

Radar Healthcare NPS/ Customer Survey 2021



What is Net Promoter Score?



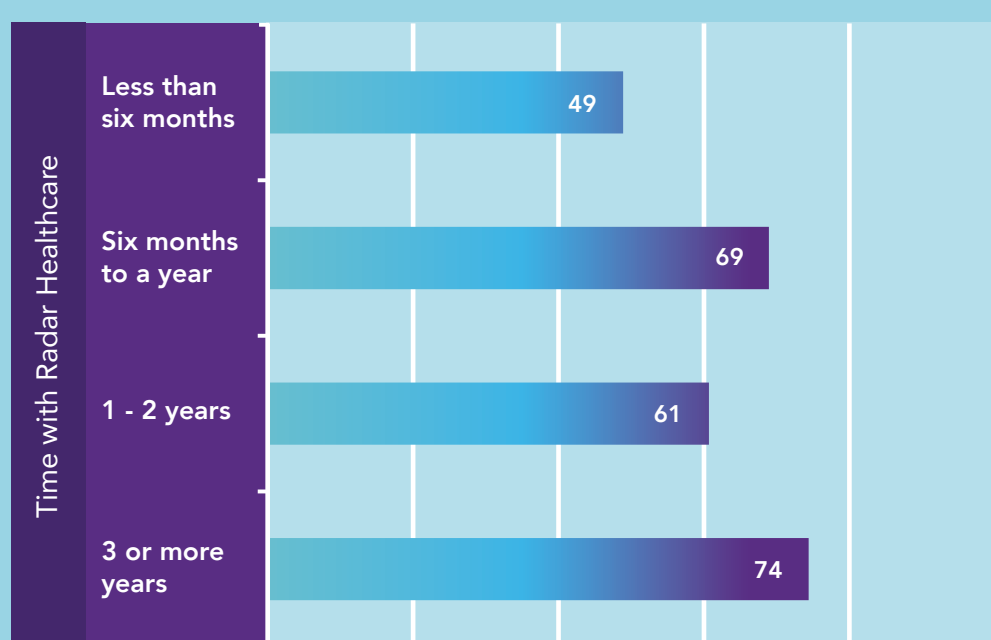
The Net Promoter Score (NPS) is on a scale of -100 to +100 and is determined by subtracting the percentage of customers who are detractors from the percentage who are promoters. Customers are asked questions on a scale of 0 to 10.

The average for our industry is 30, so we're thrilled to be higher with an impressive score of 38.



To what degree has your quality and compliance improved as a result of implementing Radar Healthcare in your organisation?

Our average score was 64 – highlighting customers feel that Radar Healthcare is delivering real world change to how they manage their quality, compliance and risk, even within just one year of being with us.



98%

of customers said Radar Healthcare were responsive when they contacted our support team.



Our users described our services as:

High quality
Easy **Useful** Simple
Reliable
Good value for money

What our customers said

"Your customer support is what sets you apart from other competitors in my opinion. Having a dedicated project manager is extremely useful for knowing our setup in detail and to discuss challenges in the business where Radar Healthcare could help."



"Great team of experienced and knowledgeable individuals. Very responsive and accommodating."



"Pushing the system forward with new developments and including users within this process to drive changes that derives from real time users of the system, based on their experiences and needs."



"Great system for audits, document management, notices and event reporting. The PDFs look professional too. I like the fact we can build workflow steps to suit our interpretation of compliance. Overall I am really pleased we chose Radar Healthcare, we continuously refine how we use the system and as a system it allows us to do this. It is fabulous!"



Feedback is invaluable as it allows us to continuously develop Radar Healthcare for our customers. For example, our product quality score is now higher thanks to feedback which drove us to improve our user interface. We will continue to make improvements so that not only does our score remain impressively high, but also our software stays ahead of the game for our customers.

