

Customer Satisfaction Global Survey

RoamsysNext

April 2020



Customer Satisfaction Global Survey

- launched March 30th - closed April 20th
- professional survey created with polling tool
- **20 questions** about
 - communication
 - products
 - innovation
 - demographics



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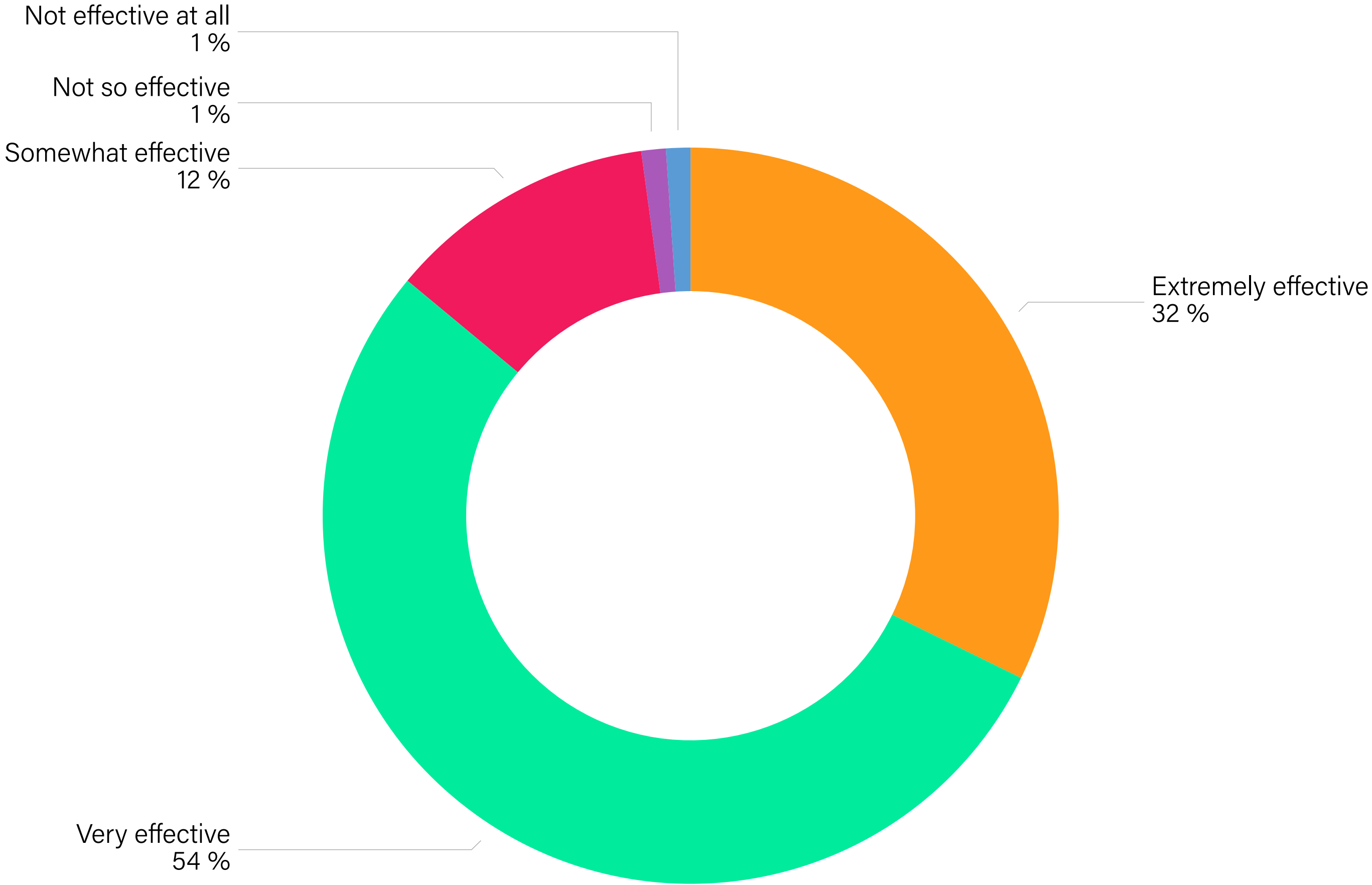
“Competence, professionalism and kindness of your specialists.”

“Totally satisfied.”

“So user friendly and the team always helps quickly if I’m having issues.”



86% of customers value communication as “extremely/very effective” altogether



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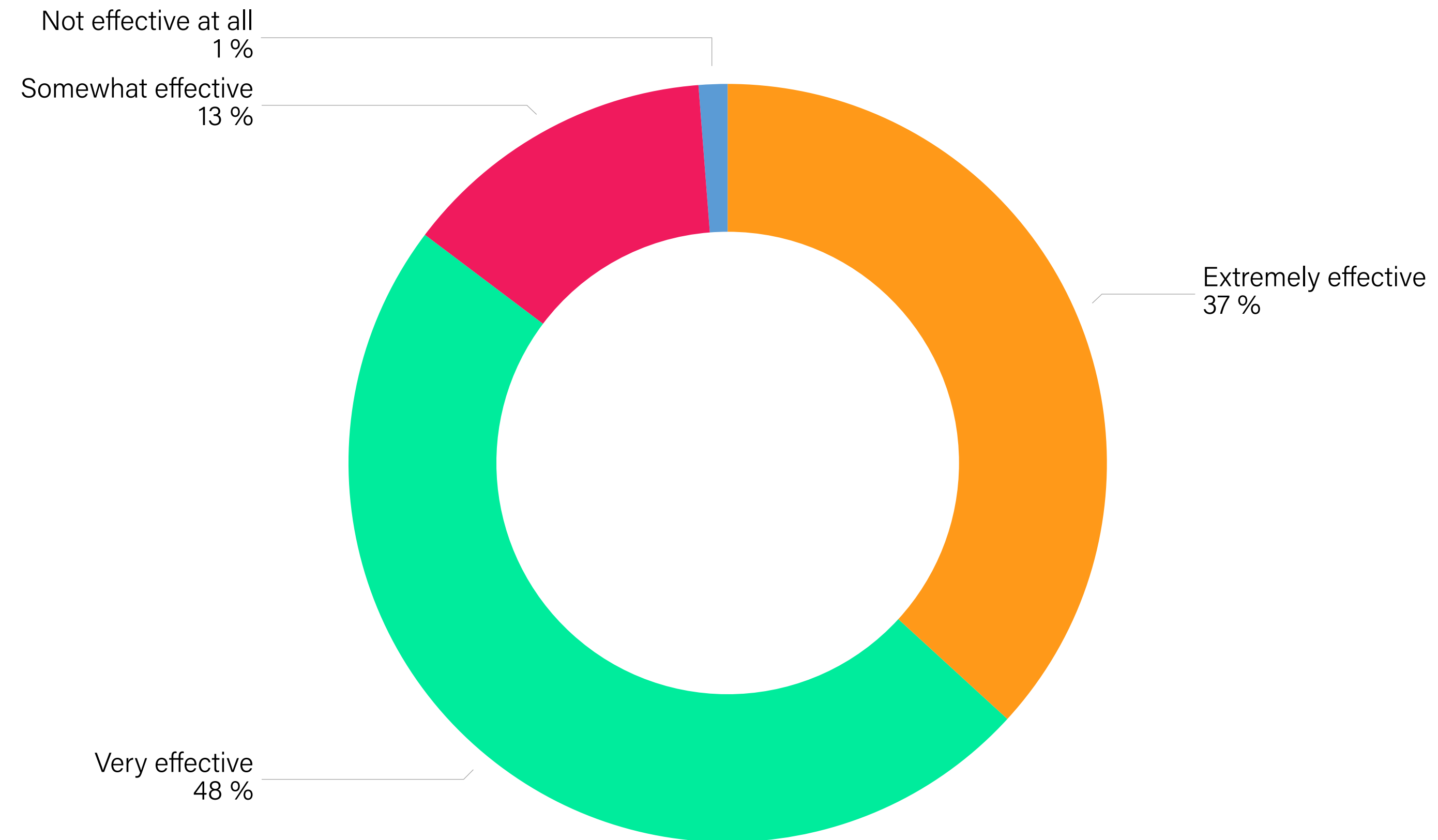
“Really happy with the support I have received to date.”

“Ease of use and RoamsysNext support is very good.”

“Ease of interface – kind and quick support – tool of function.”



85% of customers value the support team as “extremely/very effective” altogether



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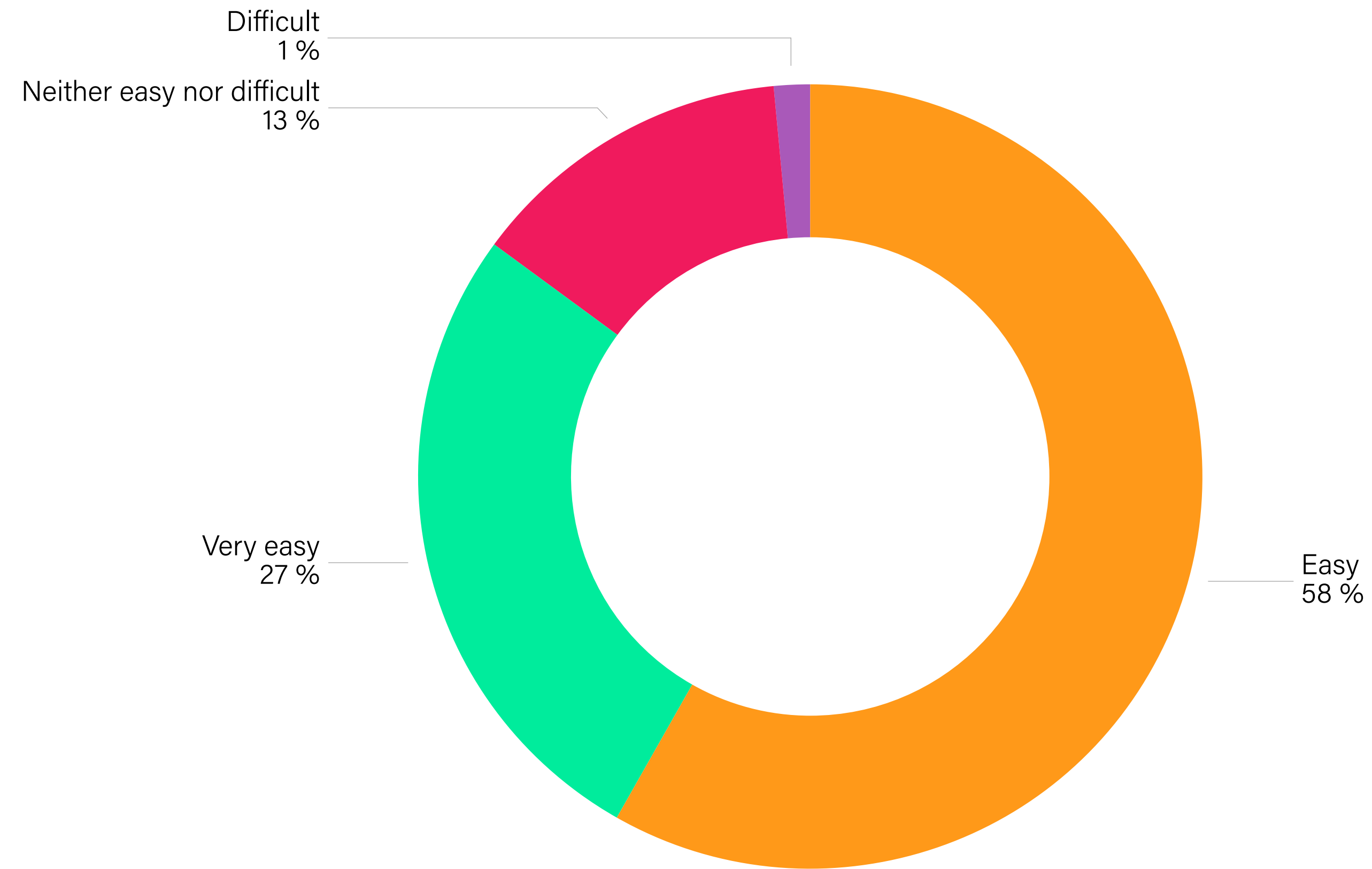
“I have had zero issues working from home with RoamsysNext as I VPN into my network desktop and work accordingly.”

“For me the tool is working perfect concerning working from home.”

“I am happy with the current product that you provide me and our company. Nothing I can think of that you can do more.”



85% of customers find the tools easy to use: "easy/very easy" altogether



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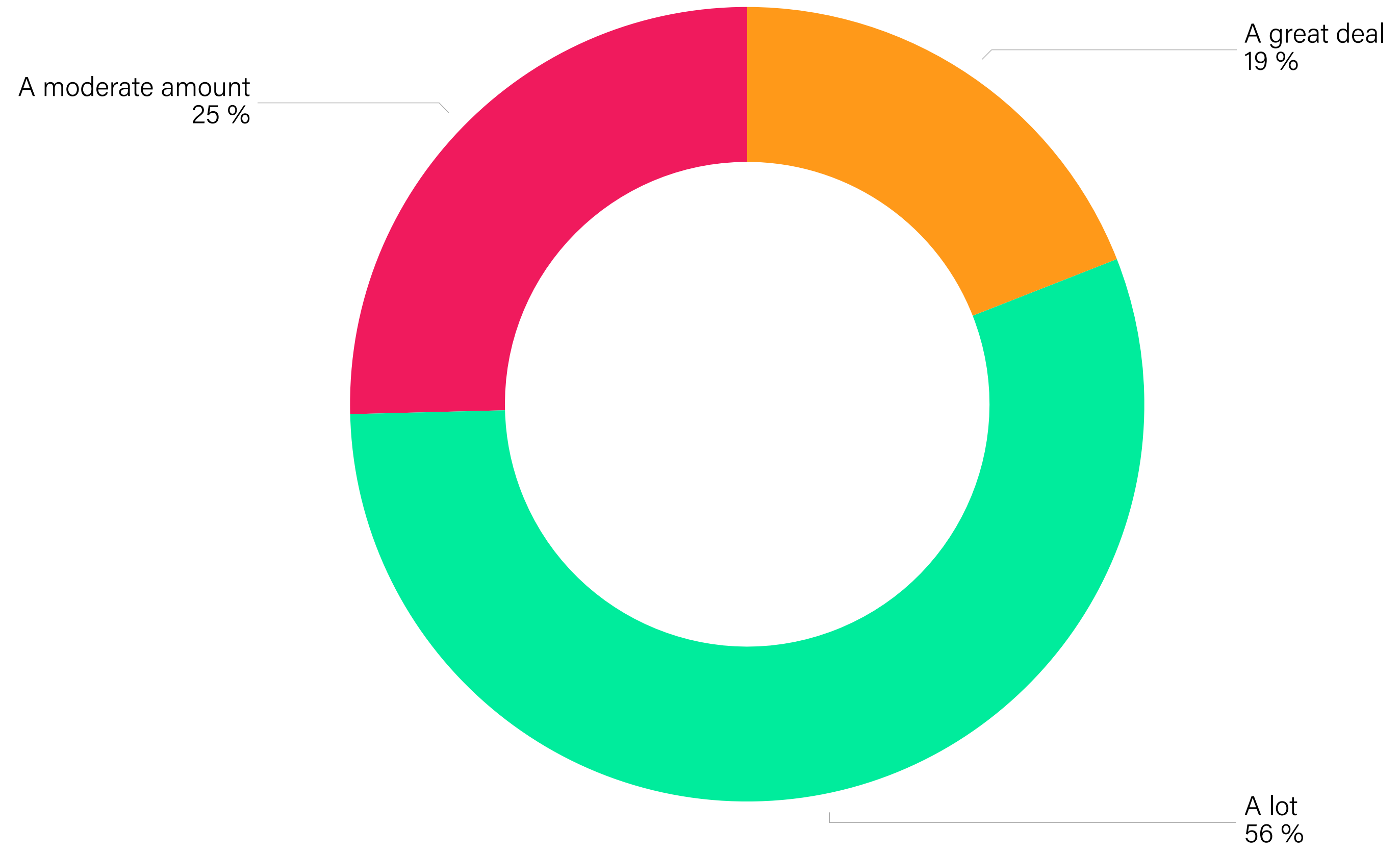
“Continue adapting to your customer needs in your agile way of working.”

“Just keep on being as enthusiastic as you have been until today!”

“Continue as it is! You are doing great!”



Is RoamsysNext driving innovation for the industry?



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“Great job!”

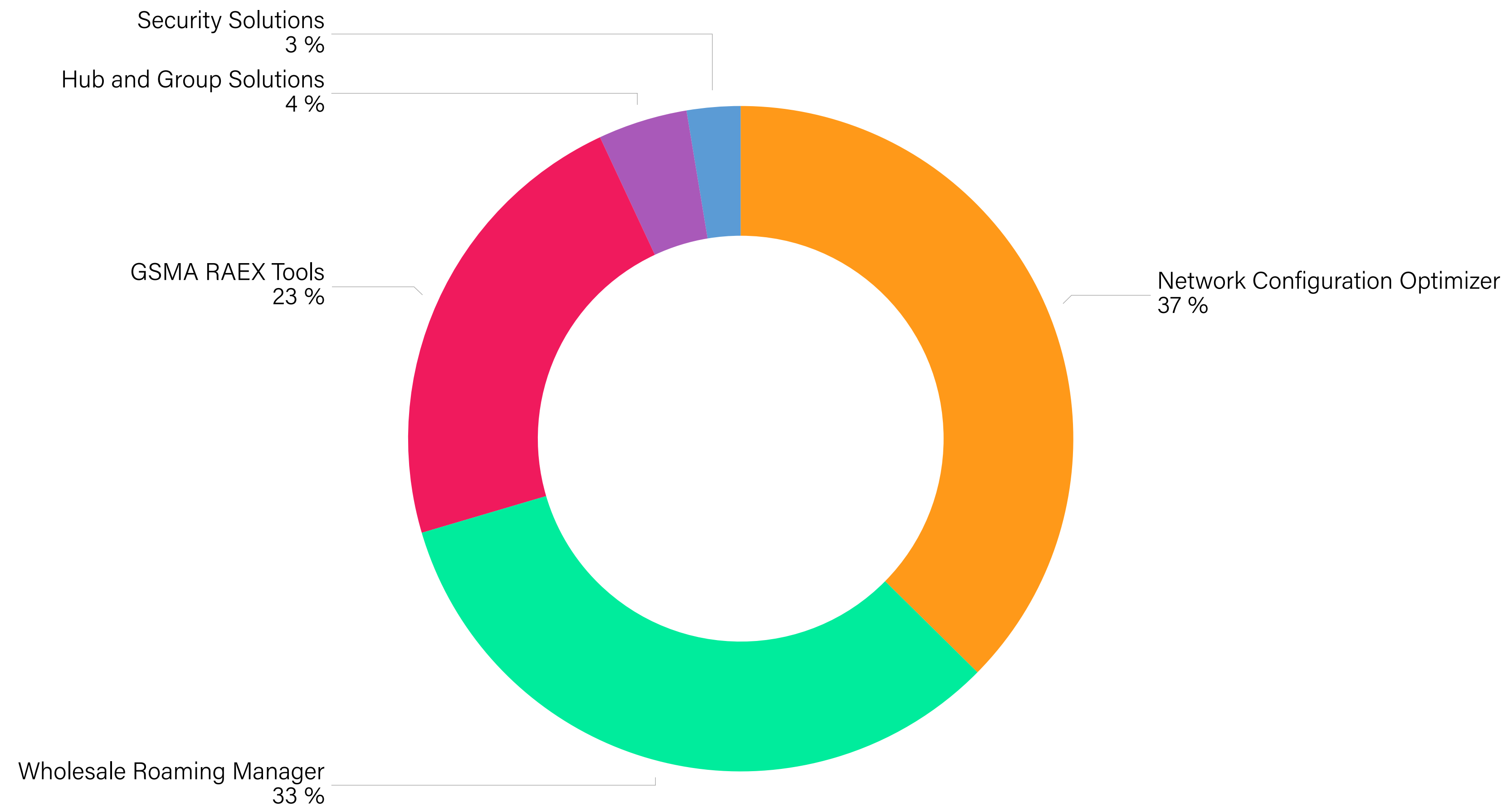
“For the time being, all my needs are covered. Great stuff!”

“Keep the way you do.”

“Great tool and fantastic team.”



The majority of customers is working with **Network Configuration Optimizer**, **Wholesale Roaming Manager** and **GSMA RAEX Tools**



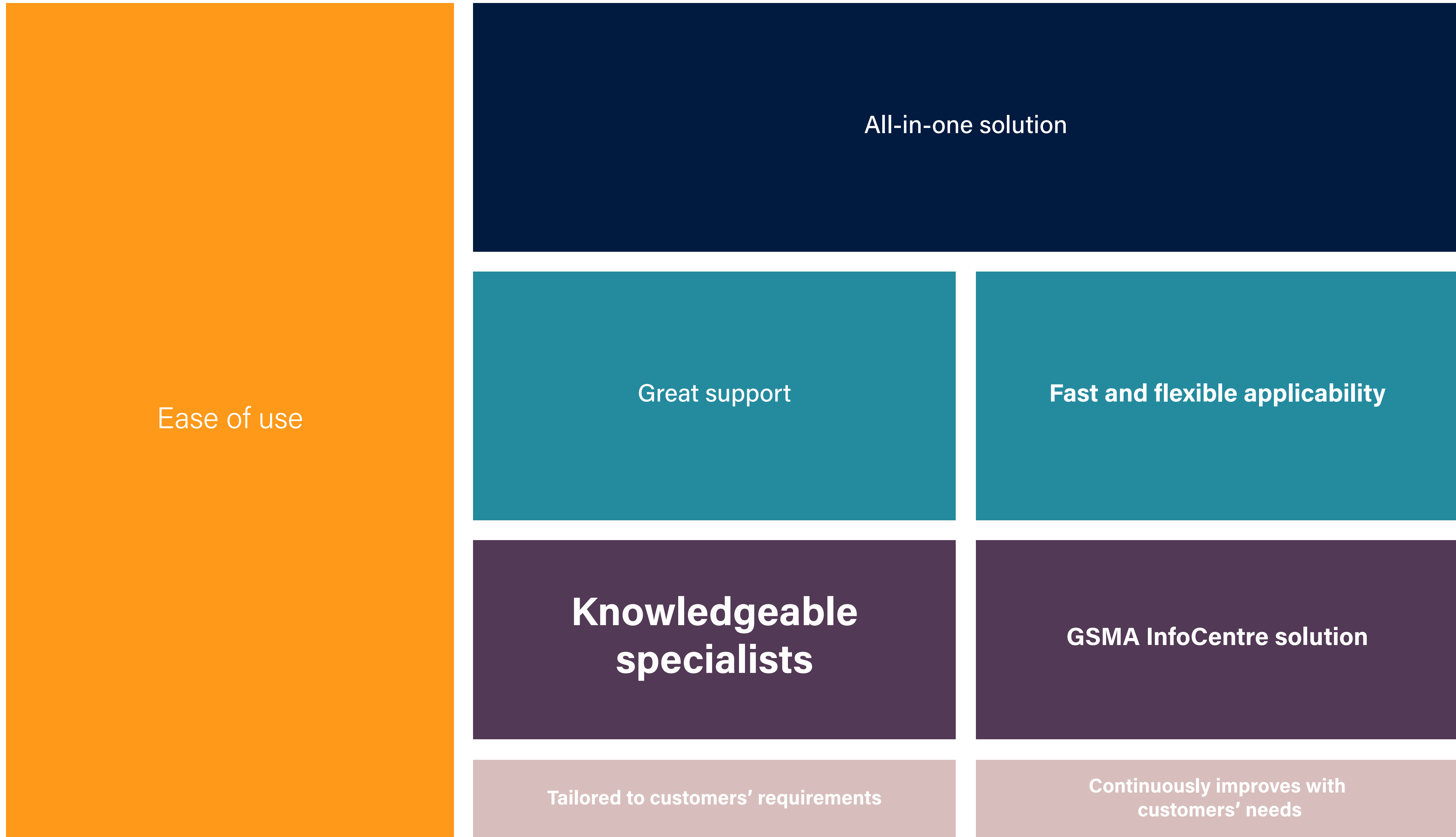
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“The easy way to check every information from other networks and the easy way of reporting.”

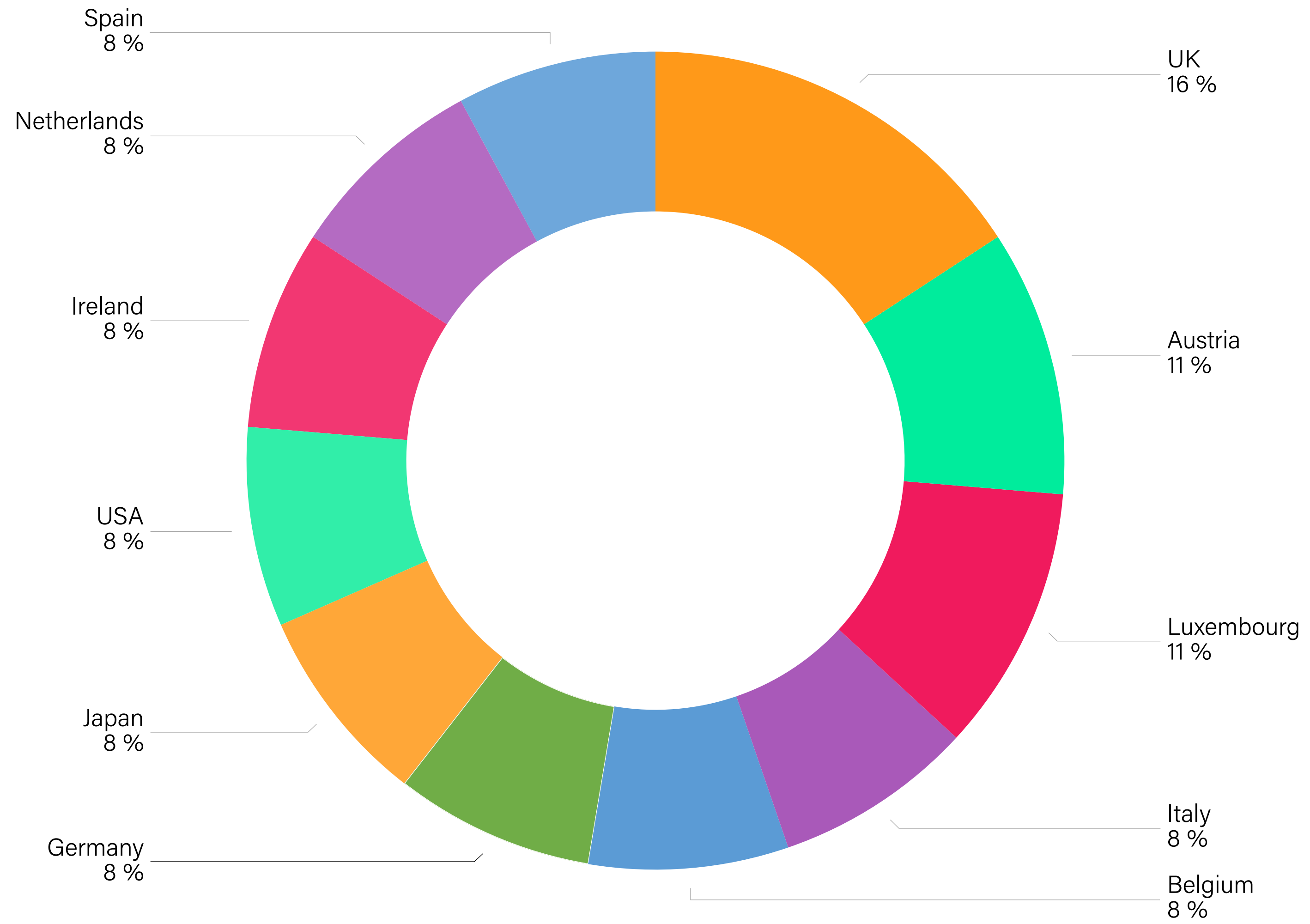
“It's a very good and flexible product that continuously improves with the needs of the customer.”



Top Reasons for Implementing RoamsysNext tools



Where do our interviewees come from?



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“I am happy with the current product that you provide me and our company.
Nothing I can think of that you can do more.”

“It's an extreme pleasure to work with RoamsysNext and their tools!”

“Keep as you are, you're doing a very good job.”

