

OVERALL

Q2 2010 Net Promoter for Inavero

NET PROMOTOR SCORE

CLIENT
96.8%

DETAILED COMPARISON

	Q1 2010	Q2 2010	Industry
CLIENT			
NET PROMOTOR	83%	96.8%	--
RESPONSE RATE	47%	62%	--
Average	9.4	9.7	--
Promoters (9-10's)	83%	96.8%	--
Passives (7-8's)	17%	3.2%	--
Detractors (0-6's)	0%	0%	--
Responses	55	31	--

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SEGMENTS

Nonstaffing 83.3% 75% Net Promoter Score Response Rate	Annual 100% 76.5% Net Promoter Score Response Rate	Association 100% 40% Net Promoter Score Response Rate
Custom 100% 41.2% Net Promoter Score Response Rate	Premium 100% 100% Net Promoter Score Response Rate	

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INDIVIDUAL RESPONSES

CLIENT [REDACTED] (June 15, 2010)
10 "Excellent customer service at all times during the process. The NPS dashboard that was set up for us was easy (and FUN!) to use. Although the survey is not 100% closed yet, it is already evident that it has provided us with quality and useful information from our clients that we might not otherwise would have captured."
No response provided.

CLIENT [REDACTED] (June 24, 2010)
10 *No response provided.*
No response provided.

CLIENT [REDACTED] (June 15, 2010)
10 "Terrific, supportive staff. Great technology. Continued innovation (mobile application)."
"I would like to see an "anonymous" (initials instead of names, customer name removed, etc) PDF version of the results that we could publish on the website or send to brokers or prospects."

Also, keep me in the loop with any innovative ways to integrate the survey into our business practices/processes."

CLIENT [REDACTED] (June 27, 2010)
10 "Exceptional Service and Support. More importantly Inavero is truly a strategic partner. They are constantly looking for ways to more align with their client's goals and objectives."
"We are all good here. You guys do a great job of over delivering for us."

Thanks for your hard work!"

CLIENT [REDACTED] (June 15, 2010)
10 *No response provided.*
No response provided.

CLIENT [REDACTED] (June 15, 2010)
10 "New dashboard, impact on our leadership team of Eric's recent workshop."
"Nothing at this time."

CLIENT [REDACTED] (June 15, 2010)
10 "Excellent service, impactful product, excellent people to work with."
No response provided.

CLIENT [REDACTED] (June 16, 2010)
10 "Inavero really cares about its clients. It takes our suggestions for improvements to heart. The pros on staff are smart, strategic, friendly, and really great people to work with. We really appreciate their interest in continuous improvement and their looking out for our interests. We've noticed improvements with the addition of Nathan and Tracy."
"Better internal quality assurance on our reports. We shouldn't be finding factual, mathematical, or tabulation errors. Makes us worry a bit about overall accuracy."

CLIENT [REDACTED] (June 22, 2010)
10 "Great customer service!"
"More notice in advance of each quarterly e-mail campaign. Just assume we are NOT going to be ready by our committed timeline, so ping us extra early. I guess I'm asking for more babysitting. It's sad, but needed at this time! ;-)"
Would also be nice to have some customization of the program, so we will get a meeting to discuss soon."

CLIENT [REDACTED] (June 17, 2010)

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10

"I have dealt with very professional people in their organization from day one. Their level of customer service and commitment to the client is unbeatable. Their technology and live data reporting is very important to our organization and I am able to respond much faster than ever before to our clients' complaints."

"Enable their system to be able to send multiple surveys to the same client that has more than one facility."

CLIENT

[REDACTED] (June 22, 2010)

"No matter the question or need, it feels like the entire organization is working with me."

10

"Continue to provide and enhance the dashboards, so an organization may select what information to display."

CLIENT

[REDACTED] (June 22, 2010)

"Customer service, survey benchmarking knowledge, professionalism"

10

"Can't think of anything"

CLIENT

[REDACTED] (June 21, 2010)

"Well focussed. Attentive to our needs."

10

"Nothing really."

CLIENT

[REDACTED] (June 15, 2010)

"I have worked with Eric and Tracy and their team at Inavero for the past few years and they are wonderful to work with. They are very knowledgeable about the staffing industry and strive to do the best for their clients."

10

No response provided.

CLIENT

[REDACTED] (June 23, 2010)

"I find Inavero to be an innovative partner. They understand the pulse of the candidate community and offer insight as to how to raise the bar in the staffing industry. I value the expertise they bring to the table."

10

No response provided.

CLIENT

[REDACTED] (June 16, 2010)

"We have been provided very good training. We've always had our questions answered very quickly and professionally."

10

No response provided.

CLIENT

[REDACTED] (June 15, 2010)

"Understanding of my business, proactive in sharing ideas and responsive to my requests."

10

"I have no suggestions. The entire team goes above and beyond in ensuring that we have a successful partnership."

CLIENT

[REDACTED] (June 15, 2010)

"great follow up, communication and customer service"

10

"take up residence in our offices?"

CLIENT

[REDACTED] (June 15, 2010)

"Everyone who I have worked with at Inavero is knowledgeable in their field, attentive to our needs, friendly, diligent about follow up, and truly a pleasure to work with."

10

"I honestly have no complaints, and can't think of anything Inavero could be doing better."

CLIENT

[REDACTED] (June 22, 2010)

"The incredible customer service and willingness to answer and help with any issue."

10

"Allow the response to the detractor ratings be stored in the system and allow historical trending by rep or client."

CLIENT

[REDACTED] (June 23, 2010)

"As a user of Inavero satisfaction surveys, I believe they reveal valuable information on how I do business, and to enhance my business"

10

No response provided.

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10

[REDACTED] (June 15, 2010)

"I'm a big fan of Inavero! Yes I have, and will continue to recommend Inavero as long as they continue to improve and evolve as an organization. Not to mention, they have cool contest and amazing prizes."
"Continue to enhance your overall company image and practice. Inavero should be known throughout the entire staffing industry, and I'm surprised people are still unaware when I discuss with them. Additionally, it would be nice if you had a "consultancy" arm to train and educate Recruiters and Account Managers how to receive better scores and how to differentiate from our competitors."

CLIENT

10

[REDACTED] (June 22, 2010)

"Good service and feedback. Looking forward to seeing the results of the surveys we have done."
No response provided.

CLIENT

10

[REDACTED] (June 15, 2010)

"Superior service and support during our client survey. Thank You!"
"Not aware of anything."

CLIENT

9

[REDACTED] (June 15, 2010)

No response provided.
No response provided.

CLIENT

9

[REDACTED] (June 15, 2010)

"Inavero consistently demonstrates their depth of knowledge associated with client and candidate perceptions of the staffing industry. Their willingness to partner with staffing companies to make the industry better and drive improvements with candidate and customer engagement is heads above the crowd. I don't know of any other research company that is making the strides that Inavero has in the past 2 years."
"Get in the process design and consultation business. You sit on a ton of data -- using that information to design and consult exceptional candidate and customer experiences will take Inavero to the level of a full service provider."

CLIENT

9

[REDACTED] (June 15, 2010)

"Staff is helpful, really on top of customer needs/questions, and fun to deal with!"
"nothing comes to mind!!"

CLIENT

9

[REDACTED] (June 15, 2010)

"Knowledge base and recommendations provided. Customer service and timeliness in responses"
No response provided.

CLIENT

9

[REDACTED] (June 27, 2010)

"Provision of services has been very customer focused and valuable to our business."
No response provided.

CLIENT

9

[REDACTED] (June 15, 2010)

No response provided.
"partner with [REDACTED] to make data extraction easier."

CLIENT

8

[REDACTED] (June 16, 2010)

"Great process but disappointed in the low response rate. This is critical to the credibility of the survey process."
"Develop real ways to increase response rate without solely relying on the client to make personal calls to our survey list (very time/labor consuming for a mid-sized business)."