

What you appreciate

most

about

Orange Business Services

Throughout the year we interview our customers to gather their feedback on their experience with Orange Business Services.

In 2021, our customers confirmed that they continue to trust us, with a high level of recommendation:

2021



The relationship with the account team*

90% of our customers are **very satisfied** with their **Orange** account managers responsiveness.

90% of our customers **particularly appreciate** the quality of the Customer Service Management.

« The whole of the account team is extremely professional and very responsive to general requests and enquiries »

« The Orange team is engaged and does a good job understanding our challenges and opportunities »

« Overall, excellent support regarding presales, quoting, sales, technical support, and repair. Very strong, attentive account team that knows the business »

« The Service Manager responds to any request, handles all malfunctions and implements revisions with extremely high efficiency »

« We most appreciate the Account Team's flexibility and ability to respond to our business requirements »



Net Promoter Score

48

is the level of our **Net Promoter Score** by multinational customers.

The **Net Promoter Score** is an index ranging from -100 to +100 that measures the likelihood of our customers to recommend **Orange Business Services**' products or services to others.



The overall security*

87%

are **very happy** with the level of security (**confidentiality, integrity, and availability**) of **Orange Business Services**' solutions.



The technical performance*

83%

of our customers are globally **very satisfied** with the **technical performance** and **reliability** of our solutions.

« It is difficult to choose just one solution, all solutions are at an excellent level of reliability and technological efficiency, that is why Orange is a strategic partner »

« They are a large company with the ability to supply services in most locations where we do business. We have developed a partnership with the key team members »