

krome

2025 CLIENT  
SATISFACTION SURVEY





Dee Mager  
Marketing Director

At Krome, our people-first culture is at the heart of everything we do, helping us build strong, lasting partnerships based on trust, collaboration, and shared success.

We pride ourselves on being approachable, honest, and committed to going the extra mile to support our clients whenever it matters most.

Our goal is simple: to ensure your technology works seamlessly so you can focus on running and growing your business. By combining deep technical expertise with a continuous drive to improve and adapt, we remain committed to delivering exceptional service and supporting our clients' long-term success.

**Working collaboratively, we will help you achieve your strategic business goals.**

# 2025 SURVEY

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

The 2025 survey was distributed in January 2026 to organisations that had partnered with Krome throughout the previous year, regardless of whether they were new or long-term clients.

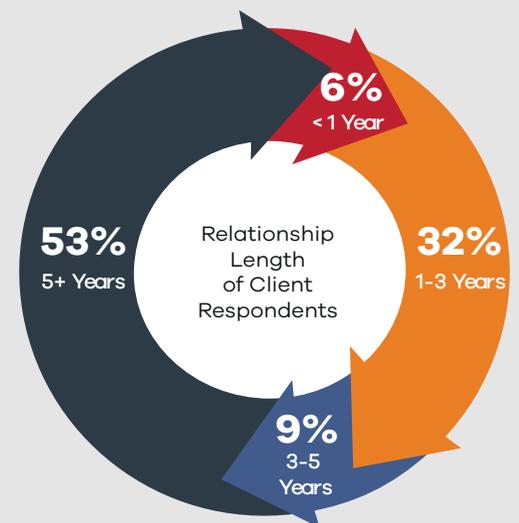
Delivering a consistently high level of service to all of our clients, both new and established, is of utmost importance to us. This report's findings are based on feedback from clients who have worked with us for anywhere from one to over five years.

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

We are elated with the feedback this year, with 100% of the clients that responded stating that they would recommend us, and a staggering 28% already having done so.



**37% RESPONSE RATE**



**100% WOULD RECOMMEND US**



**28% HAVE ALREADY RECOMMENDED US**



**25 NEW CLIENTS**



Rupert Mills  
CEO

We are proud to once again report outstanding client satisfaction across all areas of our business. This year's survey results represent the strongest performance in the 12-year history of our client survey, with 100% of respondents stating they would recommend Krome and consistently high ratings of good, excellent, or exceptional across every service department.

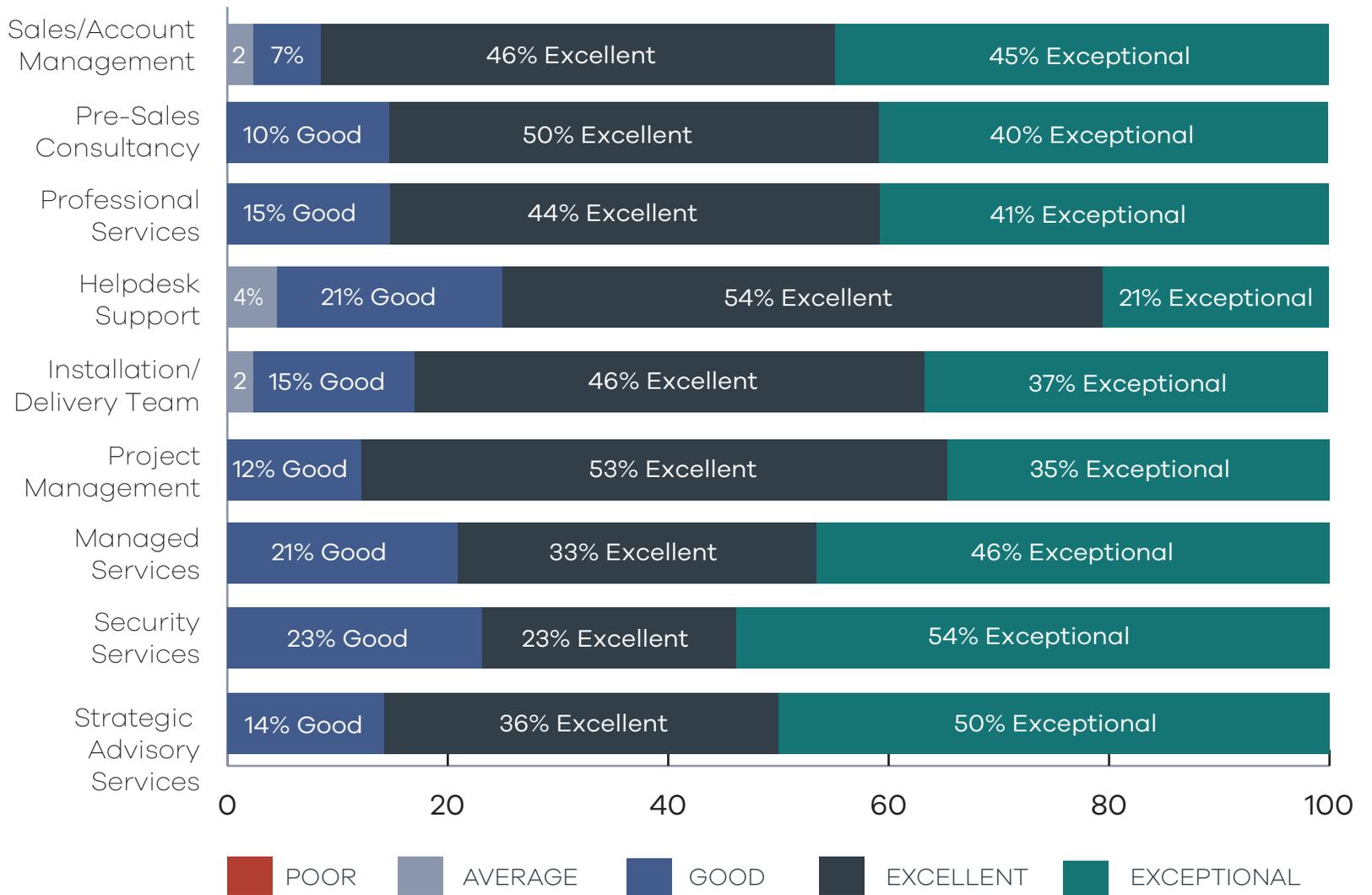
For more than a decade, this survey has provided valuable insight into how we are performing and where we can continue to improve. Your feedback plays a vital role in helping us refine our services and maintain the high standards our clients expect.

Over the past year, we have seen continued growth across our managed services and cybersecurity offerings, reflecting the increasing importance organisations place on resilient and secure technology environments. As we grow, our focus remains the same: delivering trusted expertise, responsive support, and a partnership-driven service that makes Krome a true extension of our clients' teams.

**100% of clients rated our professional services as good to exceptional.**

# OVERALL SERVICES

How clients rated our services across each department



“Great service, from account management to project management, through to helpdesk. They always go above and beyond and are fair and transparent on pricing too.”

Client feedback provided in the survey





Ben Randall  
Technical Director

Over the past year, our Service Desk has continued to provide responsive and reliable support to our clients, managing **61,373 calls** and **resolving 57,454 support tickets** across our customer base.

Despite the high volume of requests, the team consistently delivered strong performance, **achieving a 98.15% first response SLA**, ensuring that clients receive prompt acknowledgement and engagement when assistance is required. Additionally, **54.9% of issues were resolved at first contact**, helping to minimise disruption and restore services quickly.

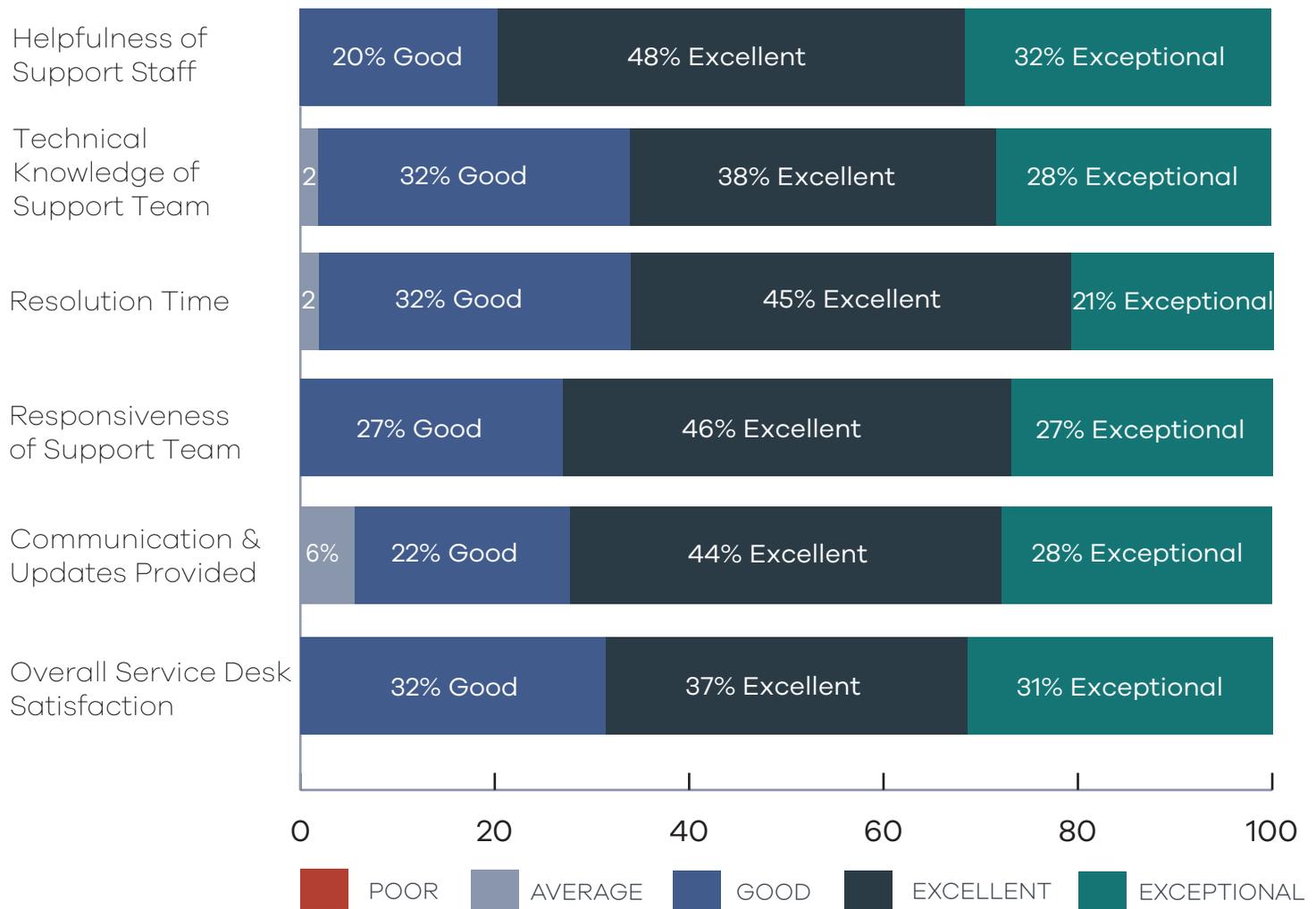
These results reflect the dedication of our Service Desk team and their continued focus on delivering efficient, high-quality support to our clients.

**“The relationship with the Service Desk staff has been excellent. Being able to work with them allows us to promote your services as an extension of our internal team.”**

Client feedback provided in the survey

# TECHNICAL SUPPORT

How clients rated our Technical Support services



“Krome have been a consistently reliable and knowledgeable IT partner for us. Their teams bring strong technical expertise, a proactive and collaborative approach, and a clear commitment to high-quality delivery.”

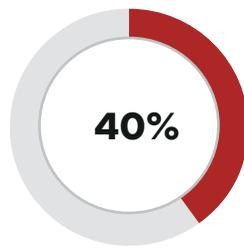
Client feedback provided in the survey



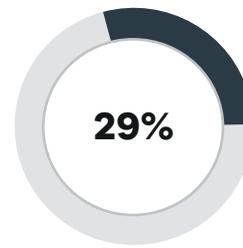


Sam Mager  
CCO

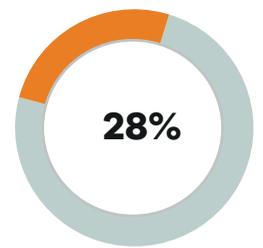
We asked our clients in the survey what initiatives they are planning to accelerate digital transformation in 2026



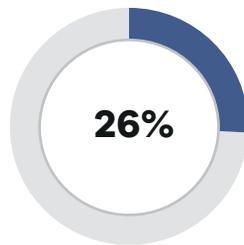
AI Adoption/  
Data Analytics



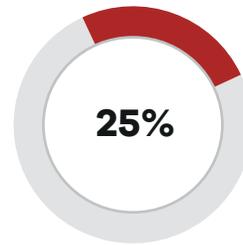
Cybersecurity  
Enhancements



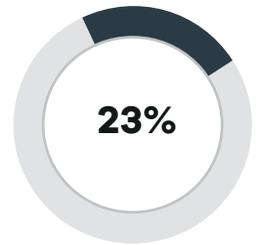
Adoption of  
Cloud Services



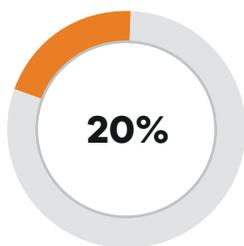
Business Process  
Automation



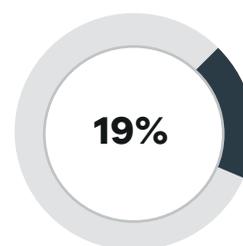
Microsoft Licensing  
Optimisation



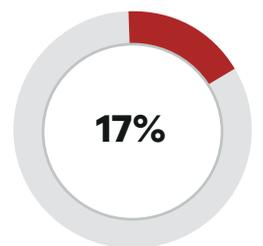
Modernising/Retiring  
Legacy Systems



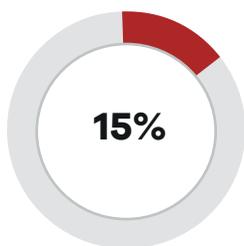
End-User  
Support



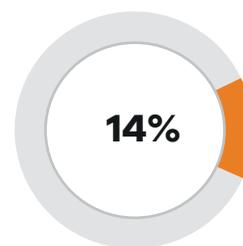
Data Protection  
DR/BC/Immutability



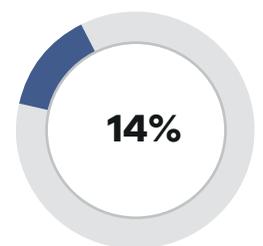
Outsourced IT Services  
NOC/SOC/Helpdesk



Regulatory Certification  
or Renewal  
(NIS2/CE+/ISO/PCI)



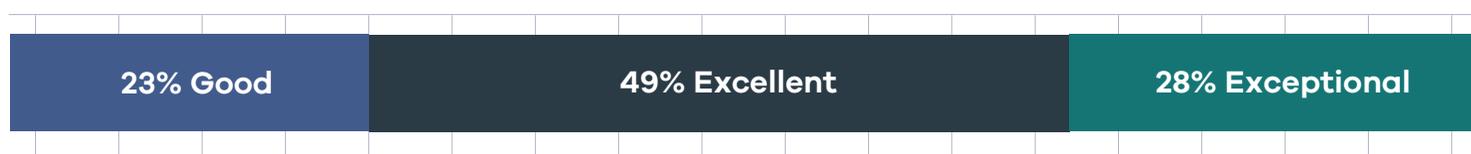
Client Device  
Refresh



Changes related to  
Mergers/Acquisitions/  
Divestment

# HOW WE COMPARE

How our clients said we compare to other partners



What often sets Krome apart is our culture. Our clients regularly highlight the approachable, people-first ethos that runs throughout the organisation, from our engineers and service desk team through to our leadership team. We believe strong partnerships are built on trust, accessibility, and shared values, which is why we work hard to ensure every interaction reflects the care and attention our clients expect.

“We've worked with Krome for 15+ years which I think tells its own story. The company appears to have a great family feel ethos and their values appear to align with ours. Even the Directors are a pleasure to deal with.”

We take pride in going the extra mile, whether that means responding quickly when it matters most, offering proactive advice, or tailoring solutions to meet specific needs. Our clients often tell us that the care, responsiveness, and commitment they receive from Krome truly sets us apart from other providers.

“From my experience, the support and care from Krome is better than anyone else I have dealt with.”

# SUMMARY

Over the past year, Krome has continued to grow and evolve while remaining focused on what matters most, delivering reliable service and building strong, long-term partnerships with our clients.

Your feedback plays an important role in shaping how we improve, helping us refine our services and maintain the high standards you expect from us.

This year has also been a significant milestone for the business. Krome surpassed £30 million in annual turnover for the first time, reflecting continued organic growth, increasing demand for our managed and security services, and the expansion of our Microsoft practice. Alongside this, our international presence has continued to strengthen, with notable growth across our EU and U.S. operations.

Despite this growth, our approach remains unchanged. We continue to focus on technical excellence, strong relationships, and a hands-on service model that ensures we remain a trusted extension of your team.

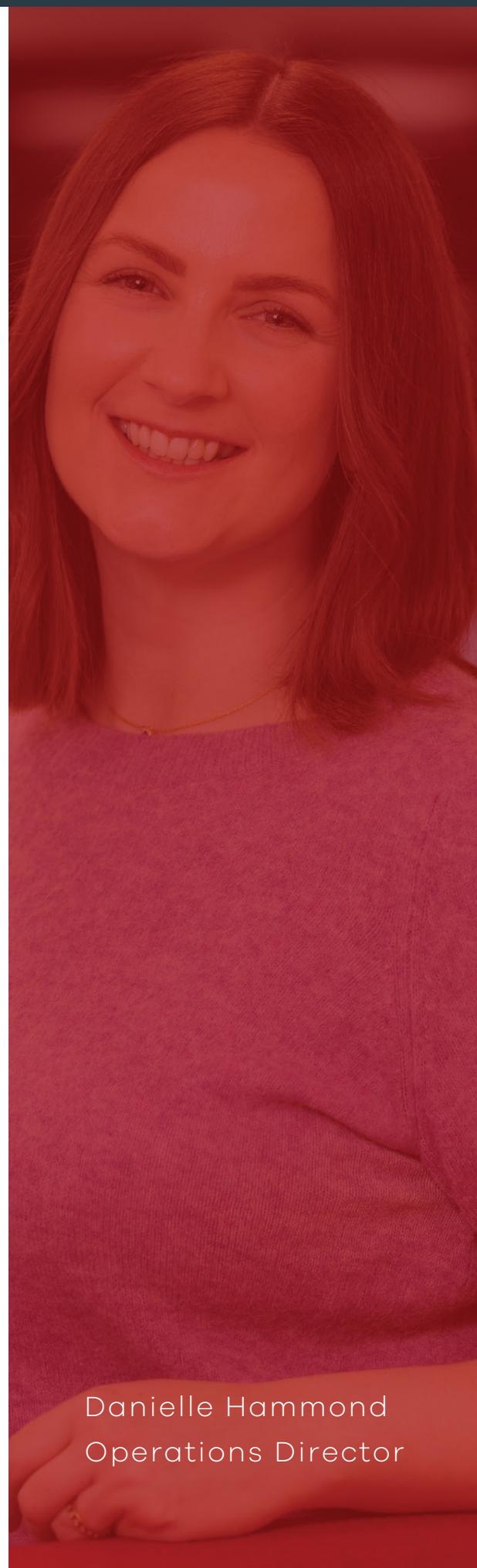
As we move forward, we will continue investing in our services, technologies, and partnerships to ensure we can support your organisations as they evolve. Thank you for the trust you place in Krome, we look forward to continuing to work together and supporting your success in the year ahead.

**“Krome continue to go over and above for us.”**

Client feedback provided in the survey



Danielle Hammond  
Operations Director



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