

Survey Feedback Comments – January 2012*

Kristan

“Very helpful” – Kathy Hastings, A C White

Rob

“Excellent service as usual” – Chris Boundy, Hibberts

“As always Rob was professional and extremely helpful” – Jan Farrell, New Quadrant LLP

Rory

“Both Jason Findley and Rory really did a good job with this call. I understand that we as a customer can be quite tricky due to the size of our organisation and Jason and Rory were very patient with us.” – Kate Davies, The Co-operative Group

Reuben

“Reuben should really be commended for his work on support; his knowledge has not yet failed him with anything I have sent his way. It’s been a pleasure working on issues with him.” – Richard Roebuck, Edwards Duthie

Sam

“Sam was very helpful and checked the system for me and established that the system must have re-started to replication itself when I restarted to server at Buxton.” – Ellen Jackson, Pricketts

David

“Both offices found his approach and resolution very helpful” – Julia Savage, Arnison & Company

“Very efficient and resolved without fuss. Thank you” – Caroline Palmer, Armstrong Foulkes

General Department Comments

“Continue to provide the level of service we have come to expect from the Support Team, they never let us down.” – Ellen Jackson, Pricketts

“Whoever I speak with in the Support Team they are always extremely helpful.” – Sheila Lahiffe, Gwynne Hughes

“I have always been very happy with the support team, they always respond quickly and resolve the issue, well done, makes my life easier!” – Debbie Matthams, Alexander Lawyers

*** Comments published have all received prior consent to be included on the website. Feedback without authorisation have been removed.**