

Welcome

Welcome to the Innogistic Client Satisfaction Survey.

To help improve the service we provide our customers, we would like your feedback. We have put together an on-line survey to help us assess our performance, and would appreciate it if you could spare ten to fifteen minutes to respond to it. We intend to run this survey annually to assess whether our level of service is improving.

Before the questions start, there are a couple of introductory pages. These outline what we will do with the results, give you some advance warning as to the sorts of questions we will ask, and provide a few tips in terms of completing the survey. If you prefer to skip these pages and get straight on with the survey, select the *skip intro* option below, before clicking next.

If you have any queries, please contact *Daniel Ormsby* at dormsby@innogistic.co.uk or by phone on 0117 915 3475.

Thank you in advance for your support. To continue, please click on *Next >>*

€ Skip intro

What sort of questions will I be asked? [1 of 4 intro pages]

The questions you will be asked cover some of the following topics:

- General experience with Innogistic staff
- Software
- Project Management
- Training
- Support
- Account Management
- User / Special Interest Groups

For many questions there is an N/A or 'No opinion' option, if the question is not relevant to you.

In a few places, we ask some seemingly obvious questions - for example, what products your organisation uses, or how long you have been a customer. Obviously whilst we have these records elsewhere, including them within the survey will help us analyse particular trends - for example, whether the quality of support we provide varies from product to product. Thank you for your patience in answering these questions.

€ Skip intro

Do I have to complete the survey in one go? [2 of 4 intro pages]

No. If you would like to complete part of the survey and revisit it at a later date, bookmark the page in your web browser at the place where you got to in the survey. When you return, the answers you provided in the initial session will be remembered and the survey will pick up from where you left off. You can also step forward and backward through the survey as you wish.

The last page contains a *Submit survey >>* button, which you must select to finally submit your survey. Once submitted you cannot revisit the survey.

€ Skip intro

Can more than one person submit a questionnaire from our organisation? [3 o...

As the main point of contact for your organisation, we have only sent the questionnaire to you at this stage. This is to minimise the potential impact on your organisation, and to allow you to co-ordinate your response.

Feel free to complete the questionnaire yourself on behalf of your organisation as a whole. Alternatively if you would like your colleagues to have the opportunity to voice their opinions, please forward the link to them also. We will amalgamate multiple responses when analysing results.

€ Skip intro

What happens to the information you submit? [4 of 4 intro pages]

We will provide some feedback on the survey at the next Innogistic User Group. We will also compile a summary report of the main findings which will be circulated to all those who completed the survey. It will not be possible to ascertain any individual responses from this summary.

The summary results will also be distributed internally to all staff at Innogistic so that appropriate actions can be taken to improve the level of service we provide. Information about your individual response will only be shared with relevant staff if required to address any specific account management or customer service issues.

To start the survey, click [Next >>](#)

About your organisation [1 of 11]

The following basic details about your organisation will help us analyse the results more effectively. Fields marked with a * are mandatory.

1. Please enter the name of your organisation:

2. Your name (optional):

3. Your e-mail (required if you would like to be sent the survey results):

4. Please select which category best describes your market sector:

5. Approximately how long has your organisation been a customer of Innogistic (or Systems Options / Concept Computers)?

General Impressions [2 of 11]

1. How would you describe your general experience of Innogistic staff in terms of:

	Very Poor	Poor	Satisfactory	Good	Excellent
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courteousness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Software [3 of 11]

1. Please indicate which of the following products your organisation uses:

- | | | |
|----------------------------------------------|--------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Cartology DSI | <input type="checkbox"/> FasterMap | <input type="checkbox"/> FSEC |
| <input type="checkbox"/> Cartology .NET | <input type="checkbox"/> FastPLANNING | <input type="checkbox"/> OpenWINGS |
| <input type="checkbox"/> CARS | <input type="checkbox"/> FastCONTROL | <input type="checkbox"/> WINGS |
| <input type="checkbox"/> CFRMIS | <input type="checkbox"/> FastGAZETTEER | <input type="checkbox"/> Other (please specify below) |
| <input type="checkbox"/> Concept 3000 / 4000 | <input type="checkbox"/> FastSUITE (other) | <input type="text"/> |

2. What are your overall opinions of Innogistic's software in terms of:

	Very Poor	Poor	Satisfactory	Good	Excellent	No opinion
Robustness / stability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Functionality (comprehensiveness)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree of innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of help / documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Further comments about our software (optional):

Project Management [4 of 11]

1. Has your organisation been involved in any recent project roll-outs managed by an Innogistic Project Manager?

Yes

No

2. What were your experiences of project management in terms of:

	Very Poor	Poor	Satisfactory	Good	Excellent	N/A or no opinion
Clarity of project plans / milestones / documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adherence to project plans / milestones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications with project manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Further comments about project management (optional):

Training [5 of 11]

1. When did your organisation last receive training from Innogistic?

- Within the last 3 months Within the last 6 months Within the last year Within the last 3 years More than 3 years ago / never

2. What are your overall experiences of training in terms of:

	Very Poor	Poor	Satisfactory	Good	Excellent	N/A
General quality of training provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience of trainer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of training documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of training (e.g. flexibility in dates)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Overall, did the training provided meet the needs of your organisation?

- Yes No N/A

4. Further comments about training (optional):

Customer Support / Client Link [6 of 11]

1. How often do you think your organisation contacts Innogistic for support?

- Once or twice a day Once or twice a week Once or twice a month Once or twice a year Never

2. When contacting Innogistic for support, how often do you go via the Client Link Helpdesk?

- Never Most of the time Always

3. What words best describe your experience of support staff in terms of:

	Very Poor	Poor	Satisfactory	Good	Excellent	No opinion
Efficiency of call handling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call prioritisation / escalation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem resolution time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Further comments about support (optional):

1. Are you aware who your account manager is?

Yes

No

2. How frequently do you and your account manager communicate with one another?

Once or twice a week

Once or twice a month

Once or twice a year

Less than once a year

N/A

3. Is this frequency ...

Too infrequent

About right

Too frequent

No opinion

4. What are your experiences of account management (or your account manager) in terms of:

	Very Poor	Poor	Satisfactory	Good	Excellent	No opinion
Responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of quotations / proposals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility in meeting your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Further comments about account management (optional):

1. Have you or your colleagues ever attended the Innogistic Annual User Group?

Yes

No

2. If YES, how useful / relevant was the event?

Extremely useful / relevant

Very useful / relevant

Quite useful / relevant

Not very useful / relevant

N/A

3. If NO, please indicate why you have not attended (multiple answers possible):

Agenda not interesting / relevant

Inconvenient location / travel difficulties

Too busy

Other

N/A

4. Do you envisage you or your colleagues attending in future?

Yes

No

5. Any other comments about our Annual User Group (optional):

Special Interest Groups (SIGs) [9 of 11]

Special Interest Groups refer to meetings between groups of customers and Innogistic staff, where specific products or issues are discussed. The meetings vary in format and frequency for different areas of the business, and are held according to customer demand.

1. Have you or your colleagues ever attended any Special Interest Groups?

Yes

No

2. If YES, how useful / relevant was the event?

Extremely useful / relevant

Very useful / relevant

Quite useful / relevant

Not very useful / relevant

N/A

3. If NO, please indicate why not (multiple answers possible):

Agenda not interesting / relevant

Inconvenient location / travel difficulties

Too busy

No relevant SIG available

Other

N/A

4. Do you envisage you or your colleagues attending SIGs in future

Yes

No

5. Any other comments about Special Interest Groups (optional):

General comments [10 of 11]

1. If you have any other comments about Innogistic, please feel free to enter these below.

Submit your responses [11 of 11]

To submit your response and close the survey, please select the Submit survey >> button below. Following this you will be redirected to the Innogistic website.

Many thanks for taking the time to complete this survey. Your responses are of great value to us, and will help us improve the quality of service which we are able to offer.

Daniel Ormsby
Director of Marketing