

Krome

2024 CLIENT SATISFACTION SURVEY





At Krome, we are driven by a culture that prioritises people, creating strong, lasting partnerships built on trust and collaboration.

Our clients trust us because we're honest, approachable, and always ready to go the extra mile.

We're here to make sure that your technology works seamlessly, so you can focus on what matters most—your business.

With a constant drive to improve and adapt, we're committed to delivering exceptional service while leveraging our deep technology expertise to support your ongoing success.

Working collaboratively we will achieve your strategic business goals.



2024 SURVEY

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

The 2024 survey was distributed in January 2025 to organisations that had partnered with Krome throughout the previous year, regardless of whether they were new or long-term clients.

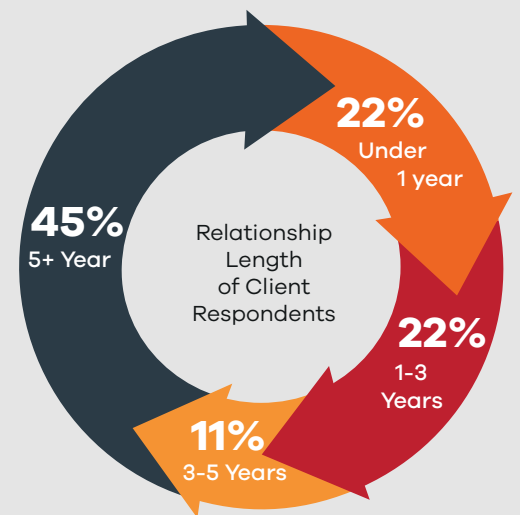
Delivering a consistently high level of service to all of our clients, both new and established, is of utmost importance to us. This report's findings are based on feedback from clients who have worked with us for anywhere from one to over five years.

94% of our clients stated they would recommend us to others.

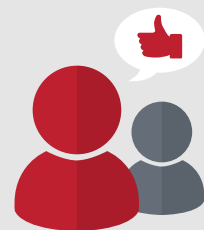
It is worth noting that we had some new clients state they would not recommend us yet, based only on the short length of the relationship.



46% RESPONSE RATE



94% WOULD RECOMMEND US



22% HAVE ALREADY RECOMMENDED US



23 NEW CLIENTS



We're proud to consistently achieve high client satisfaction in all areas of our business, with the majority of our clients rating us as good, excellent, or exceptional.

We have been running our annual survey for the past 11 years now, and over these years we've received an average rating of 96% good, excellent, or exceptional across the business and an average recommendation rate of 98% overall.

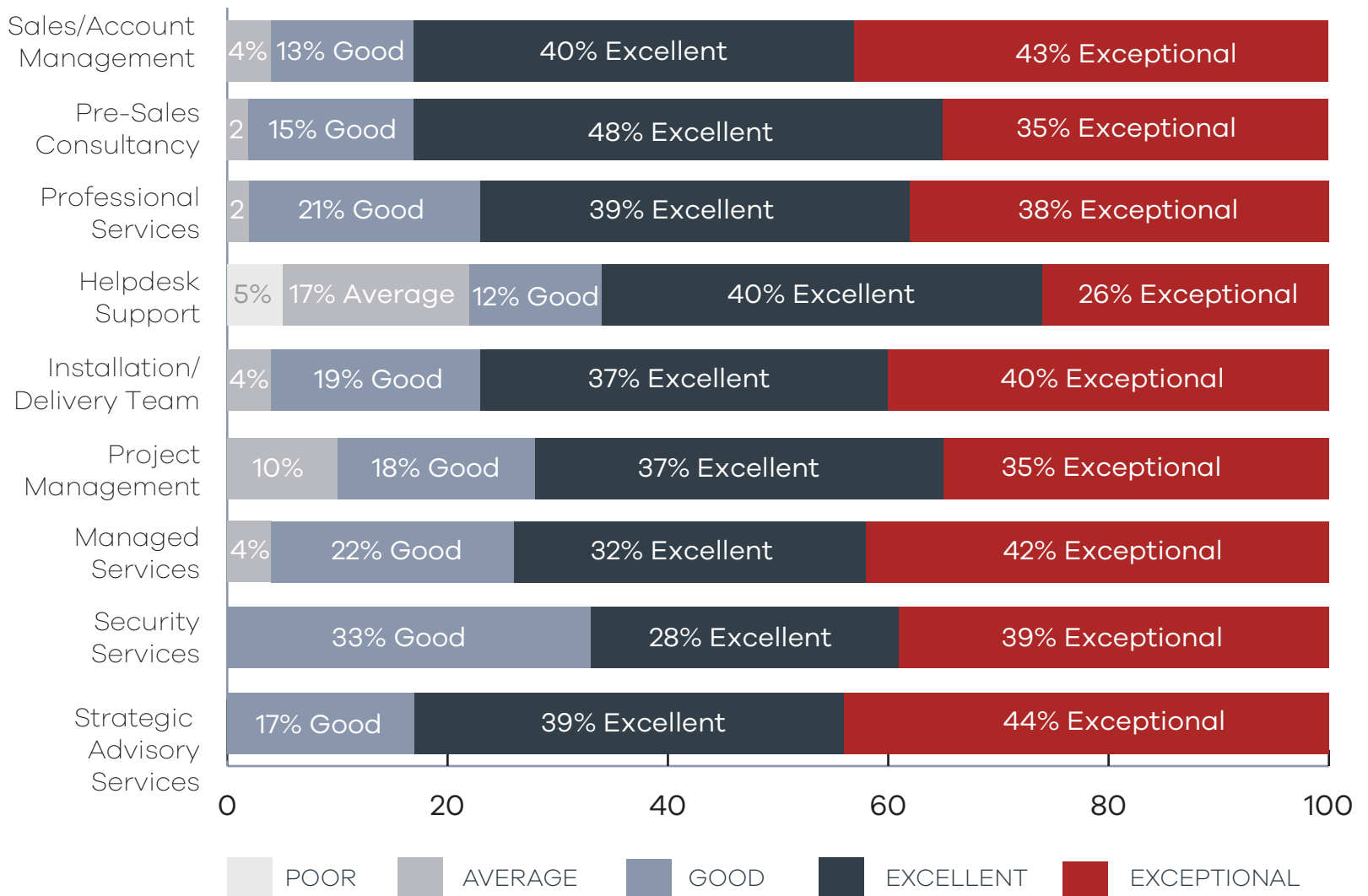
Client feedback drives continuous improvements across our operations, ensuring we evolve to meet their needs.

In 2024 we celebrated our 15th anniversary, marking a journey of growth, client-focused innovation, and an unwavering commitment to quality and trust. As we look ahead, we remain committed to expanding our services while maintaining the values of excellence, trust, and client-centric innovation.

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

OVERALL SERVICES

How clients rated our services across each department



“A very well run and capable organisation that handles complex and sizable activities, whilst remaining flexible and able to adapt to change.”

Client feedback provided in the survey





In 2024 our busy helpdesk team received 37,822 calls, supported a total of 87,069 incidents, with 28,162 (32%) being closed with a first-time fix and **98% being closed within SLA.**

To support our service operations, in November 2024 we adopted ServiceNow, an industry leading ITSM platform. ServiceNow offers a more powerful and comprehensive set of features that allow us to track, manage, and resolve your IT issues with greater efficiency while still maintaining the in-house, hands-on service that sets us apart.

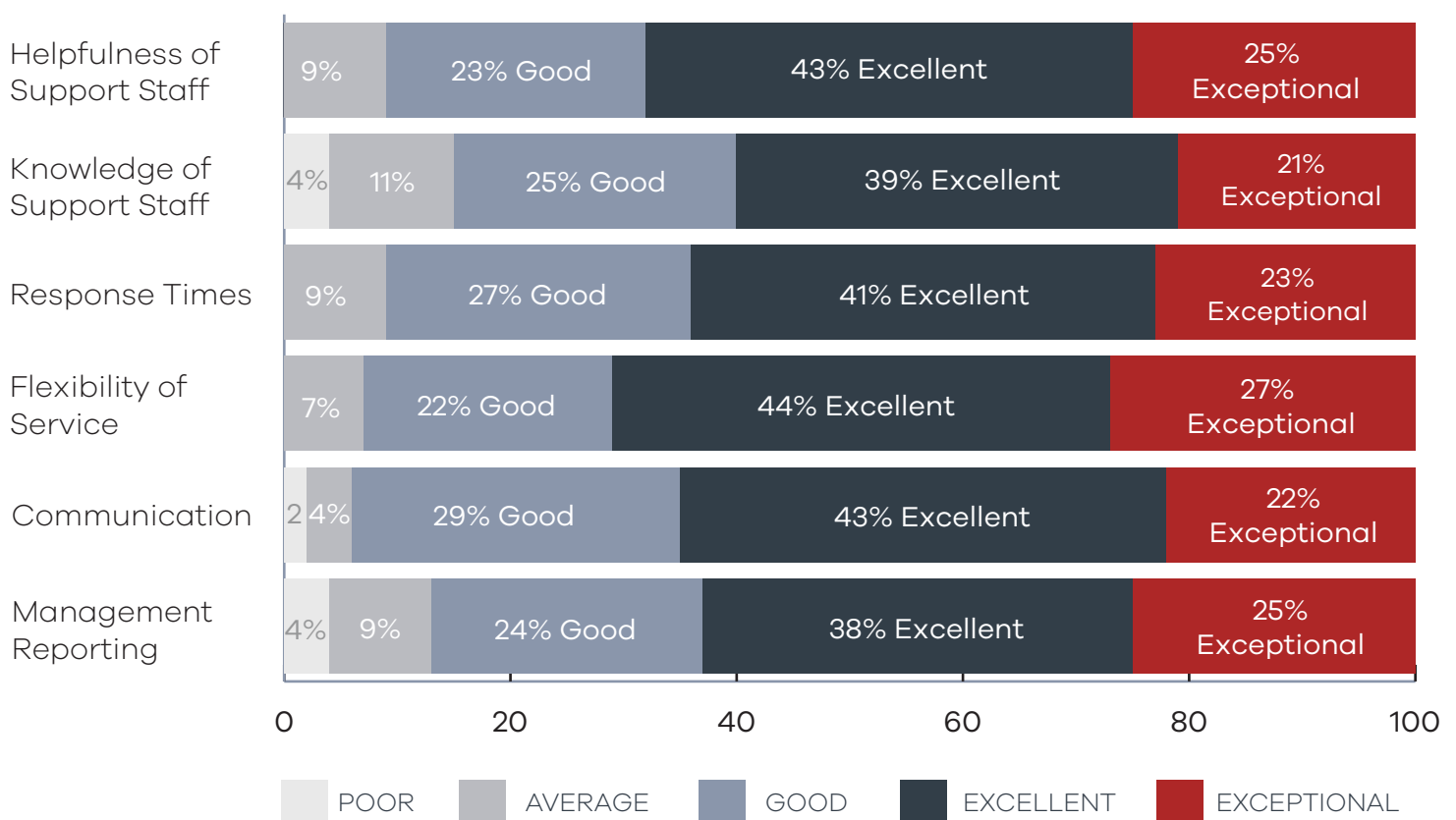
The move to ServiceNow is designed to enhance your experience with us, giving you more options and better tools to manage your IT needs, while maintaining the personalised support and service you have come to expect from Krome Technologies.

“A brilliant all-round partner to work with. Response times, project management, and technical expertise are excellent.”

Client feedback provided in the survey

TECHNICAL SUPPORT

How clients rated our Technical Support services



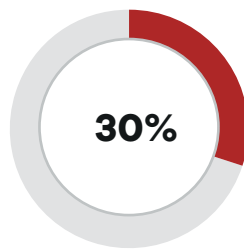
"I have worked in the IT industry for over 24 years, and Krome is a good company with integrity, dedicated to supporting its clients. The team has gone out of its way to support us."

Client feedback provided in the survey

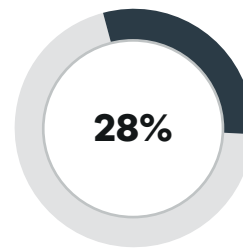




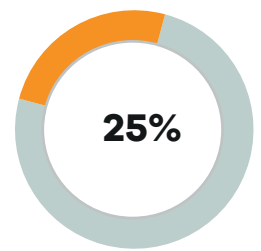
We asked our clients in the survey what initiatives they are planning to accelerate digital transformation in 2025



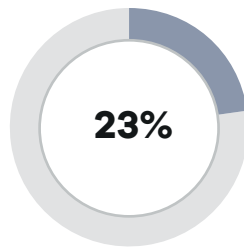
Windows 11 Refresh



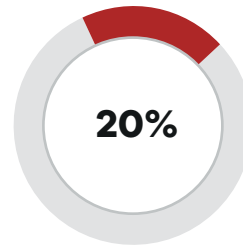
AI Solutions



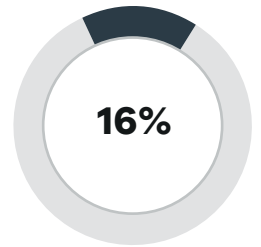
Adoption of Cloud Services



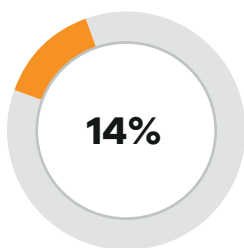
Advanced Cyber Security Tools



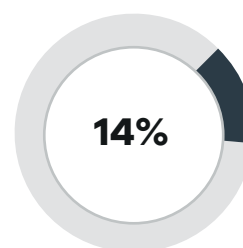
Retirement of Legacy Systems



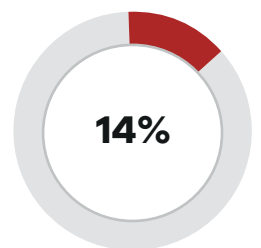
Client Device Refresh



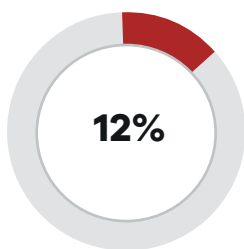
Data Protection DR/BC/Immutability



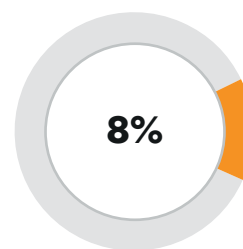
End-User Support



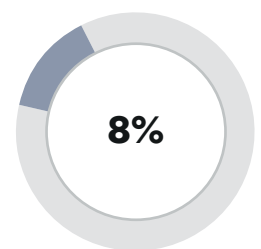
Network Refresh



Outsourced IT Services NOC/SOC/Helpdesk



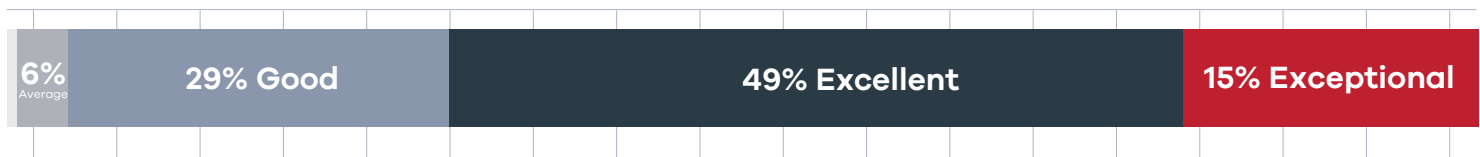
Storage Refresh



Collaboration Tools

HOW WE COMPARE

How our clients said we compare to other partners.



At Krome we believe in building strong, lasting relationships. We don't see ourselves as just another provider; we aim to become a true extension of your team, working together to achieve success.

By working closely with you, we understand your challenges, goals, and what really matters to your business. Our people-first approach sets us apart, making sure that every solution we deliver isn't just technically sound but actually helps you to succeed.

"All engagements with Krome have been positive and they have helped us to deliver on our strategic goals."

We take pride in going the extra mile, whether it's responding quickly when it matters most, offering advice before problems arise, or tailoring solutions to fit specific needs. Our team genuinely cares about the work we do and the people we work with, which is why our clients trust us as long-term strategic partners.

"Everybody I have interaction with goes above and beyond. It is what makes Krome Krome!"

SUMMARY

Over the past year, we have remained dedicated to delivering exceptional service, strengthening relationships, and continuously improving to meet your needs. Your feedback drives enhancements across our operations, ensuring we maintain the high standards you expect.

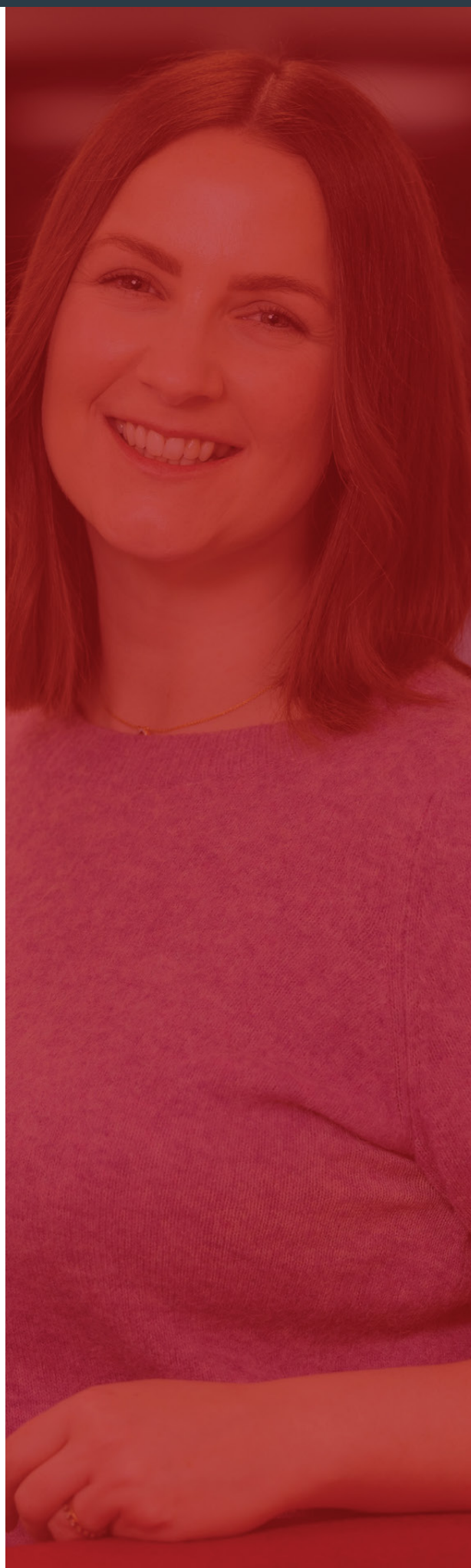
What sets Krome apart is our people, hands-on approach, and commitment to going above and beyond. While technology solutions may be similar across the industry, our dedicated in-house team and personalised service make us a true extension of your team.

We are always evolving, investing in new technologies, and refining our services to enhance your experience. The introduction of ServiceNow in 2024 is just one way we're improving efficiency while maintaining the personal support you rely on.

Our goal remains the same: to be a trusted technology partner that drives your success. We will continue to listen, adapt, and innovate—always striving to exceed expectations and strengthen the partnerships that define us.

"A great team that keeps on getting better and better!"

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
5 South Charlotte Street
Edinburgh
Scotland
EH2 4AN

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

Krome Technologies B.V
Blaak 520
3011TA
Rotterdam
Netherlands

+31 103071075
sales@krome.co.uk
www.krome.co.uk

Krome Technologies LLC
3411 Silverside Road
Tatnall Building 104
Wilmington
DE 19810
USA

+1 302 742 9503
sales@krome.co.uk
www.krome.co.uk