

# Customer Satisfaction Survey

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



Total surveys:  
**23**

Last survey:  
**13 June 2025**

Net Promoter Score  
(NPS):

**73.91**

How likely are you to  
recommend EIS' products  
and services?



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

**9.48**

How easy is it for you to  
get access to the right  
information or person  
within EIS to resolve your  
issues?

**8.70**

How well do you feel EIS  
understands your  
organisation and day-to-  
day challenges?

**8.87**

How well do you feel that  
the products and services  
that EIS offer provide  
good value for money?

**8.30**

How satisfied are you with  
the accuracy, clarity and  
timeliness of our billing  
and administrative  
processes?

**8.45**

How well do you feel  
EIS' services meet your  
evolving IT needs?

**8.86**

How knowledgeable do  
you feel EIS staff are,  
and do they use clear,  
concise language?

**9.30**

How accessible and  
responsive do you feel  
EIS staff are?

**9.22**

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.”*

*“Communication is very good.”*

*“We receive the information we need but are not overloaded.”*

*“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: Relationship, Culture, Collaboration  
Target Score: 80%

Previous result: **80%**      Latest result: **80%**

Performance Metric: Project Delivery Performance  
Target Score: 80%

Previous result: **60%**      Latest result: **75%**

Performance Metric: Innovation and Creativity  
Target Score: 60%

Previous result: **60%**      Latest result: **60%**

Performance Metric: Contractual and Commercial  
Target Score: 60%

Previous result: **60%**      Latest result: **60%**

### Overall Performance Score

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."*