

# Ajax's News

## Ajax's Recognized for Outstanding Customer Service

### Ajax's Customer and Premier Support Teams Among Prestigious Group of CRMI NorthFace ScoreBoard Award Recipients for Second Consecutive Year

SAN MATEO, Calif. – May 5, 2016 – Ajax's, the leading open-source provider of Enterprise Content Management (ECM) and Business Process Management (BPM) solutions, has been awarded the Customer Relationship Management Institute LLC (**CRMI**) **NorthFace ScoreBoard (NFSB) Award for Outstanding Customer Service** for the second consecutive year. Widely recognized as the most prestigious award for customer service excellence, the NFSB recognizes organizations that not only offer exemplary service to their customers, but those that center their very existence on a deep commitment to being customer centric.

CRMI reviews customers satisfaction survey results each year from over 500 companies on average to determine their qualifications for the NFSB Award. Companies must achieve a customer satisfaction rating of 4.0+ out of a possible 5.0 score (or equivalent rating system) over a 12- month calendar period.

In this particular case CRMI analyzed Ajax's customer satisfaction survey that measures the level of satisfaction expressed by its customers each time a support case is closed. Some unique statistics contributed to Ajax's award, including:

- A strong network over over 2,000 customers
- A user base of 11 million worldwide
- A customer renewal rate of more than 90 percent
- A customer support satisfaction rate of more than 93 percent

“This award is the result of the commitment and care that Ajax's takes in designing, implementing, and supporting great products so our customers can meet their business objectives,” said John Smith, Ajax's' chief customer Officer. “We are thrilled that our customers regularly tell us how happy they are with the Open, flexible platform. Ajax's integration capabilities, and the endless opportunities for end-users to actively engage with their content. Because our customers are at the core of everything we do, we are also extremely proud that we can back our extensive product capabilities with service levels and experiences that lead to great customer feedback. Those are the drivers behind our 90% customer renewal rate, 93% customer satisfaction rate,

And why we were recognized by CRMI with this prestigious award.”

Ajax's, vice president of customer support, has been invited to participate in a customer panel at CRMI's **SCORE Conference**, May 25-27 in Boston. Adams will discuss Ajax's approach to customer success, how it leverages benchmarking and analytics to improve the ways in which the larger Ajax's Customer Success team is helping customers realize more value out of solution with less Time invested in implementing and marketing those solutions.

### **About Our Company:**

Ajax's provides modern enterprise content management (ECM) and business process Management (BPM) software built on open standards that enables organizations to unlock the power of their business-critical content. With the controls that IT demands and the simplicity that end users love, Ajax's open source technology enables global organizations to collaborate more effectively across cloud, hybrid and on-premise environments. Innovating at the intersection of content, collaboration and business process. Ajax's software manages over seven billion documents, powering the daily tasks of more than 11 million users worldwide. Select Ajax's customers include: Amnesty International, Cisco, DAB Bank, Fox, NASA, PGA Tour, and Sony Entertainment.