



REPORT

# AutomatePro Feedback Survey Report

SEPTEMBER 2023

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 **AutomatePro**  
Let's make progress



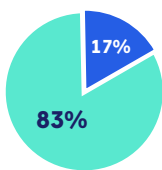
# The Survey

REPORT

In September 2023 AutomatePro sent out our bi-annual feedback survey. The focus of the survey is to help us understand how we could improve the product, our service and the overall customer experience. We understand that listening to our customers is a vital component to improvement. We appreciate the responses we have received and we are happy to share the latest results.

## Net Promoter Score

Promoters 83% Passives 17% Detractors 0%



## Net Promoter Score (NPS)

How likely is it that you would recommend AutomatePro Ltd to a friend or colleague?



0 - Not at all likely

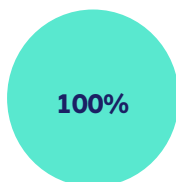
10 - Extremely likely

We are proud to report that our Net Promoter Score (NPS) has continued to improve. We have reached an impressive 83, where the industry average for a SaaS company is 31. We are happy that the work and effort from the entire team is being seen by our clients. Listening and acting on feedback is vitally important and we will continue to keep this at the forefront of our plans moving forward.

*"Every ServiceNow Customer needs this tool!!"*

## Customer Success Function

Happy 100% Neutral 0% Unhappy 0%



## Customer Success (CS) Function

How would you rate the Customer Success function at AutomatePro?

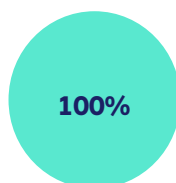


We continue to make sure Customer Success is a valued team within our organisation. Making it a collaborative vendor/client journey, with the aim to achieve maximum value is reaping rewards for our clients. This feedback is testament to the hard work that the programme aims to deliver.

*"I love the true partnership with the AutomatePro team in ensuring value delivered to our customer base/process owners."*

## Incident Ticket Support

Happy 100% Neutral 0% Unhappy 0%



## Incident Ticket Support

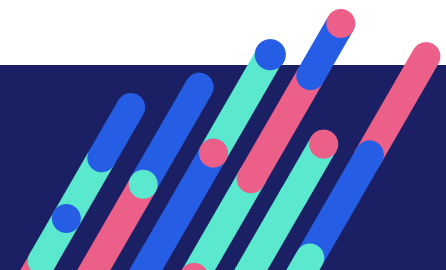
How would you rate the Incident Ticket support you receive from AutomatePro?



It has been a year since our Operations Team embarked on a complete review of our support function based on our client feedback. We have seen a consistent decrease in resolution times and with it an increase in customer satisfaction. We are really proud that our hard work is paying off and that clients are experiencing the benefits.

*"AutomatePro is professional, responds quickly and resolves issues when they arise."*

If you would like to discuss your thoughts or suggestions as to our observations, or ways for us to improve, please contact your Customer Success Manager.





# AutomatePro

Let's make progress

AutomatePro Ltd  
1 Northumberland Avenue  
Trafalgar Square  
London, WC2N 5BW

+44 (0) 20 3473 2986  
info@automatepro.com

 [linkedin.com/company/automatepro-ltd](https://www.linkedin.com/company/automatepro-ltd)  
 @autotestpro

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