



Datavail Now Has 75 Reasons to Smile

At Datavail, we are driven to earn the trust and loyalty of our amazing clients. Every year, we run a Net Promoter Score (NPS) survey to better understand if we're meeting our mark.

We are proud to share that our Net Promoter Score (NPS) is an excellent **75**, surpassing the industry average. This score reflects the trust, loyalty, and satisfaction of our clients—businesses like yours who know they can rely on us to deliver exceptional results.



What is an NPS Score?

NPS is the gold standard for measuring customer loyalty. It derives from a single question, standard across all industries:

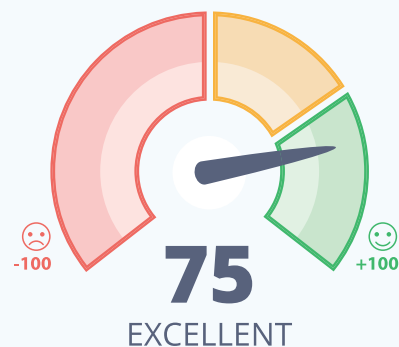
On a scale of 0-10, how likely are you to recommend Datavail to a friend or colleague?

It's a weighted calculation of:

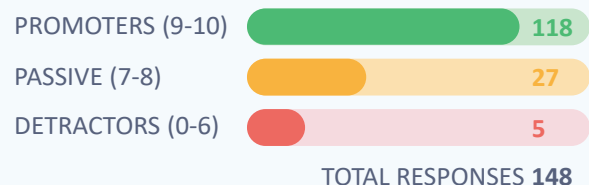
- 😊 Promoters (9-10 rating)
- 😐 Passives (7-8 rating)
- 😞 Detractors (0-6 rating)

Scores range from **-100** to **100**.

Datavail's NPS Score



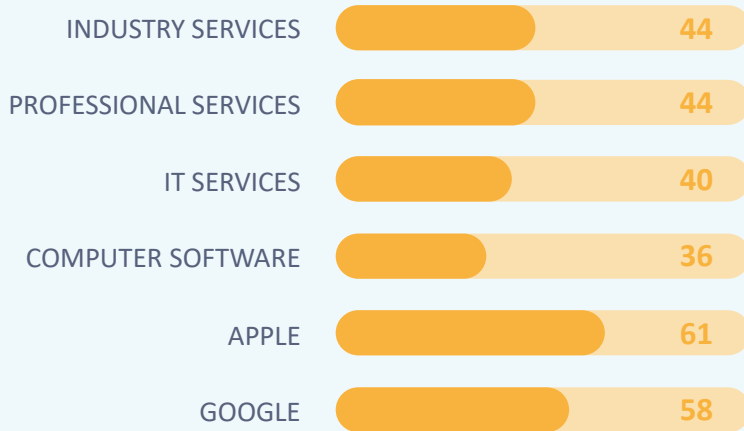
78% - **3%** = **75**
PROMOTERS DETRACTORS NPS SCORE



Datavail has always had — and will continue to have — a culture of commitment to our clients, to our proficiency, and to exceptional delivery.

NPS Industry Benchmarks

Compare our score with the 2023 industry benchmarks. The median NPS for IT services companies is 40. The median NPS for all industries is 44.



The global NPS benchmarks across industries are arranged into three quartiles:

Upper Quartile ← **THIS IS US!**
Top 25% of performers
NPS of 72+

Median
Half score above, half below
NPS of 44

Lower Quartile
Bottom 25% of performers
NPS of 0 or lower

What Our Customers Have to Say

A company's NPS score begins with its clients. And Datavail has the best! We are grateful for you and the trust you give our teams.

"We have relied on Datavail for many years. They continue to be a consistent, reliable and important part of our team. We can call on them 24x7x365."

"Datavail has provided skilled consultants and support over the last 8 years. They have been a trusted resource and provide their staff skill enhancement to stay up to date with all of the support they provide."

"The Datavail team is dependable, responsive, and always available when we need them. Thank you for your continued support."

