



## Microsoft Customer Satisfaction Survey – October to December 2009

### Introduction

The Customer Satisfaction (CSAT) Survey is a vital part of our relationship with the customer and with Microsoft. It also counts towards the annual points we must earn to maintain our Gold Certified Partner status with Microsoft.

It allows Microsoft to understand how well (or otherwise!) Turnkey are regarded by their customer base but, more importantly, it provides those customers with an opportunity to provide feedback to Turnkey on how effective their software solution is, and on how well it is supported by Turnkey.

### Overall Results

We have highlighted below the key feedback elements which will allow potential customers to assess how well suited Turnkey might be to meet your needs. Clearly, it is a vital part of any business relationship that customers feel confident that they are entering into a partnership with a software supplier who will provide the highest level of integrity and service. We are delighted to be judged on our customer feedback.

When asked *“Considering everything you know about this company, its relationship with you and its technology products, services, and/or support how satisfied would you say you are?”*

**100% of respondents said they were “Very Satisfied” with Turnkey.**

When asked *“Based on your experience, how likely would you be to recommend Turnkey Computer Technology Ltd to a friend or colleague looking for technology products, services, and/or support?”*

**90% of respondents “Definitely Would” recommend Turnkey and 10% “Probably Would”.**

When asked *“For your next similar purchase of technology products, services, and/or support, how likely would you be to buy from Turnkey Computer Technology Ltd again?”*

**70% of respondents “Definitely Would” buy again from Turnkey and 30% “Probably Would”.**

When asked *“In general, how would you rate the competitive advantage provided to your company by using Turnkey Computer Technology Ltd rather than using any other company that provides similar solutions, services, products, support, etc.?”*

**70% of respondents thought Turnkey provided a “Vital” or “Big” Advantage, while 30% said we provided “Some” Advantage.**

If you feel that your business needs can be served more effectively by Turnkey, why not call Stephen Malloy on 0141 644 5444 for a free consultation? You will be in good company!

Or, you can e-mail him on [stephen\\_malloy@tctl.co.uk](mailto:stephen_malloy@tctl.co.uk)