

krome

2023 CLIENT
SATISFACTION SURVEY





Krome is a culture driven, people-first technology consultancy that delivers the one thing that all businesses desire, peace of mind.

Our personal approach helps build collaborative, long-lasting relationships, which consistently deliver better results for you, our clients.

Our clients value our integrity and our inclusive community driven way of working; we work with you as a true extension of your team. You can trust our technical expertise and collaborative approach to address your technology transformation and business requirements.

**We are committed to
delivering you a superior
level of service.**

2023 SURVEY

To ensure that we are meeting, or exceeding expectations, we survey our clients annually and share the results publicly.

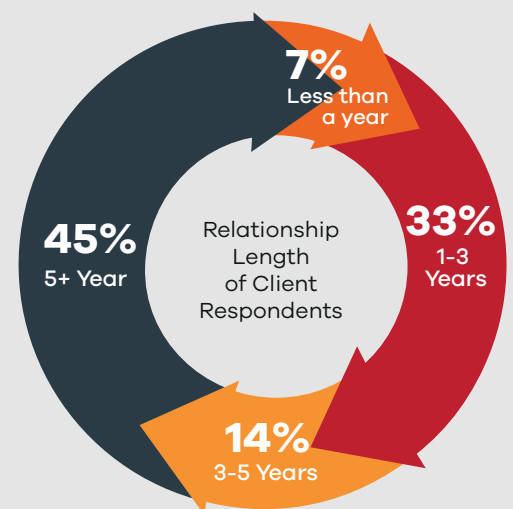
The 2023 survey was distributed in Jan/Feb 2024 to organisations that had partnered with Krome throughout the previous year, regardless of whether they were new or long-term clients.

Delivering a consistently high level of service to all of our clients, both new and established, is of utmost importance to us. This report's findings are based on feedback from clients who have worked with us for anywhere from one to over five years.

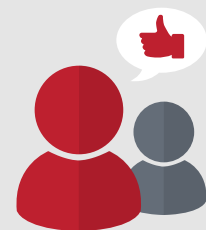
97% of our clients stated they would recommend us to others.



43% RESPONSE RATE



97% WOULD RECOMMEND US



27% HAVE ALREADY RECOMMENDED US



33 NEW CLIENTS



We're delighted to report that we're consistently achieving a high level of satisfaction in all areas of our business, with the majority of our clients rating us as good, excellent, or exceptional.

Throughout the past 10 years of survey data, we've received an average rating of 96% of good, excellent, or exceptional across the business.

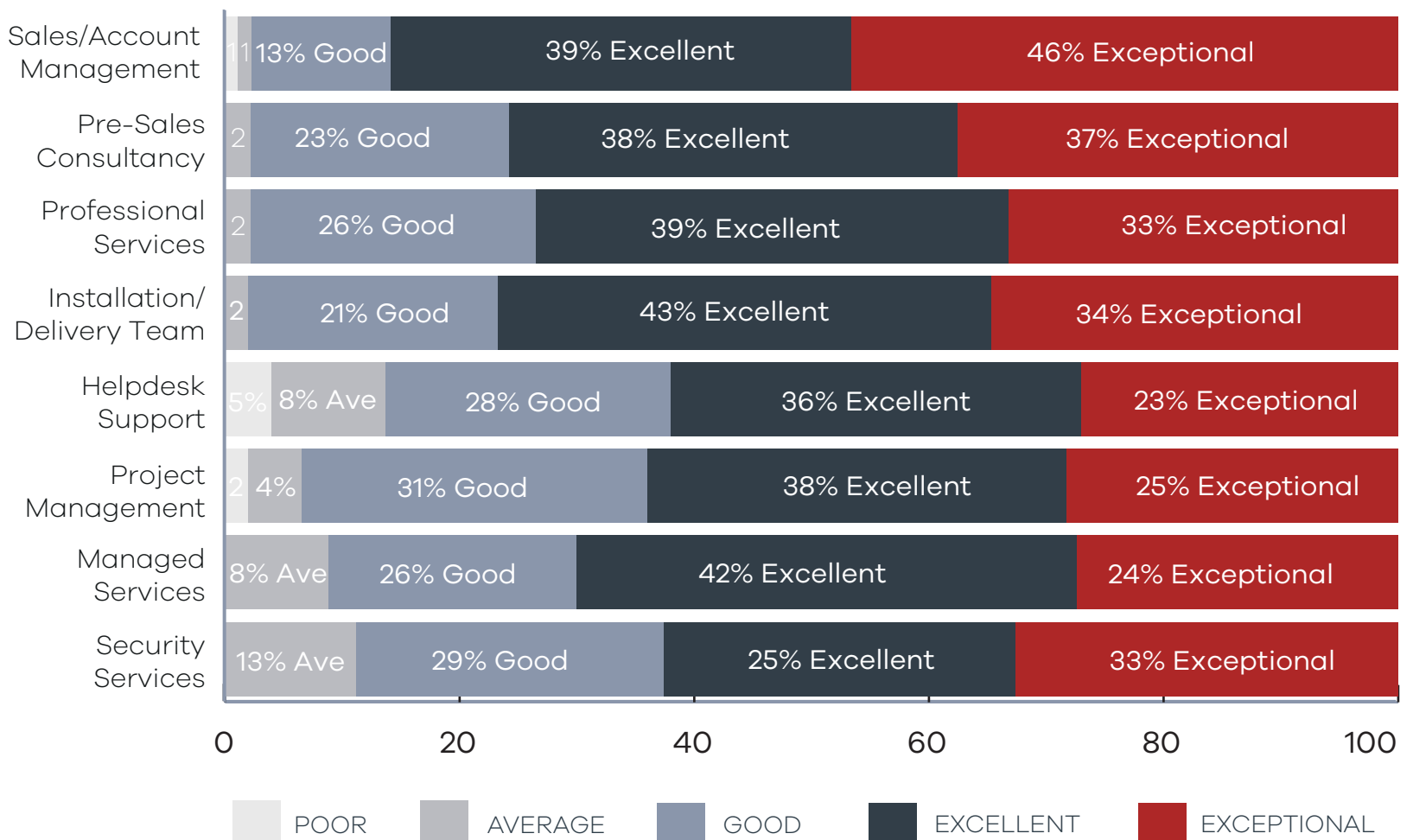
We value the feedback we receive from our annual survey and utilise it to make improvements in every aspect of our operations.

In response to last year's survey feedback, we've implemented several changes to our systems and internal processes. These modifications have had a positive impact both within our organisation and externally.

98% of clients rated our professional services as good to exceptional.

OVERALL SERVICES

How clients rated our services across each department



“Krome never fail to deliver; we have been long-term partners due to their ability to adapt and provide us with the dynamic service we require.”

Client feedback provided in the survey





In response to rising economic costs, Krome conducted a review of our support and professional services charges at the start of 2023. Unlike many competitors, we have chosen to maintain our rates, leaving them at the same level they have been for the past 10 years.

We have kept our standard support and professional services rates for Tier 1, Tier 2, Tier 3, and Subject Matter Experts unchanged, while introducing new services including 24x7 eyes-on-glass support, Security Operations Centre (SOC), and Network Operations Centre (NOC).

In 2023, our Helpdesk team expanded by 47%, and our Tier 2 consultancy team grew by 62%. Additionally, we launched a new Customer Success Team to work with our long-standing supported clients to maximise service levels.

“Krome always goes over and above, and brings vast knowledge and experience across many projects and services.”

Client feedback provided in the survey

TECHNICAL SUPPORT

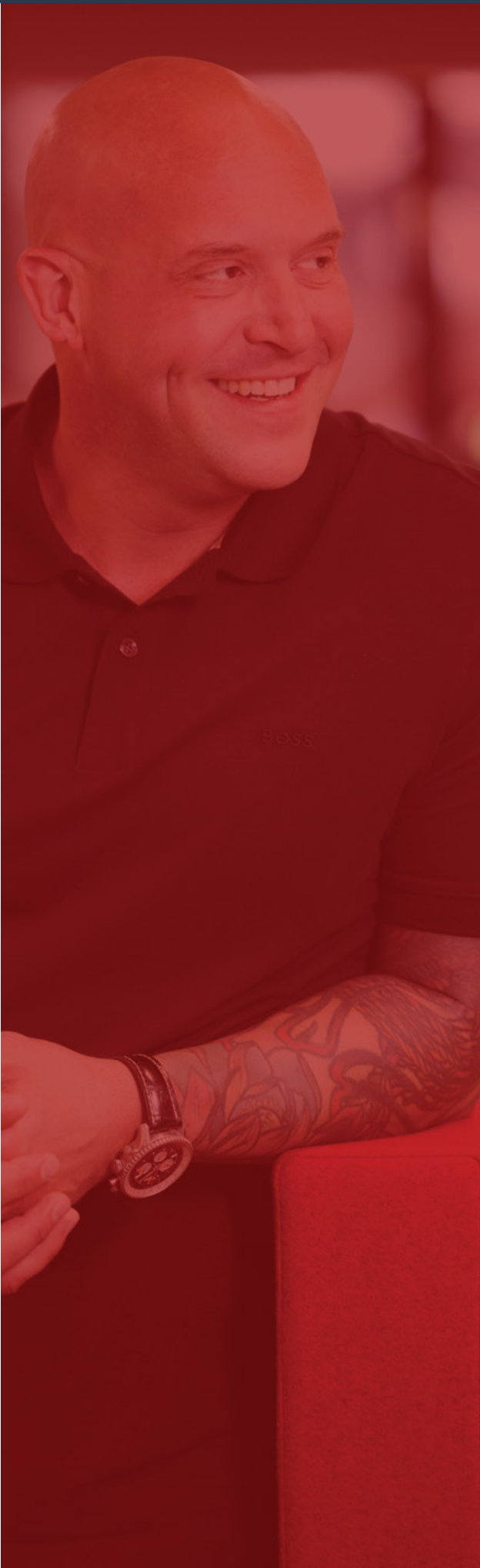
How clients rated our Technical Support services



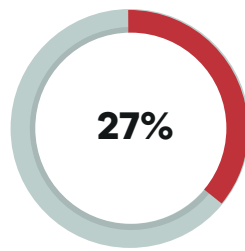
“Krome are always professional and the knowledge their team bring to the table is outstanding, nothing is too much trouble for them.”

Client feedback provided in the survey

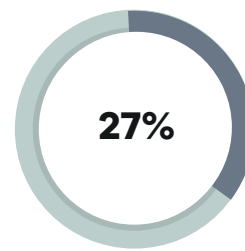




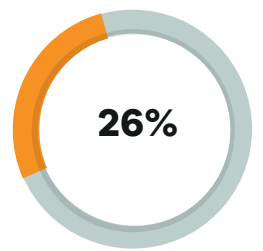
We asked our clients in the survey what initiatives they are planning to accelerate digital transformation in 2024



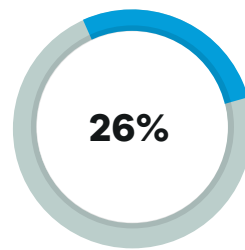
Windows 11 Refresh



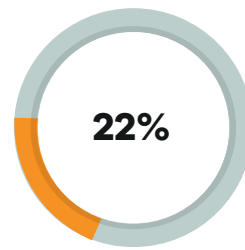
AI Solutions



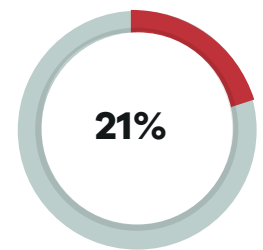
Client Device Refresh



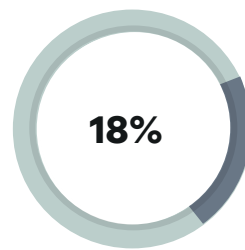
Advanced Cyber Security Tools



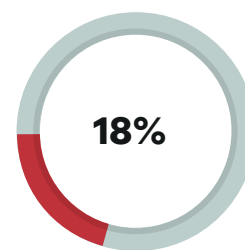
Networking Refresh



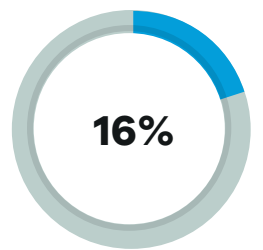
End User Support



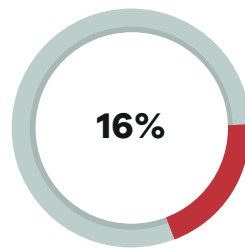
Office 365 Migration



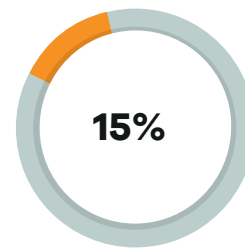
Storage Infrastructure Refresh



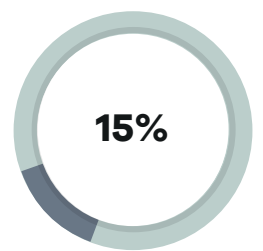
Server Refresh



Data Protection DR/BC/Immutability



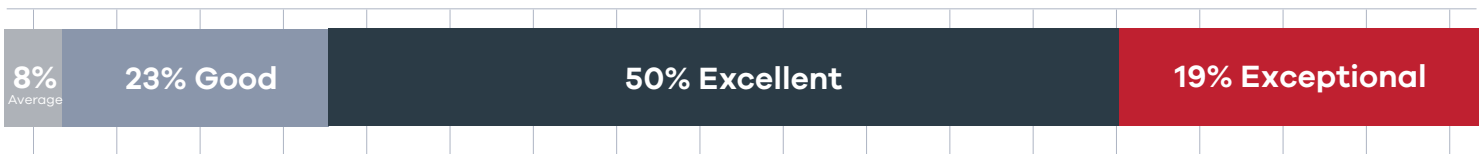
Outsourced IT Services NOC/SOC/Helpdesk



Retirement of Legacy Systems

HOW WE COMPARE

How our clients said we compare to other partners.



At Krome, we differentiate ourselves from the competition through our people-centric approach, working collaboratively with our clients as trusted, long-term partners. We build solid, reliable relationships, consistently going above and beyond to deliver high-quality solutions and services that exceed expectations.

One of our clients has encapsulated our approach and commitment to enhancing our capabilities and services below:

“Krome have continued to develop their capabilities year on year and it is exciting to see where they will be in the years to come.

It is clearly evident that they are a client-first organisation and their service delivery goes beyond standard contractual terms. I would, and have, recommended Krome to peers within my industry.”

SUMMARY

Over the past year, we have remained dedicated to our pursuit of excellence in all aspects of our operations. Your feedback has been invaluable in helping us achieve and maintain high levels of client satisfaction across our business.

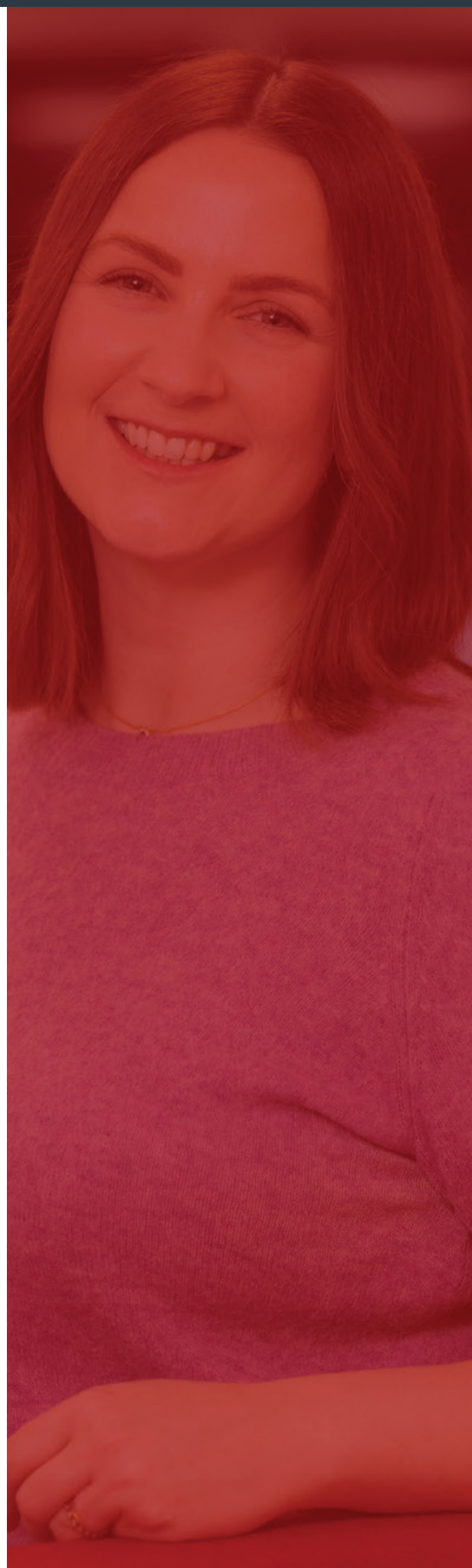
Our client feedback unequivocally highlights the value we bring through our business approach. While our product offerings may not be unique, our distinguishing factors lie in our abilities to deliver from our in-house team, personalised client interactions, and effective communication.

Our goal is to be a trusted technology partner that supports your business objectives. Your ongoing feedback is critical to this process, and we are committed to using it to drive further enhancements and maintain the high standards you expect from us. Above all, we are committed to surpassing expectations and delivering on our promises, setting us apart from our peers.

We are not just a supply partner, we are your partner, your team, your advocate and allies. Working together we will achieve your technology transformation goals.

“We know we are in safe hands with Krome!”

Client feedback provided in the survey



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