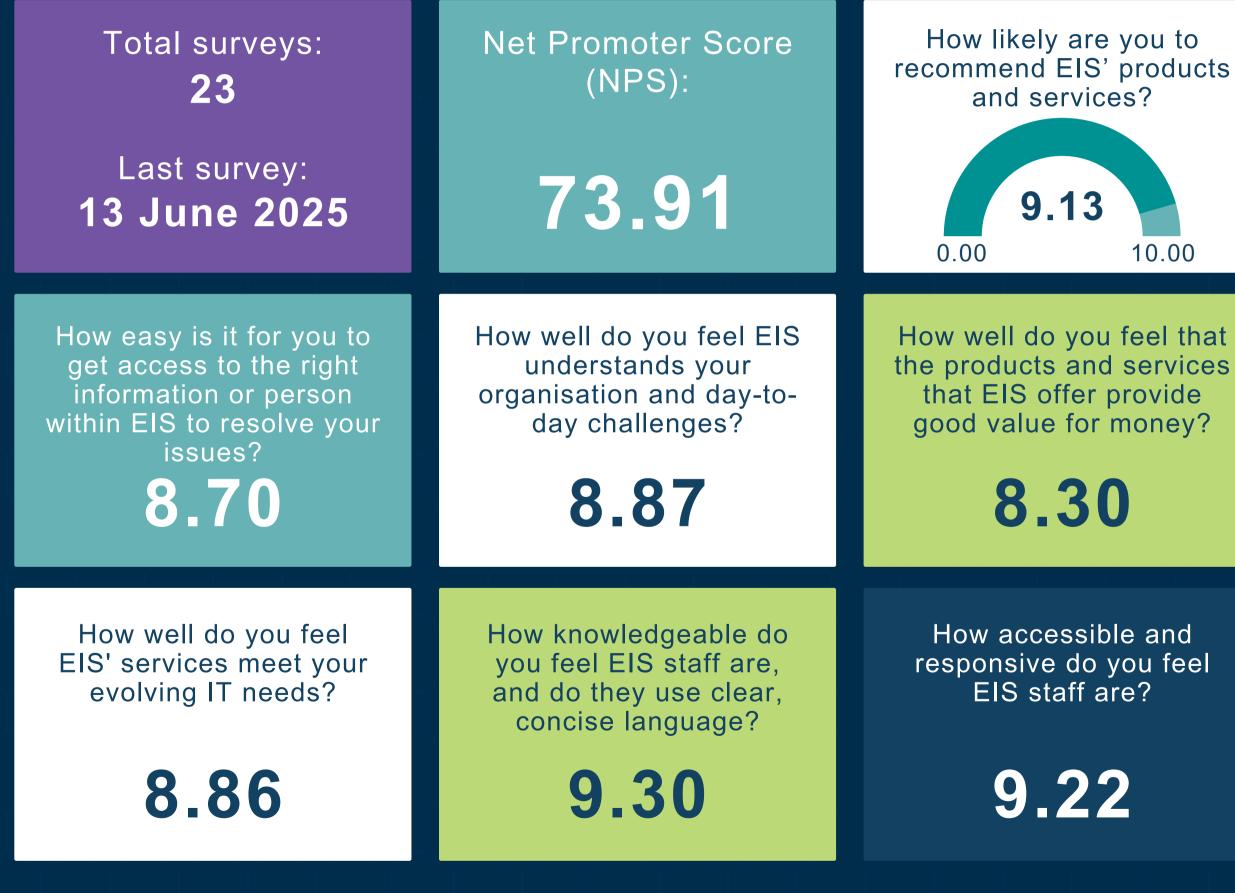
Customer Satisfaction Survey

This is the latest update on our customer satisfaction survey, providing insights into responses received across our customer base.





How well do we communicate with you as an individual or organisation?

9.48

How satisfied are you with

the accuracy, clarity and timeliness of our billing

and administrative

processes?

8.45

How would you rate the level of customer service that you receive from EIS?

9.43

What our customers say

These are the latest comments from our customers in the Education sector.

"James is always there to help or point us in the right direction."

"Our ICT representative responds very quickly to our queries..."

"Communication is always clear and timely. Any queries are answered promptly."

"It's great to have an ICT Technician here at our school site..."

"We are very happy with the service provided by Sy. We find him very helpful and always completes any tasks in a successful turnaround time."

not overloaded."



Communication is very good."

We receive the information we need but are

"Always on hand to answer my queries."

Here's how we're achieving

These are the latest targets and quarterly performance metrics for one of our largest customers.

Performance Metric: Relati Collaboration	ionship, Culture, Target Score: 80%	Performance Metric: Projec	ct Delivery Performance Target Score: 80%
Previous result: 80%	Latest result: 80%	Previous result: 60%	Latest result: 75%
Performance Metric: Innovation and Creativity Target Score: 60%		Performance Metric: Contractual and Commercial Target Score: 60%	
Previous result: 60%	Latest result: 60%	Previous result: 60%	Latest result: 60%
	Overall Performance Scor	се Се	
	Previous result: 98%	Latest result: 98%	

Comments from Customer

"'In general, the feedback is positive, the Account Director and I have a positive working relationship and where we have fed back on issues, they have been addressed."

Comments from Account Director

"I am delighted for EIS to have received an impressive 98% Customer Quarterly Feedback score for the third time running; the highest supplier rating awarded to anyone within the customer's supplier chain."



