



Business Improvement thru' Netpromoter®

- Provide quick Customer Loyalty analysis to increase your (profitable) **customer retention**
- Identify your **Happy customers** (*Promoters*) and **Angry customers** (*Detractors*); and analyze the **reasons** for why they are Happy or Angry (research shows only 2% to 3% un-happy customers complain, while the rest leave you quietly)
- Enables you to **prioritize actions** for your most important (profitable) and un-happy customer
- Survey and report provided within a **short period** at an **affordable** rate

