



LEVERAGE IT'S

Client Satisfaction Report 2023

Discover the key insights from our annual client survey
and service improvements coming in 2023

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Executive Summary



Client feedback is vital for any organization. If you've been a Leverage IT client for a while, you know we conduct regular planning and advisory meetings with clients to gather input. We also send you a survey requesting feedback once a project or ticket closes.

What you may not know, however, is that Leverage IT considers itself a client service organization first and a technology company second. Client satisfaction is our number one goal – providing excellent IT service is simply the means by which we accomplish that goal. However, we realize our feedback collection process could be improved. While the advisory meetings and quick surveys we conduct are important, they're not enough to truly understand how clients view our service. That's why in late 2022, we conducted our first annual survey to gather in-depth feedback and improvement recommendations from our clients. The report you are about to read shares the results of that survey.

Leverage IT's Client Satisfaction Report 2023 is an annual perspective of our service in the eyes of our customers. It provides clients and prospective clients with insights into Leverage IT's performance across its five core service areas: technology roadmapping and strategy, business applications, cybersecurity, business technology infrastructure, and backup and data protection.

This report also shares upcoming improvements to our services and assigns us a net promoter score (NPS) – considered the gold standard of evaluating customer satisfaction – to provide a more objective perspective of our performance.

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What Are the Five Key Service Areas? An Introduction



If you're new to Leverage IT or only use a few of our services, you may be unaware of all our technology solutions. Below is a summary of our five key service areas, describing each one and its benefits. We'll dive deeper into these services and explore client feedback in "The Five Service Areas" section of this report.



1 - Technology roadmapping and strategy: Navigate Services

The technology roadmapping and strategy aspect of our Navigate Services includes a dedicated Certified Digital Advisor who will learn the ins and outs of your IT infrastructure, processes, and business goals. With this knowledge, the Certified Digital Advisor then designs a detailed IT strategy that aligns with your organizational goals and provides guidance on technology projects to reap maximum ROI.



2 - Business applications: Navigate Services

We work with your business process experts to clarify the goals of your new application and map the efficacy of your current solution stack. The objective is to align the application's new features and functions with your business needs. To ensure the application is delivering ROI, we regularly touch base with you on your experience with the new solution.



3 – Cybersecurity: Shield Services

To keep your organization safe from bad actors and ransomware, we offer a suite of cybersecurity tools, multiple security layers, and staff training. All solutions are applied by cybersecurity experts who have years of experience and a deep understanding of best practices.



4 – Business technology infrastructure: Pivotal Services

We help implement the right technology infrastructure to support your applications, business needs, and overall productivity. As part of the service, you receive a clear technology roadmap to help you meet your unique operational and security requirements.



5 – Backup and data protection: Secure Services

You receive automated, scheduled backups of all your business data, both on site and in the cloud. In the event of a disaster, these backups combined with a business continuity plan provide you with a step-by-step, turnkey recovery that quickly restores all your data to exactly how it was. To keep backups up to date and provide peace of mind, the service is ongoing and follows data security best practices.

