Concert Technologies Customer Satisfaction Leads Technology Rollout Industry

2016 Customer Survey Results are Comparable to Global Leaders in Customer Service

DULLES, VA, January 23, 2017 – Concert Technologies today announced the results of its 2016 Customer Survey. The survey gave Customers an opportunity to rate their overall satisfaction with Concert rollout management performance. Key findings include:

- Concert received a Net Promoter Score (NPS) of 69 – the highest in the technology rollout industry. This rating is over 50 points higher than the average for the Telecommunications sector
- 100% of Customers rate themselves as "Satisfied", or "Very Satisfied"
- 97.1% state they are "Very Likely" or "Extremely Likely" to purchase services from Concert again
- 94.3% of Customers state that Concert meets their needs "Very Well", or "Extremely Well"
- 94.3% of Customers rate Concert Service Quality as "High", or "Very High"
- 91.4% rate Concert Value for Money as "Above Average", or "Excellent"

The survey was conducted between December 8 and December 23, 2016, by polling over 1,000 contacts at Carriers, Service Providers, and Enterprises which are current customers of Concert Technologies. The full report is available here.

"These scores represent the strongest possible endorsement of how the Concert Technologies team works every day. The survey results prove that our approach to Customer Service - embodied in our Concert Values, and backed by our "No Site Left Behind" guarantee - delivers the great rollout that Customers expect and deserve," said Dennis Mazaris, President of Concert Technologies. "The fact that 97.1% of our Customers state that they would purchase from us again, is the best indicator that they truly value our unique approach of using a highly-skilled Project Management team to run every rollout."

"For our customers to give us an NPS rating similar to giants like Apple, Amazon, and Southwest Airlines, is truly humbling," continues Mazaris, "When you note that this score is 50 points higher than the average for the Telecommunications industry, this means our Carrier partners give their customers a great Customer Experience every time we deliver a rollout for them."

About Concert Technologies
Concert Technologies is a privately-held technology rollout company based in Dulles, VA. Through the application of the industry's only system of project management methodologies, Concert customers receive consistently high-quality orchestrated multi-site technology rollouts; delivered on time, within budget, and at mass scale. With more than 343,000 rollouts successfully delivered, and a "Done Right First Time" percentage of 99.7%; Concert is the rollout partner of choice for 93% of US federal government agencies and 66% of the Fortune 100. To learn more, visit Concert Technologies at: www.ConcertTech.com

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