

How is business, Netigate?



Tobias Thalbäck, Sales Manager, Netigate: Business is great! Business is better than ever before and we are constantly given the honor of helping many new customers. As the business environment is turbulent it becomes more important for companies to more frequently monitor the market and knowing both their customers and employees. With our Online-Survey tool our customers can perform surveys in a much more flexible, time and cost efficient way which gives them the opportunity to conduct surveys more often. The survey conditions have really been fundamentally changed and we are proud to be a part of leading that

development. Earlier it was common for companies to conduct one large customer satisfaction survey once a year or maybe every second year. It was a very time and resource demanding process. With today's online surveys our customers are given the opportunity to perform customer satisfaction surveys on a regular and continuous basis. The surveys become a part of the everyday process, reducing the gap between supplier and customer. Areas that need to be addressed are noticed faster and shortening the process leads to improved customer relations and more satisfied customers. Today all sorts of surveys function in the same way

which leads to improved communication in all areas of business. In times like these it is of outmost importance to make the right decisions due to the fact that the scope for error is minimal. With our survey tool it is very easy and fast to ask the questions directly to the source leading to decisions based on true facts.

Being a small and flexible company enables us to have a close relationship to our customers. We put great value in giving the best personal service we can and that is one of the aspects that our customers are appreciating the most.

TOBIAS THALBÄCK, Sales Manager
Netigate

