

# OUR CUSTOMER FEEDBACK 2023

WE HAVE AN EXCELLENT NET PROMOTER SCORE OF...

67

We have achieved and maintained an excellent NPS score over the last 6 years, since we started utilising this scoring system. The Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. Scores above 50 are classed as excellent, proving that most of our customers scored either 9 or 10 on a scale of how likely they are to recommend Beyondly to others.



72%

Of customers surveyed rate Beyondly's customer service received as EXCELLENT



68%

Of customers surveyed rate the quality and range of resources provided by Beyondly as EXCELLENT

72%

Of customers surveyed rate the quality of guidance and knowledge provided by Beyondly as EXCELLENT



70%

Of customers surveyed rate their overall experience working with Beyondly as EXCELLENT

## What our customers have to say...

"Beyondly provided great help navigating and understanding our Carbon Footprint and Scope 1 and 2, and upstream reporting."

County Sales Ltd

"Our account manager has been very helpful in getting our compliance up to date given there has been continuous changes to the compliance rules."

IB Group Ltd

"Our Beyondly contacts are always superstars"

John Lewis

"My account manager is extremely helpful and quick to respond to my many questions."

Outokumpu Stainless Ltd

"The Beyondly team make what would otherwise be a very complex process much easier."

International Diplomatic Supplies Ltd



BEYONDLY