

krome

2022 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.**

2022 SURVEY

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

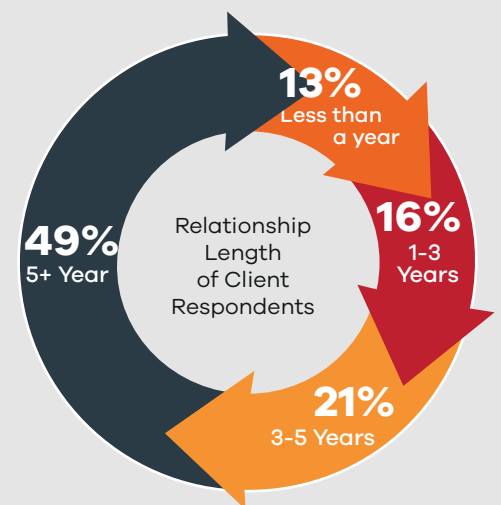
The 2022 survey was distributed in January 2023 to organisations that had partnered with Krome throughout the year, regardless of whether they were new or long-term clients.

Delivering a consistently high level of service to all of our clients, both new and established, is of utmost importance to us. This report's findings are based on feedback from clients who have worked with us for anywhere from one to over five years.

100% of our clients stated they would recommend us to others.



49% RESPONSE RATE



100% WOULD RECOMMEND US



28% HAVE ALREADY RECOMMENDED US



27 NEW CLIENTS



We're delighted to report that we're consistently achieving a high level of satisfaction in all areas of our business, with the majority of our clients rating us as good, excellent, or exceptional.

Throughout the past 9 years of survey data, we've received an average rating of 97% of good, excellent, or exceptional across the business.

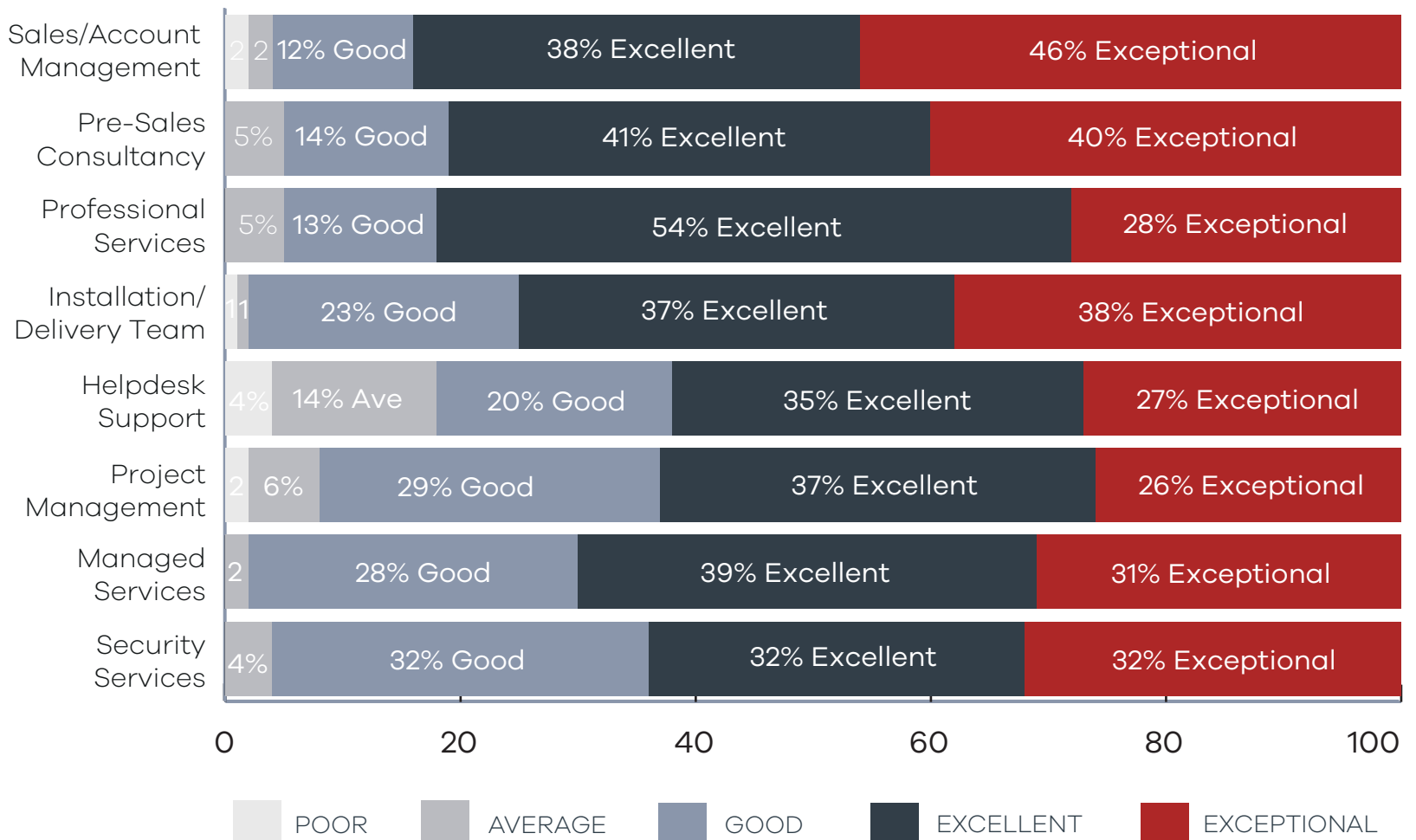
We value the feedback we receive from our annual survey and utilise it to make improvements in every aspect of our operations.

In response to last year's survey feedback, we've implemented several changes to our systems and internal processes. These modifications have had a positive impact both within our organisation and externally.

98% of clients rated our managed services as good to exceptional.

OVERALL SERVICES

How clients rated our services across each department



“Nothing is too much trouble; it is great to see a team of people wanting to deliver, and work together to provide an outstanding service to the customer.”

Client feedback provided in the survey



During 2022 we continued to make enhancements to our IT Service Management System, including the introduction of our new client self-serve portal.

In September 2022 we launched our 24x7 helpdesk service, moving from an on-call rota system to office-based continuous coverage. We have also launched our managed Security Operations Centre (SOC) Service.

In comparison to 2021, we saw an increase of 53% in the number of tickets, with a total of 54,075 tickets raised and resolved by the team in 2022.

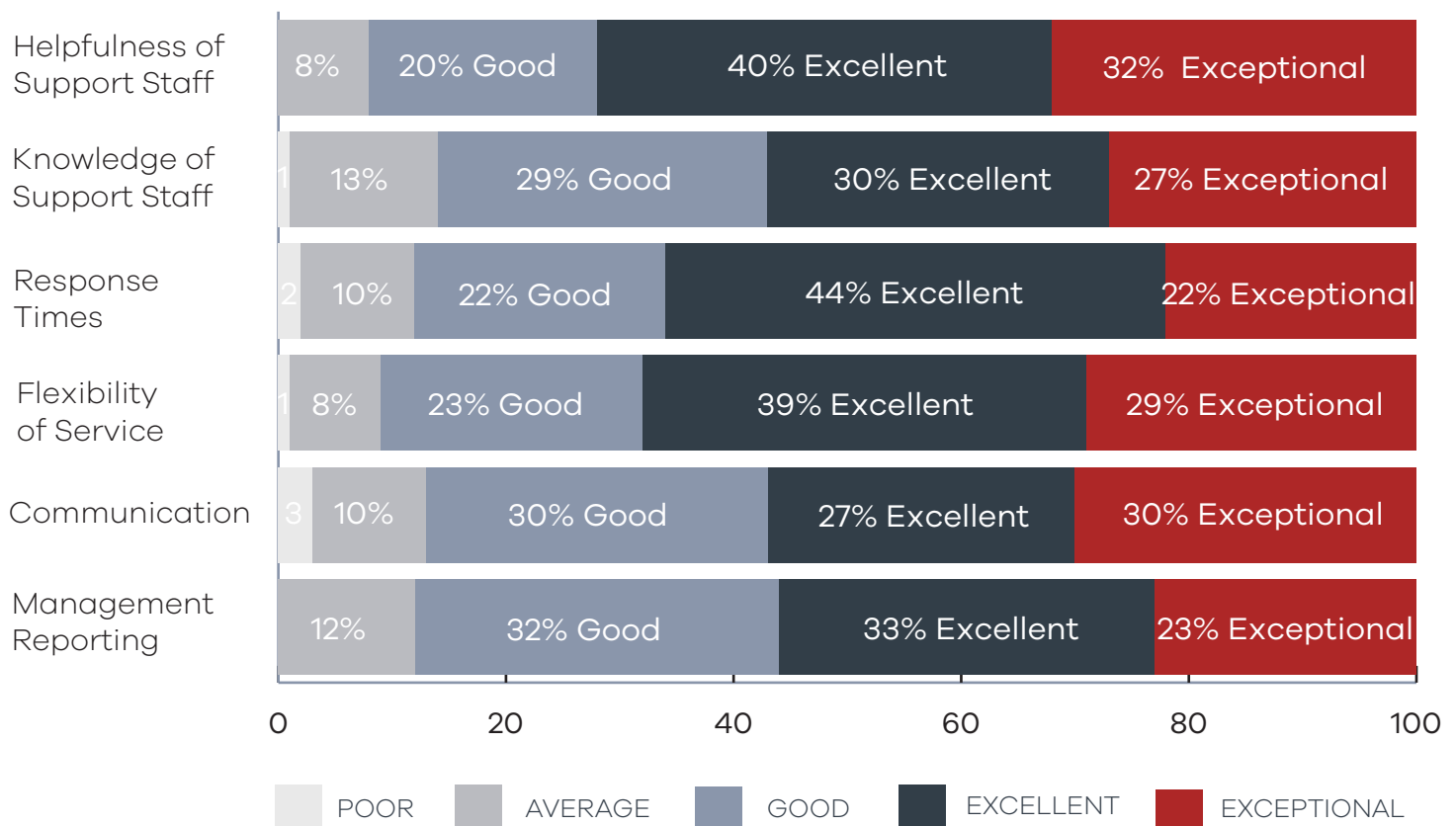
In 2022 ten members of the technical team were promoted, with promotions from deployment into helpdesk, and helpdesk into Tier 2 or 3 roles, overall we increased our helpdesk team by 30%.

“Krome always goes over and above, and brings vast knowledge and experience across many projects and services.”

Client feedback provided in the survey

TECHNICAL SUPPORT

How clients rated our Technical Support services

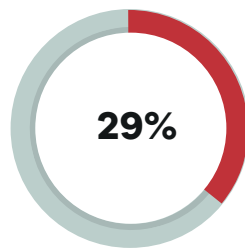


“Krome have always, and continue to, offer an excellent level of service and amazing flexibility. Nothing is too big of a problem and they remain a very valuable partner.”

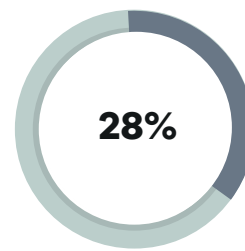
Client feedback provided in the survey



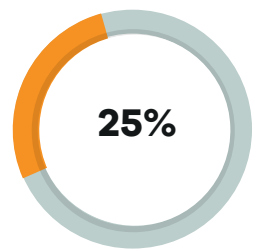
We asked our clients in the survey what initiatives they are planning to accelerate digital transformation in 2023.



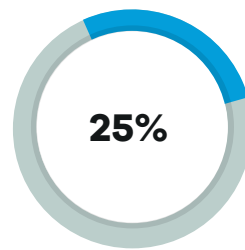
Server Infrastructure Refresh



End User Support



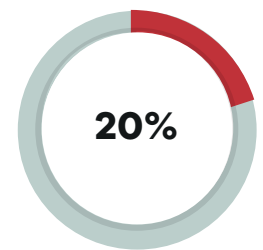
Advanced Cyber Security Tools



Retirement & Migration of Legacy Systems



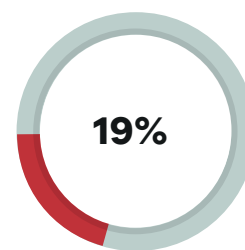
Cloud Services (BaaS, DRaaS, IaaS, XaaS)



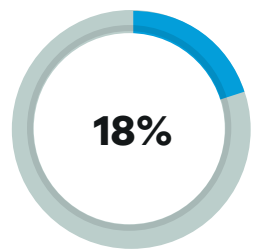
Storage Infrastructure Refresh



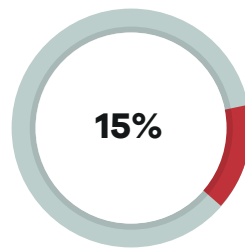
Networking Refresh



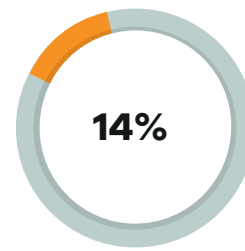
Client Device Refresh



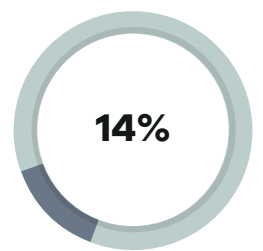
Windows 11 Migration



Office 365 Migration



Collaboration Tools



Data Protection (DR/BC/Immutability)

HOW WE COMPARE

How our clients said we compare to other partners.



At Krome we differentiate ourselves from our competition with our approach; focusing strongly on “what is right for the client”, providing advice and guidance where requested, which leads to long term partnerships built on trust.

In feedback provided in the survey, one of our clients has perfectly summarised our service-centric approach:

“Krome are a unique among our list of suppliers. While of course they do sell products and services we consider them much more of partner than just a supplier.

Krome take the time to understand not just what you want to buy from them but also why. They seem to be keen to provide the right solution for us, rather than just the most profitable for them.”

This mirrors one of our core internal values - Integrity. We strongly believe that this approach delivers the right results, for both our clients and for our business.



SUMMARY

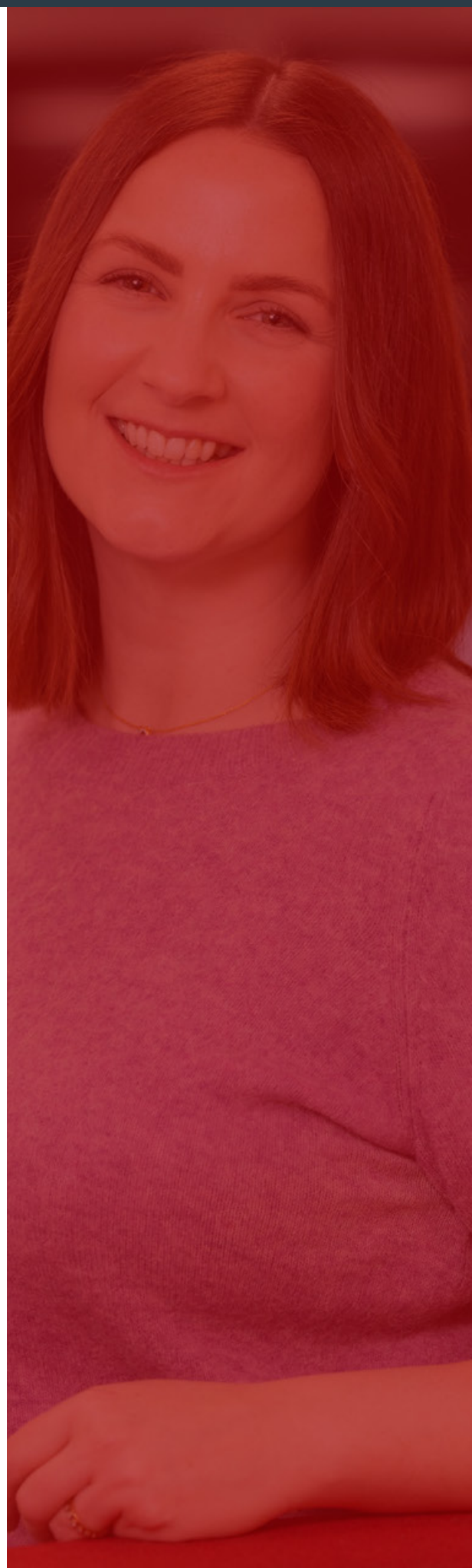
Krome continues to strive for excellence in how we work with our clients and partners and we're delighted to see that many of them consider we're achieving that. Whilst the outlook for the year ahead looks to be challenging in many areas, we are still pushing hard to improve our services offerings, evolve with the changes in both market and technologies and overall provide a technology partner that can be trusted to help your business deliver on it's objectives.

Our clients' feedback unequivocally highlights the value we bring through our business approach. While our product offerings may not be unique, our distinguishing factors lie in our abilities to deliver from our in house team, personalised client interactions, and effective communication. Above all, we are committed to surpassing expectations and delivering on our promises, setting us apart from our peers.

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.

"I have worked with many firms, Krome wins hands down!"

Client feedback provided in the survey



Krome

Krome Technologies Ltd
Head Office
Krome House
Pound Road
Chertsey
Surrey KT16 8ER

+44 (0)1932 232345
sales@krome.co.uk
www.krome.co.uk

Krome Technologies Ltd
Manchester Office
Krome House
2 Quays Reach
Carolina Way, Salford
Manchester M50 2ZY

+44 (0)161 8681360
sales@krome.co.uk
www.krome.co.uk

Krome Technologies Ltd
Edinburgh Office
2 Walker Street
Edinburgh
Scotland
EH3 7LA

+44 (0)131 2024240
sales@krome.co.uk
www.krome.co.uk