

# PARTNER EXPERIENCE REPORT 2022

## Development for Dynamics 365 Business Central

We owe our success to actively listening to our Partners, continuously improving our services based on their honest feedback and making sure we provide the best possible experience for them. To keep up with changing needs and preferences, we survey our Partners to gather firsthand input on our services and overall experience working with Companial. Please find below the findings of the recent Companial Partner Satisfaction Survey.

### Partner Satisfaction with the Service

Satisfaction ratings with the specific touchpoints covered fluctuated between 4.2 and 4.8 (on the same scale of 1 to 5) which shows a high and stable evaluation from Partners over the past few years. Service touchpoints evaluated included: quality of project management, collaboration efficiency among Partner and Companial project teams, the quality of delivered solutions from a technical perspective, and Partner success management.

**4.4**  
Overall satisfaction  
(scale of 1 to 5)



### Net Promoter Score

NPS indicates loyalty and ambassadorship for the service. Companial Partners were asked how likely they were to recommend the services to others on a scale of 0 to 10.

**NPS = Promoters % (75) - Detractors % (12.50)**

Promoters are those who rate 10-9, Neutrals rate 8-7, Detractors rate 6-0.

### WHAT PARTNERS APPRECIATE THE MOST



High competency



Ease of communication



Structured approach

"The Companial Business Central development team delivered the technical expertise we were searching for."

Fredrik Rosenqvist, CRO at Pagero

For more insights please contact us at [service@companial.com](mailto:service@companial.com)