









CLIENT FEEDBACK








At GeODC we feel it essential to obtain feedback from all of our Clients on how they felt their project was conducted

Have a look at what our customers think about us!

Service	Customer Satisfaction with GeODC
Understanding of my business needs	★★★★★
Consistent delivery of quality work	★★★★★
Provides thoughtful, responsive, advice	★★★★☆
Quickly focuses on and resolves key issues	★★★★☆
Helps me understand my situation and needs	★★★★★
Uses technical knowledge to provide realistic solutions	★★★★★
Enjoying working together	★★★★☆
Ease of working together	★★★★☆
A professional demeanour	★★★★★
Enthusiastic about helping me achieve my goals	★★★★★
Ease of working with other colleagues	★★★★★

Project Management	Customer Satisfaction with GeODC
Provides back-up solutions if required	★★★★★
Readily admits and corrects mistakes	★★★★★
Provides appropriate level of confidence across the team	★★★★☆
Eliminates "surprises" by seeking advanced approval on changes to project scope	★★★★☆
Understands my resourcing requirements/limitations	★★★★★
Keeps me informed of project scope and strategies	★★★★★

Responsiveness	Customer Satisfaction with GeODC
Available and accessible	
Returns phone calls promptly	
Sets and meets concrete deadlines	
Identifies and resolves technical and service issues in a timely fashion	
Responds with a sense of urgency	
Anticipates my needs	

Intangibles	Customer Satisfaction with GeODC
Makes me feel important as a client	
Makes my personnel more effective in their duties	
Is constructive and tactful in all business dealings	
Listens and provides formal/informal feedback and insights	
Demonstrates high integrity	
Willing to speak their minds and give independent opinions	
Adds value to my business	

And finally comments from our customers.....

- 1. GREAT SERVICE FRIENDLY PEOPLE!**
- 2. DATA VERY GOOD, MANAGER VERY FRIENDLY AND HELPFUL**
- 3. COMPLETE SERVICE**
- 4. PROFESSIONAL, AND EFFICIENT SERVICE**

100% of customers said they would use us again!