

Kayentis

Global provider of eCOA and patient-centric solutions

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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Dedicated to eCOA & Patient Engagement

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