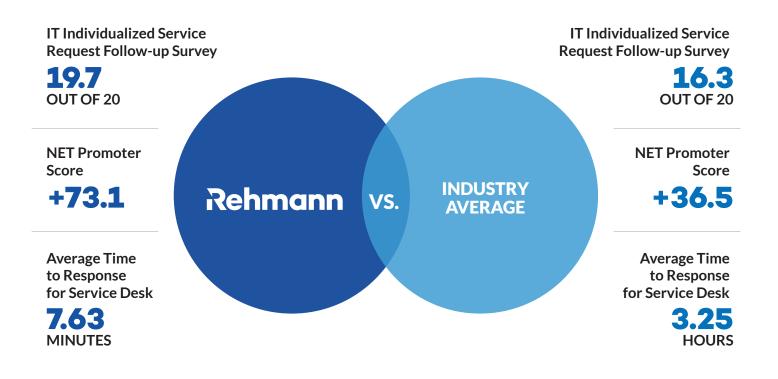# Why wait HOURS when you can get a response in minutes!

Get back to what matters faster with average response times of under 10 minutes with Rehmann.

In today's fast-paced organizational environment, where downtime can result in lost revenue and decreased customer satisfaction, IT service response times have become even more critical.

Rehman Technology Solutions (RTS) uses several metrics to determine client satisfaction. These include:

- Service follow-up surveys
- Net promoter score
  - Customer loyalty metric that measures the likelihood of clients recommending our services
- IT average response time to service requests

Below, you can see how RTS stacks up against the industry average in client satisfaction metrics.

Rehmann VS. INDUSTRY AVERAGE

Rehmann	Industry Average
IT Individualized Service Request Follow-up Survey	**IT Individualized Service Request Follow-up Survey**
19.7 OUT OF 20	**16.3** OUT OF 20
NET Promoter Score	**NET Promoter Score**
+73.1	**+36.5**
Average Time to Response for Service Desk	**Average Time to Response for Service Desk**
7.63 MINUTES	**3.25** HOURS

Client Care is our Priority

Rehmann Technology Solutions provides excellent IT client care involving several key elements:

Effective Communication

We maintain open lines of communication with our clients to fully understand their needs and concerns. This includes:

- Addressing any issues that arise
- Developing clear lines of communication
- Providing regular updates on project status or service requests

Timely response to client inquiries and issues

Rehmann Technology Solutions ensures that efficient processes are in place to respond to client requests for support or assistance.

- Responding promptly to client inquiries
- Maintaining a well-organized solution base to resolve common issues quickly
- Implement efficient ticketing system to manage IT requests and track response times

Focus on problem-solving

We prioritize effective problem-solving, delivering durable, long-term solutions that address our clients' needs. This involves:

- Identifying root causes of issues
- Analyzing possible solutions to solve problems
- Implementing effective, long-term solutions to prevent future issues

Service providers should also provide clear and concise instructions to clients to use technology and devices effectively.

IT CLIENT SATISFACTION AWARENESS

IT client satisfaction awareness is the ongoing process of keeping a close eye on how clients are feeling about their IT services. It includes regularly assessing their contentment levels and making necessary improvements to ensure they are happy and pleased with the services provided. It is an essential aspect of effective IT service management, as client satisfaction is a key indicator of the success of IT service delivery.

To ensure we're continually aware of how satisfied clients are with their IT services, Rehmann Technology Solutions establishes mechanisms to collect feedback from clients regularly. This is accomplished through annual net Promotor Score surveys, individual service request follow-up surveys, and client focus groups. The feedback collected is analyzed and acted upon promptly to address any issues or concerns raised by clients.

At Rehmann we know the importance of client satisfaction. This is why we have developed thorough client care procedures and durable communication channels that allow us to respond quickly to IT service requests.

616.222.9200   rehmann.com   **Rehmann**