

Merit Solutions Customer Success Program



Delivering the highest level of service and support by focusing on continuously improving customer satisfaction.

Merit Solutions has implemented a **Customer Success Program (CSP)**, in which we survey our active client base. These surveys are distributed on a quarterly basis, and we use them to measure customer satisfaction... and steps we can take to improve our joint success.

Customer feedback has helped us to improve our communication and processes, enabling us to deliver an even higher level of service based on their changing needs. We strive to maintain open channels of communication with all of our clients – and we love to hear from them.

Whether it's a "job well done", or a suggestion on how we can improve, every survey is reviewed by Merit Solutions team members and stored for future reference.

Since the introduction of our CSP program over a year and a half ago, our overall customer satisfaction ratings have increased from a 3.4 to a 4.4 (1 = Poor , 5 = Excellent). We have also had Customers begin rating us on online sites, such as Microsoft Pinpoint.

Quarterly Customer Satisfaction Surveys

If you have actively engaged with us during a specific quarter, you will be asked to participate in a brief customer satisfaction survey at the end of that quarter. Your input is paramount to us, so we can continue to improve. The survey only take a few moments in which you can rate aspects of the project on a scale of 1 to 5, as well as provide comments and suggestions.

Merit Solutions Q2 2009 Customer Satisfaction Survey Exit this survey

Please take a second to fill out the survey below. We greatly appreciate your time and help, and thoroughly review all responses. Some of your questions and comments may even end up on our website.

*** 1. Contact Information**

Name:

Company:

Email Address:

*** 2. How would you rate Merit Solutions in the following areas (1 = Poor, 5 = Excellent):**

Area	1	2	3	4	5
Goal Attainment	[Progress bar]				
Project Planning	[Progress bar]				
Status Reporting	[Progress bar]				
Communication	[Progress bar]				
Business Knowledge	[Progress bar]				
Product Knowledge	[Progress bar]				
Accuracy of Cost Estimates	[Progress bar]				
Accuracy of Time Estimates	[Progress bar]				

*** 3. What do you like about Merit Solutions?**

*** 4. What do you DISlike about Merit Solutions?**

5. What can we do to improve your overall satisf

6. What can we do to improve the success of the

7. Any additional comments?



"I feel that this survey has turned into my quarterly Merit love-fest!"

"Team members are all very easy to work with, and do so in a very open manner. Collaboration and cooperation are exemplary."

"The Merit team not only delivers successful projects, but continues to improve process and content of the deliverable."

"Very easy to work with, fosters a strong partnership relationship, works well with the VAR community."

"The entire Merit Solutions team has always been helpful, courteous, and has done whatever needs to be done to make our partnership successful."

"The team and our clients are always happy with the performance of the Merit team. Thanks for all the help!!!"

"There is nothing to dislike about Merit Solutions. Merit has set the standard for successful vendor associations."

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