

## KEY HIGHLIGHTS

- The award highlights our commitment to providing superior customer service
- Kronos is one of only two companies to receive recognition 16 years in a row
- Kronos received high marks in software innovation and reliability

## Award Highlights Continuing Commitment to Customer Satisfaction

For the **16<sup>th</sup> consecutive year**, Kronos® was recognized by Omega Management Group Corp. with its NorthFace ScoreBoard Award. The award recognizes organizations that achieve excellence in customer satisfaction. Kronos is one of only two companies to receive this prestigious award 16 years in a row.



### STELLAR SOFTWARE SUPPORT

**2015**

<b>Support responsiveness</b>	98%
<b>Kronos understands my problems</b>	99%
<b>Support provides effective solutions</b>	99%
<b>Kronos professionalism</b>	100%
<b>Overall Kronos experience</b>	96%

“Kronos is honored to receive the NorthFace award for the 16<sup>th</sup> consecutive year. Receiving this award based on customer feedback exemplifies our dedication to exceeding our customers’ satisfaction and delivering the experience they expect,” said Chris Todd, senior vice president of Kronos global services.

### Award criteria

To be considered for the NorthFace ScoreBoard Award, a company’s senior management must do the following:

- Make a commitment to exceed customer expectations
- Implement a customer satisfaction program that identifies and corrects customer problems
- Measure customer satisfaction levels
- Achieve an overall score of 4.0 or better out of a possible 5.0 for a full year

### About the surveys

Kronos engages the Omega Management Group, an independent quality auditing firm, to verify the results of the surveys that objectively and continuously measure customer perceptions of Kronos, our products, and our services. For more detailed information on the Omega Management Group, please visit [www.omegascoreboard.com](http://www.omegascoreboard.com).

Five different surveys are used to gather feedback on all facets of our business. The Business Relationship survey asks questions regarding products and services, the customer experience



Customer Satisfaction  
World Class Excellence

at significant touch points, loyalty, and account management. The Implementation, Education, Software Support, and Equipment Support Services surveys measure customer satisfaction with specific service transactions, giving Kronos a sophisticated method for evaluating its ongoing customer relationships.



## CUSTOMERS GIVE KRONOS HIGH RATINGS

2015

Education experience “meets or exceeds” expectations	99%
Support experience “meets or exceeds” expectations	96%
Equipment support “meets or exceeds” expectations	100%
Overall, Kronos “meets or exceeds” expectations	87%

### Results point to reliability, ease of use, industry leadership

The survey results show an 87 percent overall customer satisfaction rating among Kronos customers. Kronos received especially high satisfaction marks in both innovation (90 percent) and software reliability (91 percent).

### The software matters most

To assess product quality, five questions are built into the Business Relationship survey. Customers are asked to indicate their level of satisfaction with five statements. The results show that 90 percent of survey respondents believe Kronos is a leader in workforce management solutions.

## KRONOS PRODUCT QUALITY ATTRIBUTES



2015

Features and functionality	90%
Ease of use	87%
Reliability	91%
Scalability	92%
Innovation	90%



### In their own words

On each survey, customers are given an opportunity to include their own remarks. Here is a sampling of our customers' comments.

#### Educational services:

*“Thorough, good examples and practice scenarios, questions answered promptly and well. We had a great instructor and the session was really interesting and felt like it was over in no time!”*

– Manufacturing

#### Implementation services:

*“Very satisfied as the project manager has put the customer first and wants to do his best for the success of the customer. Represents Kronos with pride.”*

– Services

#### Online support:

*“I received a quick response from my support person. All my questions were answered in a timely fashion. My support person was knowledgeable and when he wasn't sure, he assured me that he would find an answer, which he did.”*

– Retail

#### Software technical support:

*“They were very helpful in answering my original question, and went above and beyond by providing additional information related to the topic.”*

– Public Sector

#### Equipment/time clock support services:

*“Kronos is always very prompt with answering questions about clocks and/or getting me new software if needed.”*

– Healthcare

#### Overall:

*“Kronos provides its customers with great customer service. Every Kronos employee that I have dealt with over the past few years has been friendly, courteous, and professional.”*

– Healthcare



Workforce Innovation That Works™

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More information about Kronos customer success stories may be found at [www.kronos.com/resources](http://www.kronos.com/resources).