

Kayentis

Dedicated to eCOA and patient engagement

Kayentis releases its 2018 customer satisfaction survey: The results are in!

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Customer satisfaction survey 2018: The results are in!

Rapid growth and diversification of clients brought new challenges this year, so we are proud to have maintained a super standard of client satisfaction!

85% of clients asked would recommend Kayentis' services to a friend or colleague!

'The team is very pleasant and patient, working through complicated design parameters and attentive to individual country needs on a large, global study.'

'You have done an excellent job in guiding us through all the steps from the very beginning. From the start we had very tight timelines but you really made it happen, perfectly on time, no delay! You have been a key player in helping us to adhere to our commitment to the PDCO (EMA). I have rarely seen such flexibility and commitment from a 3rd party vendor. [...] You have really gone beyond expectations with regards to responsiveness, document turn-around time, quality, resolving any issues and fulfilling the clinical team requirements. Excellent job!'

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What they're saying...



In comparison to other vendors, our clients rate us as:

 **90%** → Equal, better, or best products and services

89% → Equal, better, or best rates of proactivity and reactivity 

 **98%** → Equal, better, or best value for money

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 **Kayentis**

www.kayentis.com



To download the Kayentis customer satisfaction survey 2018, please click here:

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