

# Customer Satisfaction Survey Results 2016: What Our Customers Think

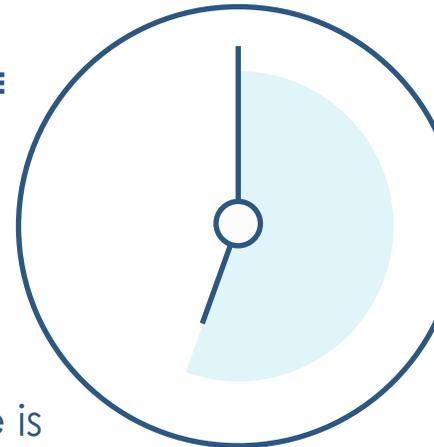


Over **93%** of customers rated their customer experience with the BackBox support team as Excellent/Good in our recent December 2016 survey.

## AVERAGE FIRST RESPONSE

**6.2  
Hours**

On average our first response time is 6.2 hours with **59%** of responses within 1 hour.



→ **FASTER**

The current global industry average to first response time is 25.4 hours which means that our dedicated team is responding approximately **75%** faster!



**100%** satisfaction ratings from our customers for all opened support tickets in 2016 for pre and post support.

# What Our Customers Think

"I would like to convey my utmost respect for the support team. I was able to write my own backup script, send it off to your support team and within just a couple of days I had a new version which supported my new backup script and was totally functional. Your team has always been responsive and has helped me in every way possible. Thank you for building such an excellent team!"

**Steven Lamczyk, Ex Libris, USA**

"Nice Product!"

**Benjamin Lebherz, SüdLeasing GmbH, Germany**

"Best support-team EVER. Really nice products, thank you a lot for your job! Really appreciated."

**Andrea Sannino, Business-e S.p.A., Italy**

"I have been very happy. Any issue I have had was quickly resolved. I can email support and rather than going back and forward 10 times there is a resolution in the first or second update."

**Jason Krumm, IHG, USA**

"We have had some great success stories in the past with BackBox and Check Point firewalls."

**Udupi Krishna, Dimension Data, India**

"Amazing support, thanks guys."

**Ahmet Cemil Sabir, Barikat Internet Guvenligi, Turkey**

"Keep up the excellent work."

**Aharon Gindi, Hot Mobile, Israel**

## Contact Us

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## BackBox consistently delivers exceptional levels of service.

BackBox continually wants to gain insight into our customer views, how we are performing, and to understand how our customers are using our current features, and what we can do to further enhance our product to benefit our end-users. Our recent survey demonstrates our commitment to providing excellent service.

### 2016 Survey Results:

- **100** BackBox customers
- **91%** of customers rated their overall experience with BackBox as Excellent/Good.
- **92%** said that we have been Extremely/Very responsive to any questions or concerns they have had.
- **69%** of customers are Extremely/Very likely to purchase our products again!