

Scomis Customer Satisfaction Report – 2017-2018 (1st April 2017 to 31st March 2018)

Training and Consultancy Services

Scomis provide a variety of training and consultancy services to the professionals in supported schools. These services are delivered in the best way that suits the customer, by face to face on-site, by remote one to one, by joining a Webinar, by signing up for a formally delivered course in a venue near to the school or by attending one of our termly User Group meetings.

Scomis has been delivering training of this type to professional staff in schools for over 29 years with a high level of satisfaction from the customers. The Scomis Customer Service Standard target for overall customer satisfaction is **95%**. The figures for 2017-2018 compared with 2016-2017 are as follows:

Training Satisfaction Questions	Performance 2016-2017	Performance 2017-2018
How satisfied were you that the course delivered the outcome it promised and that it will help you to deal with any problems that may arise? – Target 95%	97.65%	98.46%
How satisfied were you with the booking process? Target 95%	97.62%	98.46%
How satisfied are you that the course ran to the published timings? Target 95%	96.98%	99.23%
How satisfied were you that the trainer was competent and treated you fairly? Target 95%	100.00%	99.61%
How satisfied were you that the information given out on the course was accurate, comprehensive and included ways to keep you up to date? Target 95%	98.65%	100.00%
How satisfied were you that the trainer was friendly, polite and sympathetic to your needs on the course? Target 95%	99.66%	100.00%
How satisfied were you that your training venue was as clean and comfortable as possible? Target 95%	97.31%	99.61%
How satisfied were you with the course overall? Target 95%	99.66%	99.61%

67 courses were scheduled for the 2017-2018 period but 48 of those were cancelled.

Year	Number of courses	Number of delegates
2016-2017	83	652
2017-2018	19	308

Examples of compliments received during this period:

- Very pleased, would like to attend further courses
- I was not looking forward to today because I thought I'd feel silly - thank you for making it so accessible and worthwhile!
- Very clear and explained everything perfectly.
- I really enjoyed the course and I feel I learnt a lot and I was very happy I was able to attend.
- Carol was very patient, as many questions were asked and some people were not very good at working the computer.
- Learnt a lot - feeling much more confident.
- Looking forward to going back and applying all I've learnt

Customer Feedback

Scomis recognises that customer feedback is an opportunity for us to learn and improve. We are committed to focusing on the needs of our customers and using customer feedback to improve our services. We value feedback about our services, recognise the right of our customers to make a complaint, compliment or suggestion about our services and encourage them to do so and we have reviewed and revised our Feedback Policy.

All complaints are taken seriously and where practical, will result in changes to Scomis' internal processes. Scomis continue to welcome and encourage customers to provide feedback about the Scomis customer experience.

On-site Training, Consultancy and Technician Time Visit Services

Scomis staff provides a number of on-site services to customers when visiting schools. These services include face to face training, managing a change in business processes, fixing a technical fault and installing a complete network infrastructure.

Scomis has been visiting customers to provide services of this type for over 29 years with a high level of satisfaction from the customers. The Scomis Customer Service Standard target for overall customer satisfaction is **95%**. 467 survey requests were sent and 49 responses received.

The figures for 2017-2018 compared with 2016-2017 are as follows:

Visit Satisfaction Questions	Performance 2016-2017	Performance 2017-2018
How satisfied were you that the visit delivered the outcome it promised and managed any problems that occurred? Target 95%	98.75%	95.92%
How satisfied were you with the timeliness of the booking process and the visit on the day? Target 95%	97.50%	97.96%

How satisfied were you that the member of Scomis staff was competent and treated you fairly? Target 95%	98.73%	95.92%
How satisfied were you that the information provided during the visit was accurate, comprehensive and met your needs? Target 95%	97.47%	95.92%
How satisfied were you that the member of Scomis staff was friendly, polite and sympathetic to your needs on the visit? Target 95%	98.73%	95.92%
How satisfied were you with the visit overall? Target 95%	98.73%	97.92%

On-site Visits

Year	Number of visits	Number of locations
2016-2017	1981	211
2017-2018	1682	148

Examples of compliments received during this period:

- Extremely satisfied
- As is usual, Lewis was knowledgeable, professional and courteous during his visit. We couldn't manage without him! Thank you to him for his usual high quality technological advice.
- Thanks
- Very satisfied on the day but since then having issues with the Attix back up which Scomis are currently working on.
- Please note that this Health Check was carried out remotely but the service was excellent as always with Lee

Scomis Service Desk Customer Experience Survey

The background

The Scomis Service Desk Customer Experience Survey went live on 10th September 2015. A link to the survey is included on the email sent to customers upon resolution and is sent by all teams in Scomis. The information received from our customers allows Scomis to accurately measure satisfaction for all teams and identify which call the survey response relates to should further investigation be required. The satisfaction rating of 95% has been achieved in all areas.

Customer Feedback

Our Scomis Customer Service Vision Statement highlights that 'we are committed to seeking feedback and an insight into the needs of each of our customer groups in order to develop appropriate services to meet your needs'.

Scomis have taken the view that 'Fairly Satisfied', is an expression of dissatisfaction and we are now logging all dissatisfied customer responses onto the Customer Management system allowing us to gain valuable insight about our customer' needs and preferences, address any issues and where possible make service

improvements to better meet our customers' needs and preferences. For the 2017-2018 period 742 responses were received. The benchmark of satisfaction we aim to achieve is **95%**.

Scomis Service Desk Customer Experience Survey Questions	2017 Survey	2018 Survey
My contact with Scomis was handled in a competent manner and I was treated fairly. Target 95%	97.83%	98.25%
The information I received was accurate and comprehensive. Target 95%	97.25%	98.11%
My call was handled politely and sympathetically to my needs. Target 95%	98.43%	98.38%
Overall I am satisfied that Scomis responded quickly and effectively to my enquiry. Target 95%	97.24%	98.11%
My contact with Scomis provided the outcome as promised by the service. Target 95%	97.00%	97.84%

Examples of Compliments received during this period:

- I'd like to thank Scomis for your consistently outstanding service. I should take the time to complete these surveys more often in recognition of how much I appreciate and value the support your team provides.
- Quick and efficient resolution to problem!
- Rob was very helpful and professional helping me to create a report very quickly
- Thank you Annabel, you're a star!
- Very quickly dealt with my query in a very professional manner. Thank you
- Thanks to Emily for passing me straight on to a timetabling expert. And thanks Liam for great help as always.
- First class service!
- Fantastic guidance and help. Explanation was perfect too which leads to better knowledge and understanding . Many thanks
- Very friendly member of your team.

Scomis Annual Customer Satisfaction Survey

The Scomis annual customer satisfaction survey was sent out to 27,637 customers by email on 12th March 2018.

The survey was created using Microsoft Forms, and this supports that our methodology provides us with a reliable and accurate reflection of our customer's views.

The survey contained 13 questions that were designed to ask our customers about their satisfaction with Scomis' services over the last 12 months.

The questions were constructed to ascertain the levels of customer satisfaction using the Cabinet Office Five Drivers of customer satisfaction. (Delivery, timeliness, professionalism, information and staff attitude) as mentioned in the Customer Service Excellence Award Scheme.

The survey closed on 23rd March 2018. It was completed by 512 customers who came from a range of Scomis' customer categories. Of the 512 responses, 419 of them said they had contacted Scomis in the previous 12 months. In this reporting period only responses marked 'Very satisfied' or 'Satisfied' from the 419 customers that have had contact with Scomis in the last 12 months have been taken as a satisfied response.

We have compared the results of each question to our survey results from 2017.

Annual Customer Satisfaction Survey Questions	2017 Survey	2018 Survey
How satisfied are you that we have delivered the service we promised? Target 95%	92.65%	98.09%
How satisfied are you that we dealt with any problems if they arose? Target 95%	91.27%	97.85%
How satisfied are you that we responded promptly to your initial contact? Target 95%	94.59%	98.33%
How satisfied are you that the right person dealt with you? Target 95%	93.65%	98.57%
How satisfied are you that our staff are professionally competent? Target 95%	95.52%	98.09%
How satisfied are you that Scomis staff treated you fairly? Target 95%	98.11%	99.52%
How satisfied are you that the information we gave you was complete and accurate? Target 95%	92.16%	97.61%
How satisfied are you that you were kept informed about progress following your initial contact? Target 95%	93.11%	98.09%
How satisfied are you that our staff are polite and friendly? Target 95%	98.81%	99.76%
How satisfied are you that our staff are understanding and sympathetic to your needs? Target 95%	95.47%	98.57%
If you have visited Scomis premises how satisfied were you with the venue and facilities?	97.17%	97.62%
How satisfied are you with the overall service that Scomis provided in the last 12 months?	92.11%	98.09%

Our Scomis Customer Service Vision Statement highlights that 'We are committed to gaining your insight so that we can understand your experiences, measure your satisfaction levels and develop appropriate services to meet your needs'. Scomis are logging all dissatisfied customer responses onto the Customer Management system, allowing us to gain valuable insight about our customer needs and preferences,

address any issues and where possible make service improvements to better meet our customers' needs and preferences. Our benchmark of satisfaction that we aim to achieve is 95%.

Examples of Compliments received during this period:

Most responses also included comments in the boxes provided. Where necessary these have been followed up by staff with individual customers.

Here is a selection of comments received:

- Staff are always, without fail, extremely helpful, polite, friendly and professional.
- Lovely staff, always helpful, even if I do have a question they've probably been asked a thousand times before!!
- Every contact I have had to make has been dealt with efficiently and politely
- Rarely do people comment on good service, so it is great to have this opportunity to send a very positive review.
I am sure that you will do your utmost to continue this trend.
- The support we had building a bespoke assessment tool for our school was outstanding and being able to speak/communicate with the same person (Craig Allan) was crucial.
- Our technician Lewis is excellent- super service and goes above and beyond.
- I like to think I can sort most things but its great having a team to support me and the school to get the right resolution to a problem when required.
- Staff have always been extremely helpful.
- I've never had a bad experience, the person on the end of the phone is always helpful and knowledgeable.
- Always receive help and solve the issue almost immediately however when it can't be resolved, I've always had regular updates on the progress of the issue.
- Always find Scomis staff helpful and professional. Thank you!
- The helpdesk staff are amazing and never make you feel 'silly' regardless of some of the silly questions I ask. They are professional, approachable and knowledgeable and I wouldn't want to be without them doing this role!
- Excellent and friendly service from all I've dealt with - thank you
- We rely on Scomis and so far have received 100% satisfaction from all that we have had dealings with.
Please continue in your very helpful way.
- Always very pleased with the service we get from Scomis. Thank you very much
- Scomis strive to answer all questions at the initial point of contact. if they need help and someone is available they will ask there and then and if not will get a suitably knowledgeable person to ring you back. love Scomis - well done
- The service and friendliness of the staff has always made me feel that I can contact them for help and not feel bad in doing so or even stupid in asking.
Thank you!
- I would like to add that we have had outstanding service from Lewis Holt
- They have been and continue to be a great support to me!
- I have dealt with two different members of your team and both were outstanding. They were very professional and very patient with me. Keep up the good work and a massive thank you.
- I am very pleased with the service that the Scomis group provide. I believe that surveys such as this and the investment in the regional user groups, speaks volumes in the way Scomis listen and react to the requirements of their customers.

I would have no reservations in recommending Scomis to colleagues.
Thank you to the entire Scomis team for the continued high quality support that you provide.

- I think your staff coped admirably with the influx of questions in relation to the switch to S2S, I know I was confused, but your staff guided me through those first few weeks when I had no one at PCC who could or would help.
- Quick, easy to use service. Like the dial in method so that you can see what is being done.
- I value the relationship with Scomis. They provide an excellent service and are reliable with queries being dealt with promptly and efficiently.
- I cannot fault any part of the service provided by Scomis. The Helpdesk staff are particularly friendly and helpful.....and have a wonder skill of deciphering the gibberish I impart to them when I report an issue!!!!
- Thank you to all of the team in Exeter for being consistently professional and dependable with help with the exams module. A lifeline when you need one the most!

Version 1 – 12/04/2018