

The Customer's Voice - What our customers say about us.



2014 Agile Networks Customer
Satisfaction Survey Results.

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-  Introduction
-  Operational Summary
-  Commercial Summary
-  Partnership Summary
-  Qualitative Quotes

Purpose and methodology of survey

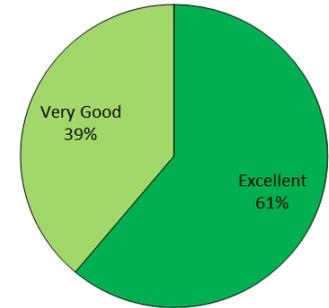
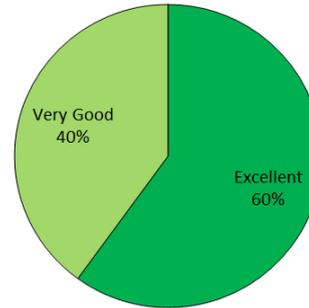
-  *Face to Face Interviews with top 35 customers*
-  *Independent commission and delivery of survey by UCD MSc Postgrad*
-  *Combine qualitative and quantitative data*
-  *Find out what it is that customers 'like' and 'value'*
-  *Consistent methodology allows comparison year to year*

Operational Summary

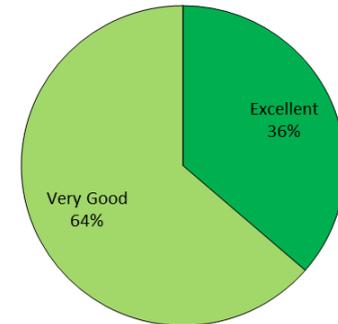
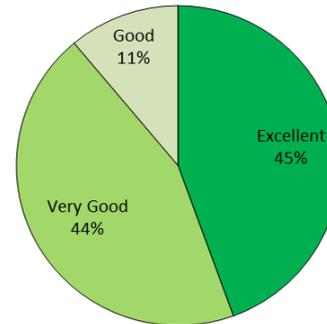
Survey 2013

Survey 2014

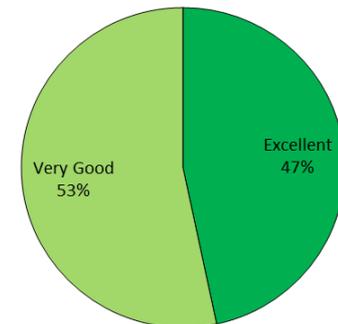
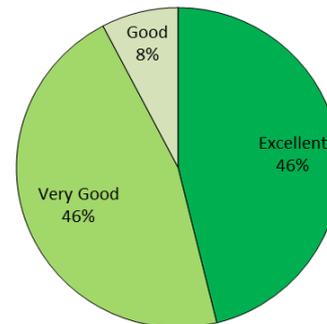
Quality of Engineering Expertise?



Effectiveness of Escalations?



Flexibility of Support Team?

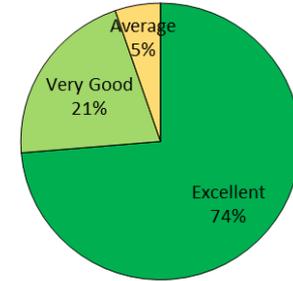


Commercial Summary

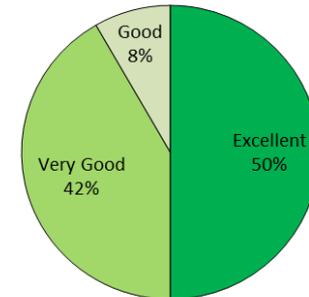
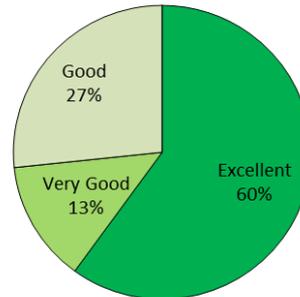
Survey 2013

Survey 2014

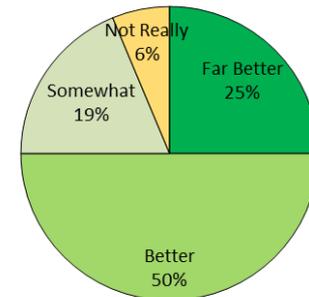
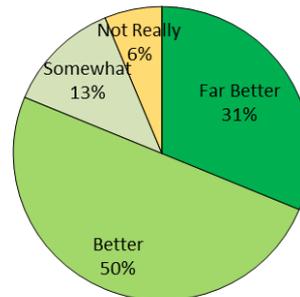
Quality of Account Management



Quality of Project Delivery



Better than Other ICT Integrators

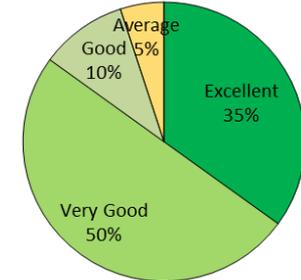
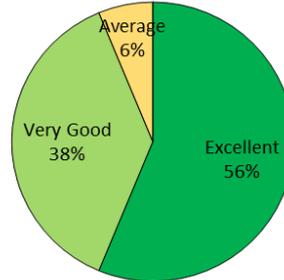


Partnership Summary

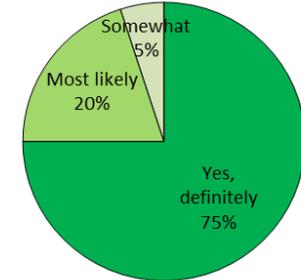
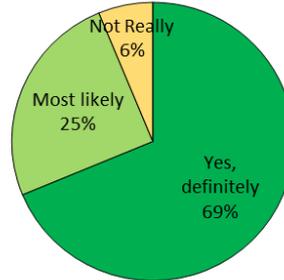
Survey 2013

Survey 2014

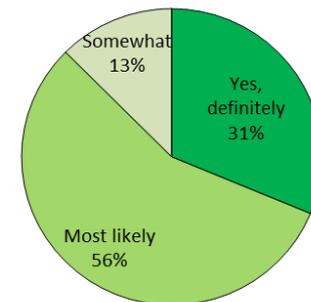
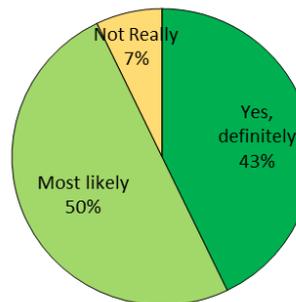
**Overall Evaluation
of Agile?**



**Would Recommend
Agile to Others?**



**Would Use Agile
Again?**



Quotes

 “A very good company, who are professional in their approach and deliver on their promises. They are always available and provide good information around product choices... The [Account manager] is top class, providing excellent updates on the emerging technologies and organising tailored briefings from [vendors]... Questions are handled efficiently and the follow up is generally very good. We have a very good partnership.”

MC, US Pharma Client

 “Agile know their stuff. The engineers are knowledgeable and skilled in their products... Agile have the advantage of being small and flexible which gives them a lot of benefits. Not ringing through multiple levels of help desk is always a positive... They’ve found a solution to all of the problems we’ve had... Agile have a good understanding of our business and we get along with them very well.”

BN, National Service Provider

 “It was a risk for us at the time but we picked Agile for their expertise. They worked with us a lot and their project management was very good...With a larger provider it is much harder to get to the engineer you need... I would definitely recommend their expertise. They can also turn things around quicker than large organisations.”

DD, International Finance Group

 “Agile are very responsive. The whole thing was very smooth and professionally presented from start to finish. One of the best procurement experiences I’ve had in quite a while... They are here as often as they are needed to be. No time is wasted.

MS, Internet Service Provider

 “Everything we have called them for they have been able to sort out and fix... Agile are very professional, friendly and personable... I would definitely recommend the quality of the people. The tech guys absolutely know their stuff... It has been a very positive experience overall.”

PT, Healthcare Customer

 “When the Agile guys are involved things get coordinated very well. Their engineers are super and we have a huge amount of trust in them... They are responsive, creative and very good communicators. There is a personal touch and feel about the organisation... They work really well as part of a team as we have many partners.”

DP, Retail Services Provider

 “Agile understand their business very well and have the expertise in the area they work in... Agile are always willing to go the extra mile... We have a really good relationship and we hope they keep doing what they are doing.”

C O’S, Technology Provider

 “They are responsive, agile and their expertise is excellent. We know it will get fixed when we raise the call. Nothing is a problem... It is obvious that [vendor] back Agile Networks quite substantially... Agile’s communication and problem resolution make them better than other ICT integrators. They make you feel like a valued customer.”

C O’K, Central Government

 “Agile are easy to deal with, understand what is needed and are very quick to engage people at [vendor]... They are more flexible than other companies and don’t say no when they can do something... One of the few [vendor] partners that take it seriously... Most importantly they do what they say they will do.”

KG, Service Provider

 “Suggestions are always 100% valid and accurate, and they are always eager to help... They are always available when we need them and it has been an extremely positive experience overall. The courtesy of the Agile team is without question excellent... The ease of doing business with them makes them better.”

JS, Datacentre Client

 “Agile are very very good. They came in, did the work and nothing was an issue. Can’t fault... They take the time to understand our requirements and then offer more than one solution. Pre sales, project delivery and after sales were all excellent... Their expertise is top notch.”

P O’S, Public Sector Client

- 100% of customers rate Agile's expertise as 'Very Good' or 'Excellent'
- 100% of customers rate Agile's escalations as 'Very Good' or 'Excellent'
- 100% of customers rate Agile's flexibility as 'Very Good' or 'Excellent'
- 95% of customers rate Agile's account management as 'Very Good' or 'Excellent'
- 95% of customers would recommend Agile to others 'definitely' or 'most likely'
- 92% of customers rate Agile's ability to deliver a project as 'Very Good' or 'Excellent'

Agile Networks

2014 Customer Satisfaction Survey

For more details email
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Thank You