

Barnbrook Software Customer Survey 2017/18

Product: Approved Inspector Professional – Building Control Software

Response rate: 77%

Question Number	Question	Average Response Score
Company and Products		
1	How likely is it that you would recommend our company? 0 = Not at all likely, 10 =Extremely likely	9.64

Question 2 asked customers to indicate all of the words in the list which they thought that they would use to describe the AIP software package.

Which of the following words would you use to describe our products? Please mark all that apply	Of the 77% who responded...																						
<ul style="list-style-type: none"> • Reliable • High quality • Useful • Flexible • Good value for money • Expensive • Impractical • Ineffective • Poor quality • Unreliable 	<table style="width: 100%; border-collapse: collapse;"> <tr><td>Reliable</td><td style="text-align: right;">86%</td></tr> <tr><td>High quality</td><td style="text-align: right;">86%</td></tr> <tr><td>Useful</td><td style="text-align: right;">86%</td></tr> <tr><td>Flexible</td><td style="text-align: right;">79%</td></tr> <tr><td>Good value for money</td><td style="text-align: right;">79%</td></tr> <tr><td colspan="2"> </td></tr> <tr><td>Expensive</td><td style="text-align: right;">0%</td></tr> <tr><td>Impractical</td><td style="text-align: right;">0%</td></tr> <tr><td>Ineffective</td><td style="text-align: right;">0%</td></tr> <tr><td>Poor quality</td><td style="text-align: right;">0%</td></tr> <tr><td>Unreliable</td><td style="text-align: right;">0%</td></tr> </table>	Reliable	86%	High quality	86%	Useful	86%	Flexible	79%	Good value for money	79%			Expensive	0%	Impractical	0%	Ineffective	0%	Poor quality	0%	Unreliable	0%
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Question Number	Question	Average Response Score
3	How well do our products meet your needs? 0 = Not well at all, 10 =Extremely well	9.07
4	How would you rate the quality of the product? 0 = Very low quality, 10 = Very high quality	9.29
5	How would you rate the value for money of the product? 0 = Poor value, 10 = Excellent value	9.43
6	How responsive have we been to your questions or concerns about our products? 0= Not at all responsive, 10 = Extremely responsive	9.64

Question 7 asked for any other comments customers wished to make about our company and the AIP product.

There are a selection of responses below.

“Barnbrook Software are so helpful and whenever we need help they will normally give us a call and sort the problem within the hour. All the team have made comments about how responsive they are compared to other companies we have worked with.”

“Barnbrook Software are always improving the product and the new update for December is going to help us massively in terms of time we save.”

“Having used other software available, Barnbrook’s AIP is probably the best software available of this type on the market.”

“Excellent software that assists us on a daily basis in processes related to our building control business.”

Question Number	Question	Average Response Score
Customer Service		
8	Overall, how would you rate the quality of your customer service experience? 0 = Very negative, 10 = Very positive	9.79
9	How well did we understand your questions and concerns? 0 = Not at all well, 10 = Extremely well	9.71
10	How much time did it take us to address any questions and concerns? 0 = Much longer than expected, 10 = Much shorter than expected	9.50

Question 11 asked for any other comments customers wished to make about our customer service.

There are a selection of responses below.

“Excellent Service”

“First class customer service”

“Brilliant and efficient – much appreciated”

“Great service always quick and helpful.”