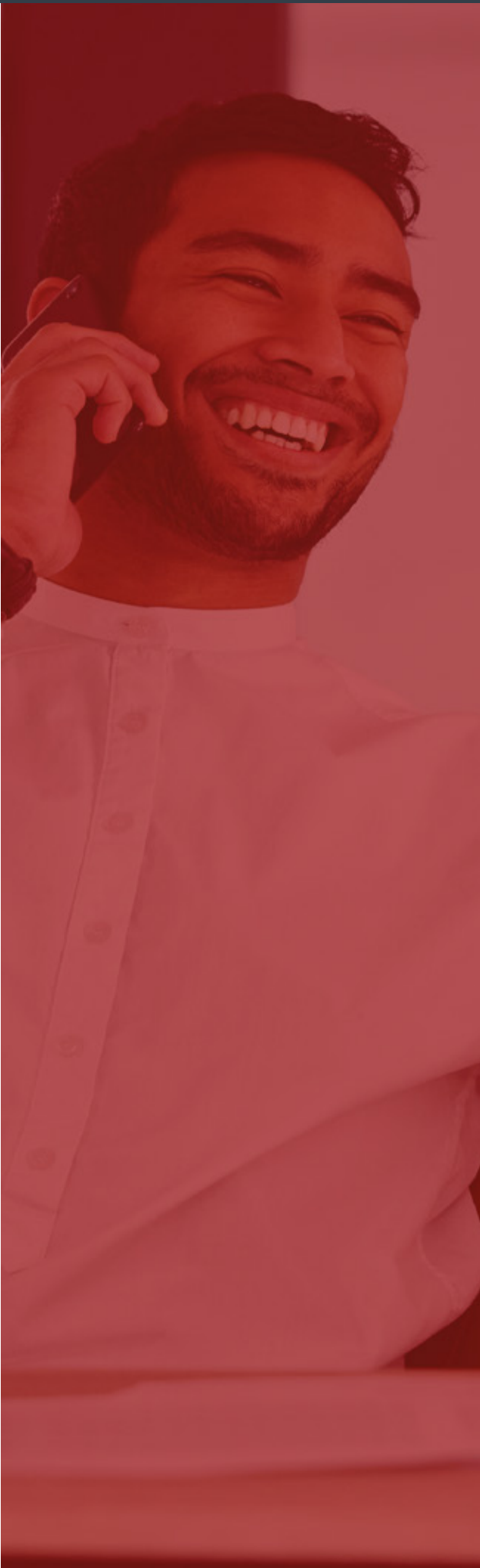
97% WOULD RECOMMEND US



29% HAVE ALREADY RECOMMENDED US



41 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.

Over the past 8 years of survey data, we are pleased to report that we have consistently achieved 95% or above ratings of good, excellent or exceptional, across each of our departments.

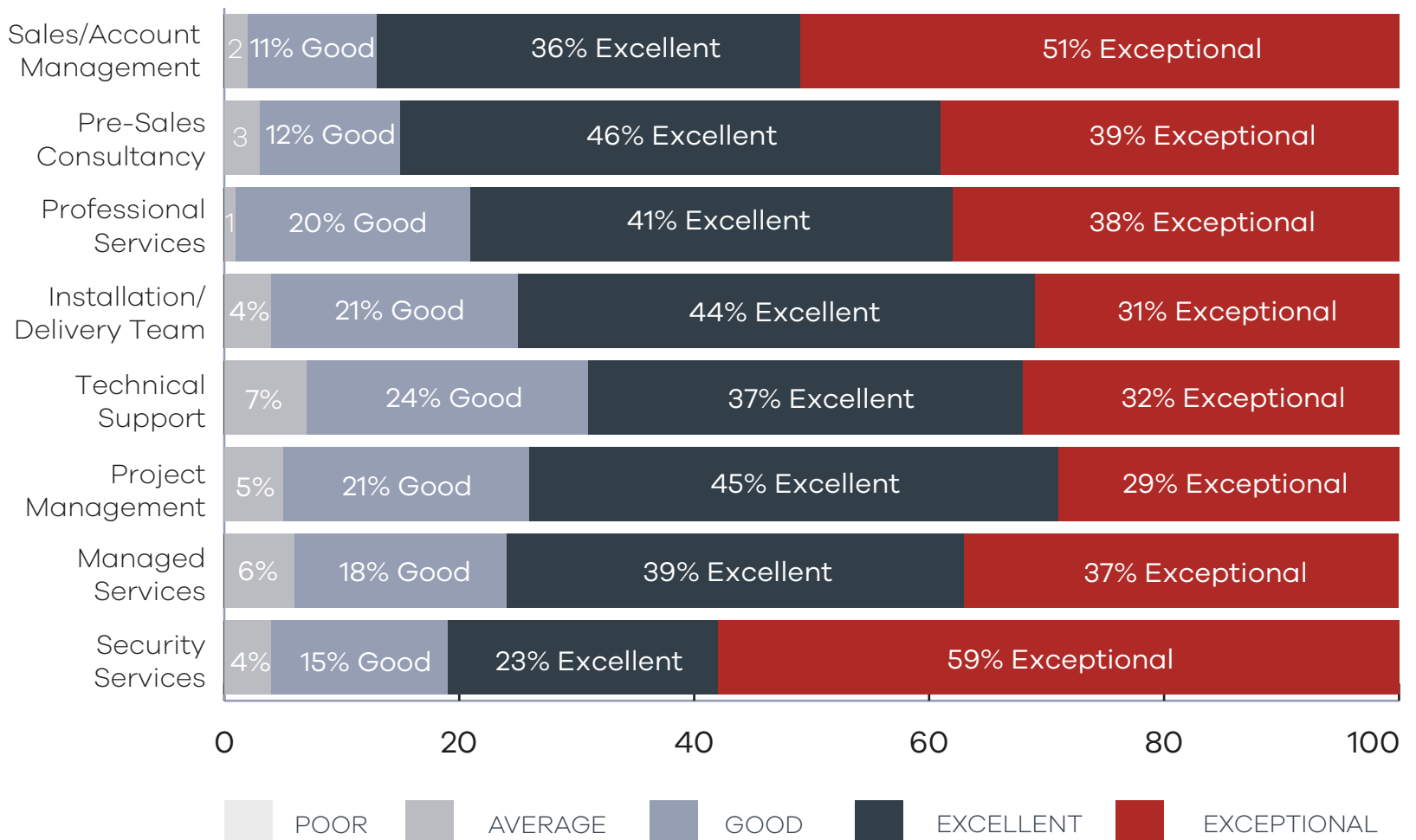
We continue to use the feedback provided in our annual survey to drive improvements in all areas of the business.

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

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

OVERALL SERVICES

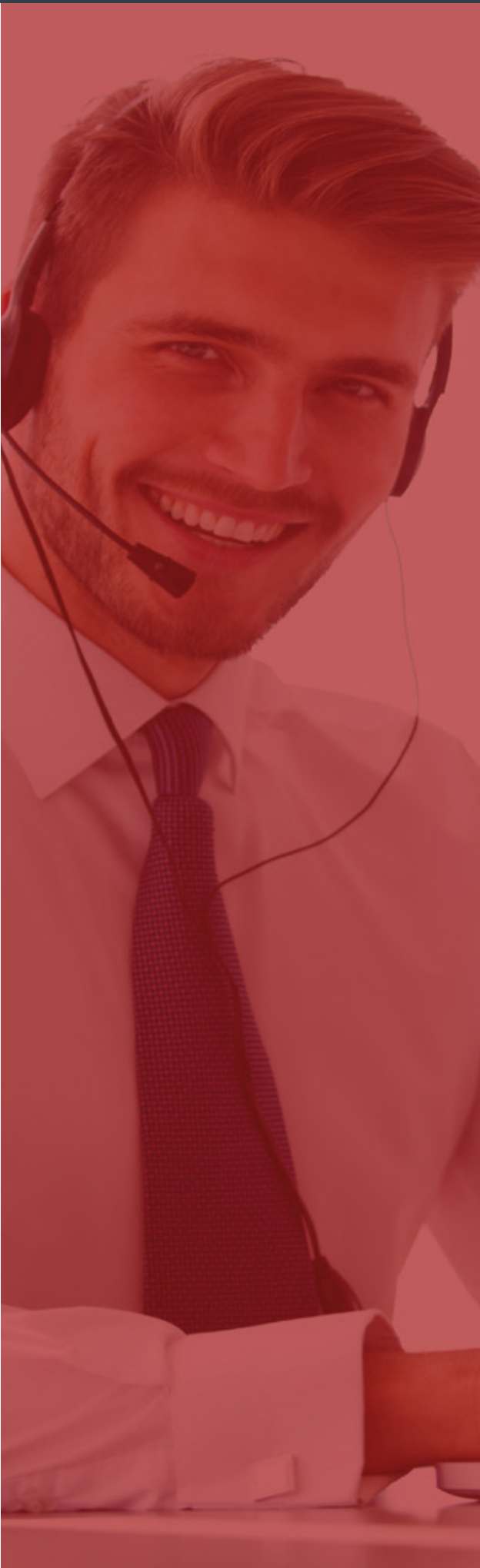
How clients rated our services across each department



“In all the years I have worked with Krome, I have only ever experienced an exceptional service, thanks for the continued high standard.”

Client feedback provided in the survey





During 2021 we continued to make enhancements to our IT Service Management System, we have redefined our service on-boarding process and have made further improvements to our change request procedures.

In comparison to 2020, we saw an increase of 35% in the number of tickets raised and resolved by our team in 2021. With an average of 136 tickets being raised daily. Our Helpdesk team achieved 97% against SLA during 2021.

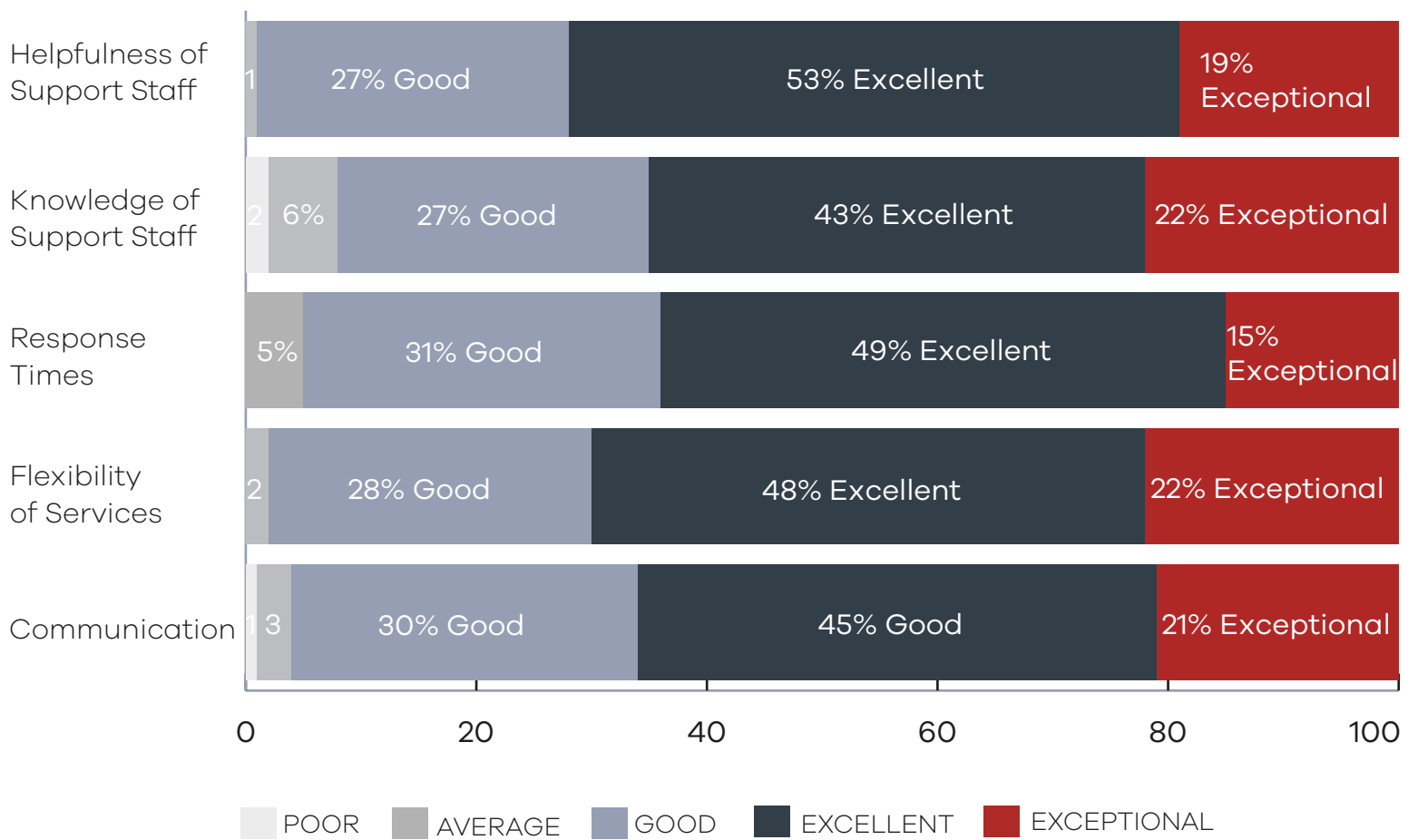
In 2021 we saw 6 members of the team promoted internally from the Helpdesk team, into Tier 2 or 3 roles and have increased our technical team by 26%.

“Working with Krome feels like they’re part of your team. It doesn't feel like a client or service provider dynamic, which is really refreshing.”

Client feedback provided in the survey

TECHNICAL SUPPORT

How clients rated our Technical Support services

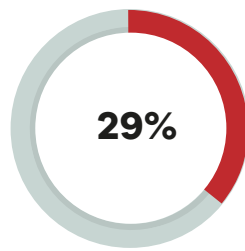


“My experience with Krome is that they fully understand the issues that are being faced and endeavour to resolve issues as soon as possible, with good communication & advice.”

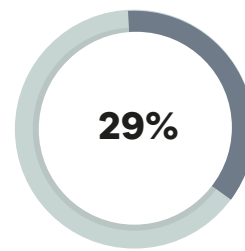
Client feedback provided in the survey



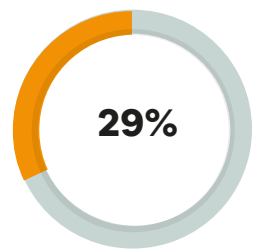
We asked our clients in the survey what initiatives they are planning to accelerate digital transformation in 2022.



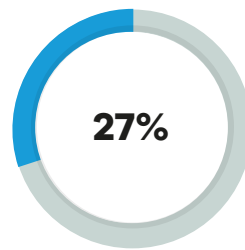
Retirement & Migration of Legacy Systems



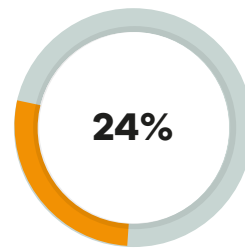
Server Infrastructure Refresh



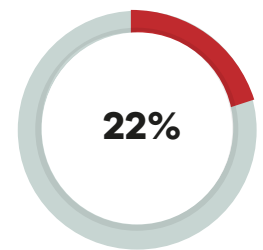
Device Refresh for Remote Workers



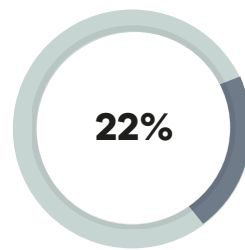
Cloud Services (BaaS, DRaaS, IaaS, XaaS)



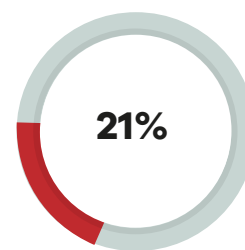
Support for Remote Working



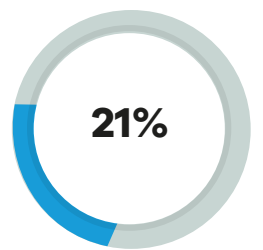
Advanced Cyber Security Tools



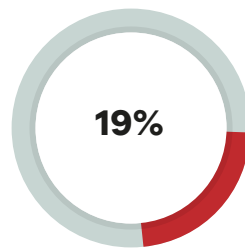
Networking Refresh



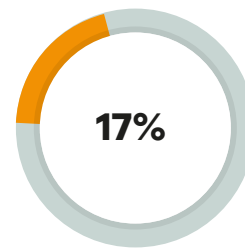
Data Protection BC/DC



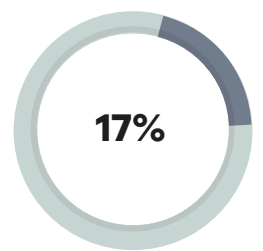
Windows 11 Migration



Office 365 Migration



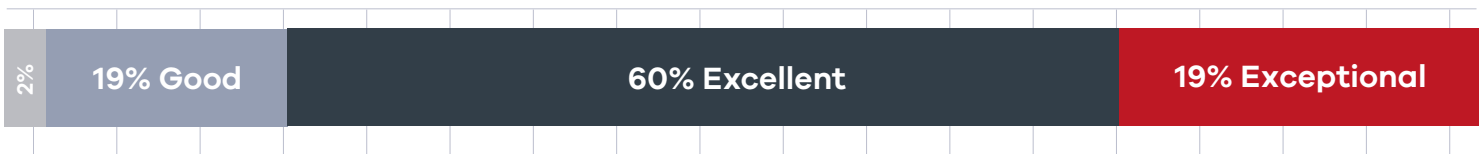
Collaboration Tools



Storage Refresh

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.

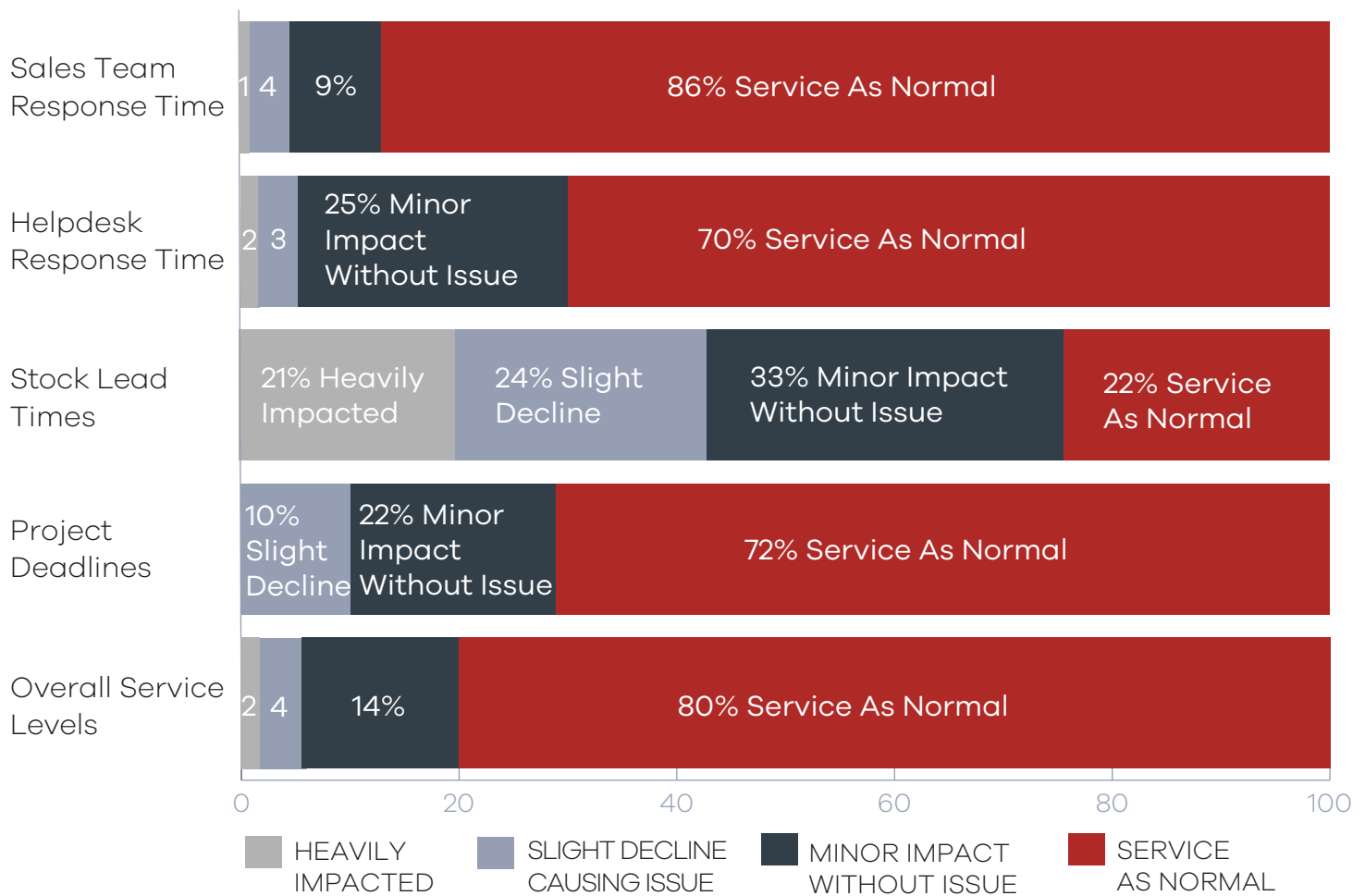
“It is hard to think who I can compare Krome to, as the detail driven, customer focused team within Krome is exceptional, and with this in mind, is second to none.”

Client feedback provided in the survey



PANDEMIC IMPACT

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



“A professional and reliable technology partner that we found extremely helpful when the Covid pandemic forced us to move to remote work based solutions.”

Client feedback provided in the survey



SUMMARY

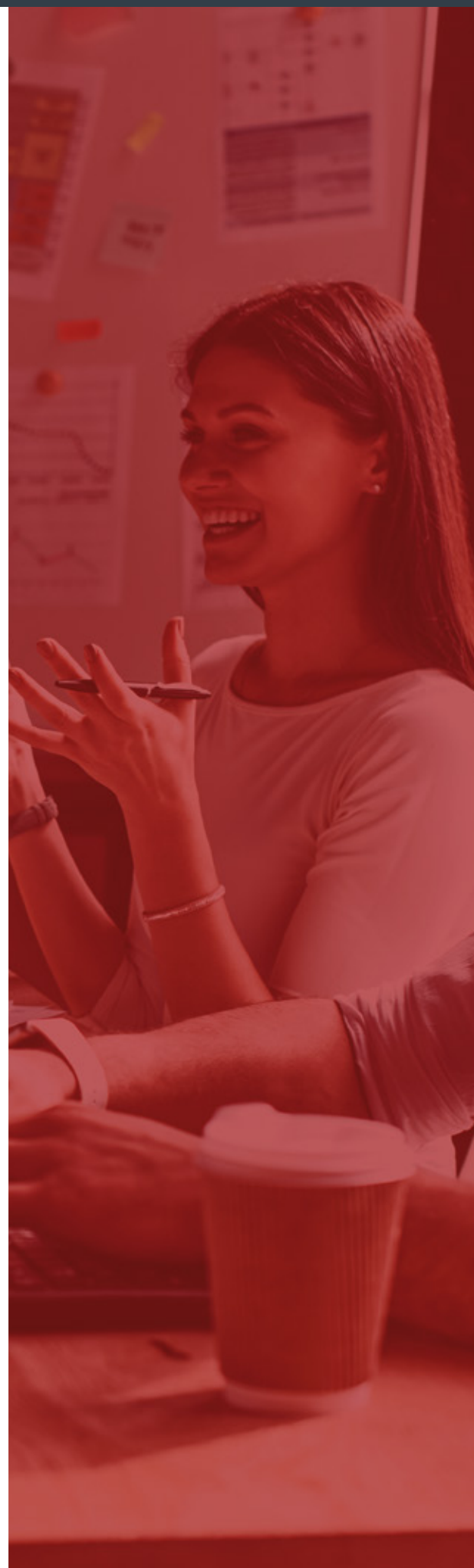
2021 was another challenging year for us all, with the continued Covid restrictions, remote working, staff wellness and stock shortages, having an impact on both our internal, and clients operations, we have remained focused on delivering high service levels across all of our departments.

We are delighted to see from the 2021 feedback, that we have achieved this, but remain equally as committed to raising our standards further in the future, continuously striving to improve our services to deliver the highest level of client satisfaction possible.

In 2022 we will continue to review our services, enhance our processes, grow our team and make improvements to 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.

"Compared to the other vendors I have worked with, Krome are certainly exceptional."



krome

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