Please see the latest update on our client **satisfaction survey**, detailing our satisfaction results across our customer base.

Cantium

Date of Survey: **25/07/2024**

Net Promoter (NPS Score):

45.45

How likely are you to recommend our services?

8.36/10

How well do we communicate with you as an individual or organisation?

7.91/10

How easy is it for you to get access to the right information or person within Cantium to resolve your issues?

8.45/10

How well do we understand your business and day-to-day challenges?

8.00/10

Do the products we offer provide good value for money?

7.27/10

How well do you think we provide social value to our community?

5.22/10

How well do we perform our administration services (billing, contracts etc.)?

7.40/10

How well do we innovate our products and services?

6.78/10

How knowledgeable are our staff technically and do we use clear language to explain things to you?

8.45/10

How accessible and responsive are our staff?

7.82/10

Do you feel we provide a quality experience and do our staff go the extra mile?

8.36/10

Here's how we are achieving

Here are the latest targets and quarterly performance metrics for one of our customers in the **Local Authority Sector**

Cantium

KPI:

Accidental loss of application or other critical data

Target: 100% during 10 core working hours of media being available

Previous Result: **100%**   Latest Result: **100%**

KPI:

Project delivery

Target: 90% of projects delivered within the agreed budget end date

Previous Result: **100%**   Latest Result: **100%**

SLA:

Delivery of monthly service status reports

Target: 7 working days of the month-end

Previous Result: **7 days of month-end**   Latest Result: **7 days of month-end**

SLA:

Incidents logged through ITSM

Target: 95% of incidents logged receive an acknowledgement within 1 hour/ 100% within 2 hours

Previous Result: **100%**   Latest Result: **100%**

SLA:

Incident resolution — priority 1

Target: 100% of priority 1 incidents resolved during 4 core working hours/ root cause analysis within 5 working days

Previous Result: **100%**   Latest Result: **100%**

SLA:

Incident resolution — priority 2

Target: 95% of total Service Desk priority 2 calls resolved within 10 core working hours / 100% in 20 hours

Previous Result: **100%**   Latest Result: **100%**

SLA:

Incident resolution — priority 3

Target: 95% of total Service Desk priority 3 calls resolved within 20 core working hours / 100% in 50 hours

Previous Result: **100%**   Latest Result: **96%**

SLA:

Incident resolution — priority 4

Target: 90% of total Service Desk priority 4 calls resolved within 50 working hours / 20 working days

Previous Result: **100%**   Latest Result: **100%**

SLA:

Time to deliver service requests

Target: 90% of service requests delivered within 50 core working hours / 100% in 20 working days

Previous Result: **100%**   Latest Result: **100%**

SLA:

Corporate & critical application availability

Target: Corporate and critical applications to be available for 99.5% during core working hours

Previous Result: **100%**   Latest Result: **100%**

SLA:

Server availability — corporate & critical servers

Target: Corporate and critical servers to be available for 99.9% of core working hours per month

Previous Result: **100%**   Latest Result: **100%**

SLA:

Data back-up

Target: Backups must be completed successfully every 3rd night

Previous Result: **100%**   Latest Result: **100%**

SLA:

Server availability — standard servers

Target: Transformed standard servers to be available for 99.5% in core working hours

Previous Result: **100%**   Latest Result: **100%**

SLA:

Security critical patch deployment

Target: Successful implementation within 50 core workings hours of notification of the vulnerability

Previous Result: **100%**   Latest Result: **100%**

Comments from Customer:

"A poem of thanks I write for you, for the carrot cake and all you do. Your help with our data centre was a blessing, your knowledge and guidance were impressive. You have made a difference in our progress, we are grateful for your support and kindness."

Comments from Account Director:

"The ongoing reductions in the customer's technical debt showcase the hard work by Cantium support and project teams. With a strong partnership, we have fostered a more strategic ICT approach, resulting in PSN certification for consecutive years and progress in key infrastructure projects, all while maintaining excellent customer service ratings."

Performance Metric: Relationship, Culture, Collaboration

Target Score: 60%

Previous Result: **60%**   Latest Result: **60%**

Performance Metric: Project Delivery Performance

Target Score: 75%

Previous Result: **75%**   Latest Result: **75%**

Performance Metric: Innovation and Creativity

Target Score: 60%

Previous Result: **60%**   Latest Result: **60%**

Performance Metric: Contractual and Commercial

Target Score: 60%

Previous Result: **55%**   Latest Result: **55%**

Overall Performance Score

Previous Result: **98%**   Latest Result: **98%**

Comments from Customer:

"Relationship continues to remains collaborative, high trust and positive relationships across all levels."

"Overall again really positive feedback where Cantium remain responsive and provide a high quality service."

Comments from Account Director:

"I am delighted for Cantium to have received an impressive 98% Customer Quarterly Feedback score for the second time running; the highest supplier rating awarded to anyone within the customer's supplier chain."