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# Kayentis

Dedicated to eCOA and patient engagement

## Kayentis releases its 2016 customer satisfaction survey

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### Kayentis proud to publish the results of its customer satisfaction survey

Conducted among more than 60 Kayentis clients, this investigation reveals that 90% of surveyed customers expressed a high level of satisfaction in Kayentis ('extremely' or 'quite satisfied'). So Kayentis enjoys a Net Promoter Score of 93% from our customers.

Moreover, compared to other vendors, Kayentis is considered as best-in-class or superior in many cases: proactivity/reactivity, value for money, [products & services](#)...

*'I appreciate the support from Kayentis' Data Management team. Most of the time, the data-related PROs are cleaned well ahead of time'* says a Top 3 Pharma Data Manager.

Thanks to all participants for trusting Kayentis!







# 2016 Kayentis SATISFACTION SURVEY\*

# 93%

Extremely likely  
or quite likely

to **RECOMMEND** Kayentis  
to a friend or colleague

Kayentis rated  
“**BEST IN CLASS/SUPERIOR**” in:



PROACTIVITY / REACTIVITY

# 73%



VALUE for MONEY

# 78%



PRODUCTS & SERVICES

# 70%

“I like the proactiveness of teams and their willingness to go the extra mile”

*Project Manager, Top 3 Pharma*

“I appreciate the support from the Kayentis Data Management team. Most of the time the data-related PROs are cleaned well ahead of time. The Project Managers are very responsive, which allows us to speed up the resolution of any queries/questions that we have”

*Data Manager Top 3 Pharma*

\*Results from a survey conducted on more than 60 Kayentis clients - October 2016



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