

Net Promoter Score



What is a good Net Promoter Score (NPS)?



Average NPS for Cloud and hosting industry¹

25

Flexential's 2022 Key NPS Metrics

83

Experience NPS Score

Experience NPS is triggered by the completion of specific customer actions, such as making a transaction online or finishing a call with the customer service rep.²

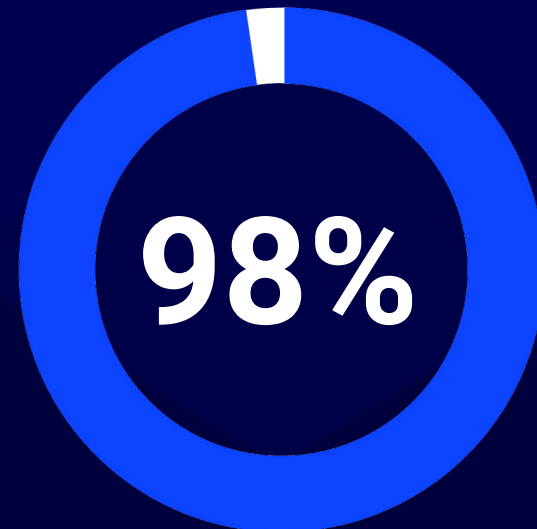
46

Relationship NPS Score

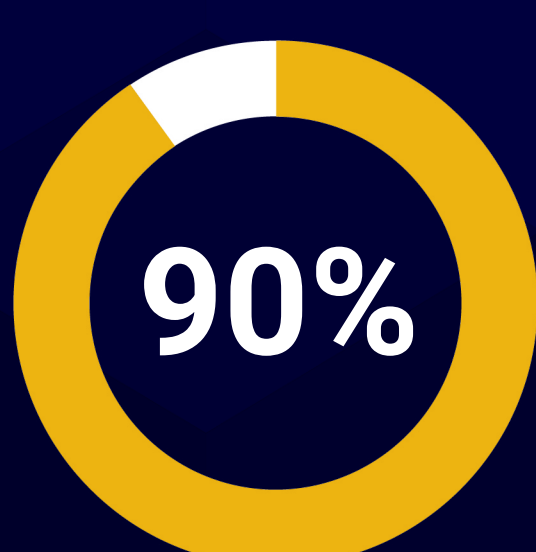
Relationship NPS is solicited when there is no initiating trigger. It is the way a company can ask for feedback, often once or twice a year, to get a general sense of customer sentiment.



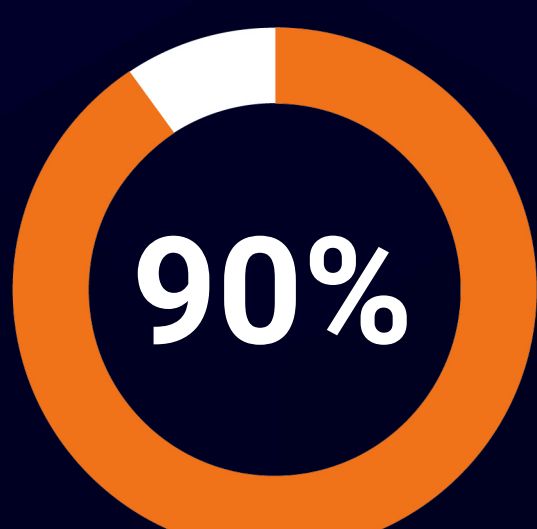
9 out of 10 respondents say the Flexential Xperience Platform™ is **easy to access and easy to use**



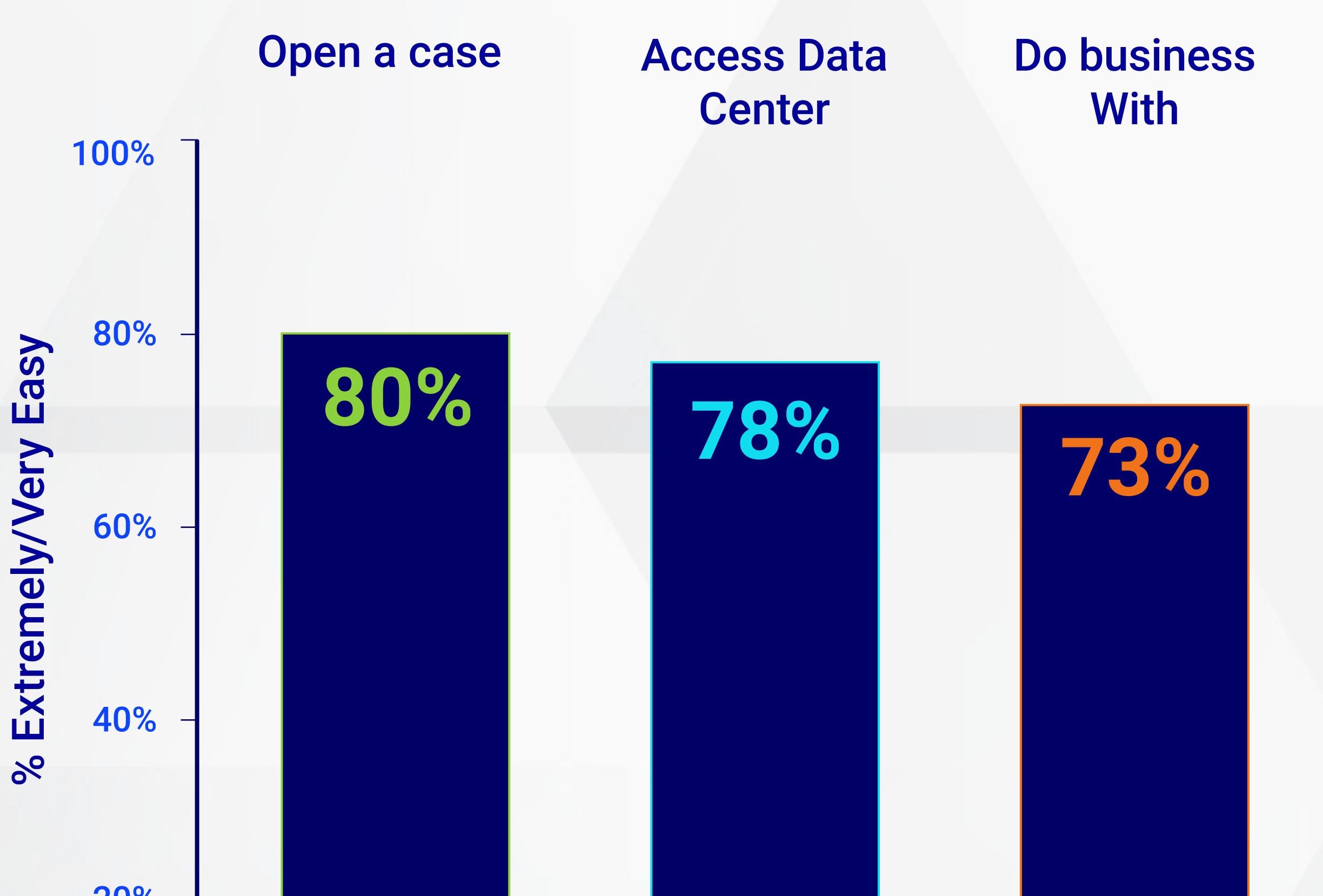
98% of respondents say that Flexential's Technical Assistance Associates are **helpful**



90% of respondents indicate that their support issues are resolved in a **timely manner**



90% of respondents stated that Flexential's Cloud and Managed Services are **meeting their business needs**



Customer Testimonials

"Flexential staff and managers are all friendly and helpful. The Flexential client center is easy to navigate and well-designed. Tickets, cross connects, and other issues are **handled quickly**, and staff is communicative throughout the process."
- A Data Technology Company

"Unlike other data centers I have dealt with in my 30 years, **Flexential provides the best quality of service**. They went out of their way to get a cable we were lacking to finish bringing the equipment into production. The people are great."
- A Community Healthcare Organization

"I think the performance and reliability of Flexential's **hosted private cloud has been top notch**. I've used a couple of other vendors in the past and it looks like we get the most performance from the Flexential HPC."
- A SaaS based Scheduling Software Company

Sources:

(1) Retently

(2) Bain & Company