

Our Customers Report Card is in - They have Rated Our Customer Service #1



Survey Responses
16137
Overall % Satisfaction
99%
Overall ScoreBoard Index
4.9/5.0 max
Ranked highest in Customer Service
6 years

CXDNA REPORT CARD | Exceeding Customer Expectations – One Experience at a Time SM

Customer Satisfaction Survey Results by Question - Customer Support 2018						
Customer Support Group Satisfaction Questions:	CURRENT YEAR			PRIOR YEAR		
	Response	Sat%	ScoreBoard Index (SBI)	Response	Sat%	ScoreBoard Index (SBI)
Time to respond	16137	99%	4.9	11432	99%	4.8
Time to resolve	16137	99%	4.9	11432	99%	4.8
Engineer Knowledge	16137	99%	4.9	11432	99%	4.9
Quality of Communication/Service	16137	99%	4.9	11432	99%	4.9
Overall Satisfaction Support	16137	99%	4.9	11432	99%	4.9
Total	80685	99%	4.9	57160	99%	4.9
Loyalty Question:	NPS			NPS		
How likely are you to recommend AJAX to a friend or colleague?	89%			91%		

Customer Satisfaction Survey Results by Question - Consulting Services Group 2018						
Consulting Group Satisfaction Questions:	CURRENT YEAR			PRIOR YEAR		
	Response	Sat%	ScoreBoard Index (SBI)	Response	Sat%	ScoreBoard Index (SBI)
Consultant Knowledge	181	95%	4.6	234	98%	4.4
Consultant Professionalism	182	93%	4.6	234	98%	4.4
Consultant Responsiveness	182	94%	4.6	234	98%	4.1
Consultant Overall Project Execution	182	92%	4.6	234	98%	4.4
Project Manager Knowledge	186	95%	4.6	234	98%	4.7
Project Manager Professionalism	182	93%	4.6	234	98%	4.7
Project Manager Responsiveness	181	94%	4.6	234	98%	4.7
Project Managers Overall Project Execution	182	94%	4.6	234	100%	4.7
Overall Satisfaction with Services	182	94%	4.6	233	98%	4.8
Total	1640	94%	4.6	2105	98%	4.5
Loyalty Question:	NPS			NPS		
How likely are you to recommend AJAX to a friend or colleague?	90%			N/A		

TESTIMONIALS	NORTHFACE SCOREBOARD AWARD RECIPIENT
<p>"One of our key decision points in choosing AJAX was its support organization. AJAX has by and far the best support of any IT organization that I've ever worked with."</p> <p>Senior Cloud Architect</p> <p>"I've been in business a while and what I've noticed is that AJAX support is one of the best out there. You log a low priority ticket and it gets picked up in 15 minutes and somebody is calling you to fix it."</p> <p>Director, Infrastructure & Operations</p>	<p>Customer Support Group: 2018-2013</p> <p>Consulting Services Group: 2018-2017</p>

We AJAX Inc. hereby attest that the above is a true and accurate statement relating to the processing and to the survey results of our customer survey measurement process for the period of January 1, 2018 to December 31, 2018. Further, we understand that the NorthFace ScoreBoard (NFSB) Audit services may result in our firm becoming a recipient of the award based on the information we provided in this statement. Customer Relationship Management Institute LLC (CRMI) grants marketing rights, both electronic and print, including usage of award logo, Customer Bill of Rights tagline "CXDNA powered by NorthFace ScoreBoard Award" to all NFSB recipients for the applicable calendar year. Lastly, we acknowledge the audit results require an annual minimum SB Index of 4.0 out of a possible 5.0 or equivalent rating system, based solely on our customer's ratings, requires the survey results be made available to all stakeholders and requires a minimum of one (1) individual to be CEMPRO-Advocate certified.

AJAX Inc.

 | Date: _____
 John Smith
 VP, Worldwide Support

Customer Relationship Management Institute LLC

Bill Moore

 | Date: 4/3/2019
 Bill Moore
 Chief Customer Officer - Auditor