

voice

Annual Customer Survey 2010

Amor Group conducted our first annual customer survey in June 2010, after one years full trading as Amor Group, to measure how we are performing against our customer experience vision.



"The results of this survey provide us with a great benchmark of how our strategic customers think we've performed during our first year as Amor Group.

I'm delighted that our customers believe Amor Group has a deep understanding of the sectors we operate in and their businesses, underpinned by the right technical skills, to deliver solutions that add value."

John Innes
CEO, Amor Group



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Results Highlights



Domain Experts

Amor Group has over 20 years experience delivering solutions and services to the Energy, Transport and Public Sectors. Our deep understanding of the business technology needs of our key market sectors help our clients improve business performance through the delivery of tailored and innovative solutions.

96.4%

of customers agree or strongly agree that Amor Group understands their sector.

Business Focussed

Amor Group's domain expertise and long term relationships with our customers mean that we understand our customers' business. Customers also rated Amor Group highest against our values of being pragmatic and focussed on outcomes.

86.4%

of customers agree or strongly agree that Amor Group understands their business.

Technically Excellent

Underpinning all our solutions and services, and key to helping customers transform their business, is the technical excellence of Amor Group's people.

89.3%

of customers agree or strongly agree that Amor Group has the technical skills required to help their organisation.

Delivers ROI

Whilst the survey showed there to be a wide range of business drivers and challenges affecting customers in the Energy, Transport and Public Sectors, unsurprisingly almost everyone is having to meet 'cost reduction demands' and 'doing more with less'.

It is therefore essential to deliver and demonstrate the return on solutions and services in the short, medium and long term.

89.3%

of customers agree or strongly agree that Amor Group provides solutions that add value.

If you'd like to provide Amor Group with feedback please email voice@amorgroup.com.

