

Project:

Customer Satisfaction

Research Type:

Quantitative

Sector:

IT
CAD/CAM/PLM

Region:

EMEA

Client:

Bentley Systems

For further information on this case study please contact:

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Business Challenge

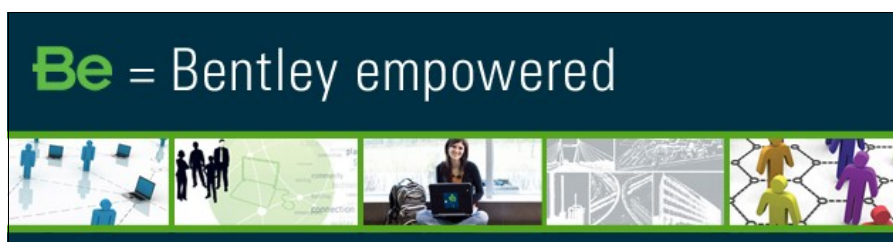
This study was carried out for Bentley Systems, a leading supplier of infrastructure engineering software to evaluate the satisfaction levels of members of a premium support package. This involved measuring the importance of various service attributes, investigating the service levels required, identifying strengths and weaknesses in our client's offering and receiving early warnings of a change in members' expectations.

Methodology

This was an on going study carried out across seven EMEA countries. Business Advantage's specialist native language interviewers conducted in-depth telephone interviews in the following languages, German, French, Dutch, Danish, Finnish, Norwegian, Swedish, Portuguese, Spanish, Italian and English.



The collected data were tabulated, analysed and the findings reported with charts and tables showing the comparative differences year on year.



The results helped our client to review, refine and improve the levels of support given to its extensive EMEA customer base.



provide comprehensive software solutions for the infrastructure lifecycle