

What our customers say about us...

A Snapshot of Customer Satisfaction and Success



Introduction

Reputation matters, and we're proud of our commitment to continuously improve our solutions. But what do real customers think of clifix®?

clifix® is a powerful SaaS platform, transforming defect management within the construction sector, empowering aftercare teams to deliver more efficient repair services.

Our ongoing commitment to streamline defect management, reduce complaints and remain compliant to increase customer satisfaction by providing a streamlined platform with the ability to manage reported maintenance issues aligned to your business KPIs makes our offering unique.

Earlier this year, an independent research organisation was commissioned to evaluate how our customers view clifix® revealing some great feedback. This report presents real insights from housing industry leaders like you who have experienced the clifix® effect first-hand.

The study, involving 19 companies across construction and housing sectors, reveals how clifix® has helped businesses like yours streamline operations and boost efficiency, with unbeatable support. To protect privacy, all customer quotes have been anonymised, but the impact they describe is very real."



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Customer satisfaction ratings

Earlier this year, we enlisted an independent research organisation to assess our customers' feedback of clifix®, and the results included some fantastic feedback.

This report offers genuine insights from housing industry experts who have experienced the impact of clifix® first-hand. The results are split into two categories, Customer Satisfaction index and Net Promoter Score.

CUSTOMER SATISFACTION INDEX

CSI is a headline metric measuring the extent of customer satisfaction. Its defining characteristic and benefit is its holistic, integrative nature serves as a barometer for the health of the customer relationship, influencing everything from product development to customer service strategies. The score of 9.1 out of 10 indicates a high level of customer satisfaction, however our constant commitment to providing outstanding customer service strives us to keep enhancing our services further.

NET PROMOTER SCORE

NPS is a customer loyalty and satisfaction measurement taken from asking customers how likely they are to recommend your product or service to others on a scale of 0-10. The high score of 9.7 indicates exceptional customer satisfaction and loyalty.



9.1 /10
CUSTOMER
SATISFACTION
INDEX (CSI)

"The Customer satisfaction score is 9.1 out of 10 indicates a high level of customer satisfaction, however our constant commitment to providing outstanding customer service strives us to keep enhancing our services further."

9.7 /10
NET
PROMOTER
SCORE
(NPS)

“clifix[®] offers a comprehensive set of tools that cover all our needs, providing unmatched functionality in defect management.”

CLIXIFIX CUSTOMER

3 Core strengths

From the feedback given in the independent research organisation, clifix[®] was reported to have 3 core strengths: Unmatched functionality, best in class customer support and user friendly interface.

1

UNMATCHED FUNCTIONALITY

“clifix[®] offers a comprehensive set of tools that cover all our needs, providing unmatched functionality in defect management.”

clifix[®] is celebrated for delivering a feature rich platform that caters to every aspect of aftercare. Our customers value that they no longer need multiple tools- clifix[®] is the all-in-one solution that does it all.



2

BEST IN CLASS CUSTOMER SUPPORT

“The people they have working for them are the best part; the system speaks for itself, but the team resolves issues within minutes.”

At clifix[®], we don't just support our customers- we work with them as partners. Our support team is consistently recognised for going above and beyond, ensuring that any issues are resolved quickly, and every customer feels valued.



3

USER-FRIENDLY INTERFACE

“The platform is so intuitive that it requires minimal training. Even new users can get up and running within hours.”

Ease-of-use is at the heart of clifix[®]. We designed our platform to be extremely intuitive so anyone can use it- whether they're tech-savvy or not. Minimal Training, Maximum Efficiency - that's the clifix[®] approach. Customers recognise clifix[®] as the most comprehensive solution offering the full suite of capabilities.



Customer insights

The research, conducted with 19 companies from the construction and housing industries, highlights how clifix[®] has enabled businesses like yours to optimize operations and enhance efficiency, all while providing exceptional support. While all customer testimonials have been anonymized to maintain privacy, the positive outcomes they describe are genuine.



CEO,
Regional house builder

“Support is proactive and fast, making us feel like we have a true partner.”

Our customers don't just use clifix[®]- they rely on it. Our support team is praised for their quick response times and proactive approach, ensuring that customers feel supported. The platform's intuitive design further enhances the user experience, making it a favourite among teams.

 **CUSTOMER SUPPORT & USER EXPERIENCE**



MANAGING DIRECTOR,
Principal Contractor

“The platform offers a comprehensive set of tools that cover all our needs, providing excellent value for money.”

Customers consistently praise the platform's robust functionality as a key driver of their operational success, delivering exceptional value that outshines more expensive alternatives.

 **FUNCTIONALITY & VALUE FOR MONEY**



CUSTOMER CARE MANAGER,
Housing Association

“The system is intuitive and easy to navigate, even for new users.”

Reliability and ease of use are non-negotiables for our customers, and clifix[®] delivers on both fronts. With a user-friendly interface and consistent performance, customers can depend on clifix[®] to keep their operations running smoothly.

 **OPERATIONAL RELIABILITY & EASE OF USE**

“The people they have working for them are the best part; the system speaks for itself, but the team resolves issues within minutes.”

CLIXIFIX CUSTOMER



Always listening, always evolving

At clifix®, we're not just resting on our laurels- we're consistently pushing forward based on customer feedback.

We are currently developing a dedicated mobile application that will bring the full power of clifix® to your fingertips, anywhere, anytime. Furthermore, we are expanding our reporting capabilities to offer even more customisation and insights, integrating it with more tools to make your work flow as seamless as possible.

These enhancements reflect our ongoing commitment to keeping clifix® at the cutting edge of defect management.

"We are currently developing a dedicated mobile application that will bring the full power of clifix® to your fingertips, anywhere, anytime."



Customer care, simplified.

At clixifix®, we're more than just a software provider—we're a software partner in sustained success. The positive feedback from our customers is proof that clixifix® can revolutionise your aftercare and defect management processes.

Join the ranks of housing industry leaders who trust clixifix® to drive efficiency, reduce costs, enhance customer satisfaction and elevate your defect management. Whether you're looking to streamline your work flows, gain deeper insights through advanced reporting, or simply offer better service to your customers, clixifix® is the solution you've been searching for.

Get in touch today to see how clixifix® can transform your business. Schedule a personalised demo and discover why clixifix® is the go-to choice for defect management and aftercare.



- ✓ **Customer Care** *simplified*
- ✓ **Defect Management** *simplified*
- ✓ **Reports and Audits** *simplified*

Get in touch and find out how can clixifix® can help



Book a demo

Do you want to see clixifix® in action? Register your details at:
www.clixifix.com/book-a-demo



Request more information

Email hello@clixifix.co.uk
to ask any questions or request some further information.



Talk to the team

Call 0191 500 7924
to speak to the clixifix® team to talk about customer care solutions.



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Version 1.0 Oct 24