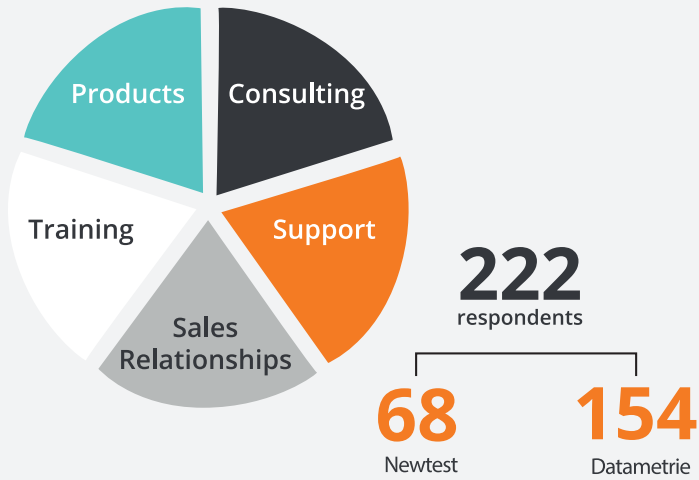


Scope of the survey



Responses by country

France, China, Spain, Finland, Sweden, Belgium



Key Figures

Overall Satisfaction

95% satisfied or very satisfied

Sales Relationships

95% satisfied or very satisfied

Recommendations

7.5
10 average score given by people who would recommend ip-label

Some Statistics

How well products meet needs

91% satisfied or very satisfied

Access to support

92% satisfied or very satisfied

Consultants' responsiveness

91% satisfied or very satisfied

Sales managers' responsiveness

94% satisfied or very satisfied

Pertinence of the metrics delivered



Sales & technical teams' ability to listen to your concerns



Effectiveness of the Customer Care Team in solving problems



How well training fulfills needs



Room for improvement



Only 1/4 of our customers call upon our consultants.
A new consulting catalogue will be presented systematically during meetings with customers.



Differences in customer satisfaction have been observed among our locations.
Concrete, targeted actions will be set for consistent improvement.



Only 1/3 of customers have received training in the past 24 months.
Our ACADEMY will issue a **new catalogue** of certification training courses for 2016.

Testimonials

“The suggestions for improvement that we put forth were applied. Today we make better use of the product.

An insurance company

The Customer Success Team is professional and responsive. In terms of support, answers are always speedy and on target. Overall our contacts have customer care under control.

A railway service company

There is real coordination and collaboration between the sales and technical teams to provide seamless, personalized service.

A hotel chain



ip-label
90 boulevard National
92257 La Garenne Colombes Cedex - France

