

April 24, 2018

FILED UNDER : [PRESS RELEASE](#)

WBM Achieves Net Promoter Score of 95 across its Western Canadian Managed Technology Services Client Community



Servicing a Diverse End User Clientele and Community, WBM's Award Winning Enterprise Service Desk Team Raises the Bar on Providing Exceptional Service

"Net Promoter Score" (NPS) is a proven customer experience metric that has transformed the business world. Today, it provides a core measurement statistic for customer experience management programs world-wide, and a benchmark tool to understand the effectiveness of Customer Service programs.

Ranked on a scale of 1 to 100, with a higher score meaning that more "promoters" or loyal enthusiasts who would refer others to a company or brand, WBM monitors this score closely to understand the effectiveness of its own Customer Service delivery. World Class brands strive to achieve scores above 80 as a general benchmark.

In March, WBM achieved an unprecedented Net Promoter Score of 95, thereby setting a new internal record for exceptional customer satisfaction.

"WBM adopted the Net Promoted Score methodology years ago as a means to bring heightened awareness and a more direct correlation between services provided and customer expectations", says Trevor Derkatz, Director of Data & Security at WBM.

"Achieving a 95 score is a credit to the hard-working individuals on the front lines who interact with our customers on a daily basis, and a great reflection of the deep relationships that we build with our client communities at all levels. We're proud of these results and continue to be unwavering in our quest of being Western Canada's number one Managed Services organization."

